



**PROVINCIAL GOVERNMENT
OF ORIENTAL MINDORO**

**CITIZEN'S CHARTER
2024 (1st Edition)**



II. Mandate

General supervision and control over all programs/projects/ activities and services of the Provincial Government.

III. Vision

To deliver quality and efficient public service, effective stakeholder support and participation, and good governance that result to sustainable livelihood and economy, equitable allocation of resources and responsive leadership that address the basic needs of the public, adapting to changing environment and better quality of life for all.

IV. Mission

The Office of the Governor shall adopt simple procedures in providing public service and shall strictly observe standards in every transaction while ensuring that these are performed with compassion, efficiency and courtesy.

V. SERVICE PLEDGE

We commit to perform duties and functions necessary to promote the general welfare of the province and its citizens, to pursue an Executive agenda that includes the administrative, economic, social, and environmental governance of the province and to bring the *Galing at Serbisyo para sa Mindoreño* at its finest.



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PGOM OFFICE DIRECTORY 989



Office of the Governor

External Services



1.REQUEST/RESOLUTION FOR FINANCIAL ASSISTANCE

The Governor's Office accepts and facilitates requests for financial assistance from barangays, accredited NGOs, POs. Individuals and private groups may also avail as long as the purpose is included in the list of allowed assistance from COA (Monday to Friday 8:00 a.m. to 5:00 p.m.)

Office or Division:	Governor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Documentary requirements depending on purpose of visit:</p> <p>-Financial Assistance (FA) for Barangay Founding Anniversary / Sports Festival</p> <ul style="list-style-type: none"> ▪ 2 original copies of Resolution / Request duly signed by the Sangguniang Barangay ▪ 2 original copies of Program of activities with estimated expenditures duly signed by the Barangay Captain <p>-Financial Assistance (FA) for Sports or Academic Competition and Pageants</p> <ul style="list-style-type: none"> ▪ 2 original copies of request Invitation or any proof of communication for joining the competition/pageant <p>-Request for Toilet Bowls/Jetmatic/ seedlings</p> <ul style="list-style-type: none"> ▪ 2 original copies of Resolution/ request ▪ 2 original list of recipients 	<p>Resolution from requesting Barangay, Municipality, Cooperative or NGO</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook and give original copy and receiving copy of resolution/request, incl. other details as may be requested	<p>1. Check to make sure all necessary information is provided Evaluate what kind of assistance is needed</p> <p>1.1 Evaluate validity of request/ resolution (authenticity of docs, purpose, format, etc).</p> <p>1.2 Ensure that all necessary documentary requirements are attached according to purpose of request / resolution</p> <p>1.3 .Stamp both original and receiving copies with "RECEIVED" write date and time, as well as name of receiving personnel</p>	None	5 minutes	<p><i>Dindo T. Sapallo</i> Local Legislative Staff Employee I</p> <p><i>Dindo T. Sapallo</i> Local Legislative Staff Employee I</p> <p><i>Dindo T. Sapallo</i> Local Legislative Staff Employee I</p> <p><i>Dindo T. Sapallo</i> Local Legislative Staff Employee I</p>



	1.4 .Record in the logbook/computer for control and monitoring			
2Give contact number for updates and/or other concerns regarding request/resolutions and accomplish client satisfaction survey questionnaire	2. Advise client of next steps, and give contact number for follow ups and other concerns. 2.1 Guide client on how to accomplish electronic satisfaction survey questionnaire.	None	2 minutes	<i>Dindo T. Sapallo Local Legislative Staff Employee I</i>
3. Advise client to wait for notification from Governor's Office on the status of request/ resolution and Provincial Treasurer's Office regarding availability of check	3. Forward to the Governor for approval / marginal notes. 3.1 Prepare necessary documents for the processing of assistance. 3.2 Route for processing	None	1 day	<i>Dindo T. Sapallo Local Legislative Staff Employee I</i> <i>Dindo T. Sapallo Local Legislative Staff Employee I</i> <i>Dindo T. Sapallo</i>



				<i>Local Legislative Staff Employee I</i>
	TOTAL	None	1 day and 7 minutes	

2.PROCESSING OF PROVINCIAL EDUCATION ASSISTANCE PROGRAM (PEAP)

To provide assistance to indigent students' application to scholarship program
(Monday to Friday 8:00 a.m. to 5:00 p.m.).

Office or Division:	Governor's Office		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Indigent college students, with General Weighted Average (GWA) of 80% and taking up a four-year Bachelor's Degree Course		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Properly filled out PEAP Application Form) 1 original copy		Office of the Governor or Education and Employment Services Division (EESD)	
Certificate of Grades duly signed by the School Registrar 1 original copy		School Registrar's Office	
Certificate of Enrollment duly signed by the School Registrar 1 original copy		School Registrar's Office	
Certificate of Good Moral Character from the last school attended 1 original copy		School Registrar's Office	
Certificate of Barangay Indigency 1 original copy		Barangay Council's Office	
Photocopy of School Identification		Student applicant	



Card				
1-piece 2x2 picture		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the PEAP application form	1. Provide the form and check if properly filled out by the applicant	None	3 minutes	<i>Aprilyn M. Mistiola Administrative Aide VI</i>
	1.1 Record the name/s of applicant/s in the logbook		2 minutes	
2. Get information for follow up/ additional requirements	2.1 Inform applicant/s of procedure and turnaround time	None	2 minutes	<i>Aprilyn M. Mistiola Administrative Aide VI</i>
	2.2 Compile all documentary requirements and send to EESD		1 day	
3. Accomplish Client Satisfaction Survey	3.1 Guide client on how to accomplish electronic	None	3 minutes	<i>Aprilyn M. Mistiola Administrative Aide VI</i>



	satisfaction survey questionnaire			
	TOTAL	None	1 day and 10 minutes	

3. ENDORSEMENT LETTERS

To assist job applicants requesting for the Governor's endorsement (Monday to Friday 8:00 a.m. to 5:00 p.m.)

Office or Division:	Governor's Office			
Classification:	Simple (0-3 days)			
Type of Transaction:	Government to Client			
Who may avail:	Anybody who are qualified for the position they are applying for and wanted to be endorsed by the Governor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment Slip		Office of the Governor		
Personal Data Sheet (PDS) – original copy		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the appointment slip	1.1 Provide the requested appointment slip and ensure that the form is properly filled out	None	3 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III</i>



2. Give original copy and receiving copy of resolution/request, incl. other details as may be requested.	2. Prepare the endorsement letter and forward letter to COS for initial 2.1 Forward to the Governor for his signature.	None	7 minutes 7 days	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III</i> <i>Maria Nenita D. Dalupan Chief of Staff</i> <i>Gov. Humerlito A. Dolor Governor</i>
3. Receive the Governor's endorsement letter resolutions	3.1 Record in the logbook for Outgoing Documents other concerns	None	3 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III</i>
4. Accomplish Client Satisfaction Survey	4.1 Guide client on how to accomplish electronic satisfaction survey questionnaire	None	3 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III</i>
	TOTAL	None	7 days and 16 minutes	

4. REQUEST FOR THE USE OF PGOM COASTER OR PGOM BUS

To assist clients requesting for the use of PGOM Coaster or PGOM Bus (Monday to Friday 8:00 to 5:00 p.m.)

Office or Division:	Governor's Office
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Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Any LGU/ NGO's, PO's who are requesting for the used of <i>PGOM Coaster o PGOM Bus</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for the use of PGOM Coaster or PGOM Bus (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook in the office.	1. Provide the logbook.	None	2 minutes	<i>Jojelyn Manalo Administrative Aide V</i>
2. Give original copy and receiving copy of request letter, incl. other details as may be requested.	2. Accept the letter request and check the availability of the vehicle	None	3 minutes	<i>Jojelyn Manalo Administrative Aide V</i>
	2.1 Forward the Letter request to Executive Assistant IV for his approval	None	3 minutes	<i>Jojelyn Manalo Administrative Aide V</i>
	2.2 Once approved, Inform the client's that the request was	None	3 minutes	<i>Jojelyn Manalo Administrative Aide V</i>



3. Accomplish Client Satisfaction	3. Guide client on how to accomplish electronic satisfaction survey questionnaire	None	3 minutes	Jojelyn Manalo Administrative Aide V
TOTAL		None	14 minutes	

5. INVITATIONS FOR THE GOVERNOR

Request for Governor's Attendance in Special Activities.

Office or Division:	Governor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Invitation and program (1 copy)		Client		
CLIENT STEPS (Hakbangin ng kliyente)	AGENCY ACTIONS (Gawain ng Ahensya)	FEES TO BE PAID (Kinakailangang bayaran)	PROCESSING TIME (Oras ng pagpoproseso)	PERSON RESPONSIBLE (Empleyadong nakatalaga)
1. Submit invitation / request (please submit at least 3 days in advance for coordination of schedule)	1.1 Receive the required document and assess the request or invitation 1.2 Encode details of the	None	2 minutes 3 minutes	Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office



	invitation (time received; agency or office; subject or particular)			
	1.3 Forward invitation to Senior Administrative Assistant (Private Secretary) for scheduling		1 minute	Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office
	1.4 Sr. Admin Asst confirms with the Governor of his attendance		7 days	Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office
2. Follow up for confirmation of attendance / schedule of activity	2.1 Ask for the Governor's Schedule for the said activity	None	2 minutes	Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office
	2.2 Confirm the availability of the Governor and inform the client of the Governor's attendance		1 minute	Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office



3. Client receives the Governor's confirmation of his attendance	3.1 Calendar the schedule of Governor's appointment/ activity	None	2 minutes	Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office Office
TOTAL		None	7 days and 11 minutes	

5.Assistance to Individuals in Crisis Situation (AICS)

Program between DSWD and PGOM for social services (Educational Assistance / Cash Assistance)

Office or Division:	Governor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Client			
Who may avail:	Selected Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency from Barangay of Residency (original copy)				
Valid ID (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Names to Barangay Leaders together with the other	1.1 Collate the names submitted by Barangay Leaders 1.2 Encode details of the beneficiaries	None	2 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>



required information	<p>to standard reporting template (based on the number of beneficiaries required)</p> <p>1.3 Forward template to DSWD for cross matching.</p>		3 minutes	<p><i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i></p> <p><i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i></p>
2. Prepare documentary requirements and proceed to the validation venue	<p>2.1 Set schedule of validation. Inform beneficiaries of the date and venue. (DSWD will conduct the interview and validation. Clients to submit the required documents)</p> <p>2.2 Set the schedule of pay-out. DSWD to prepare the payroll and</p> <p>2.3 Inform the beneficiaries for the date and venue of pay-out</p>	None	2 days	<p><i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i></p> <p><i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i></p>



	2.4 Funds to be released by DSWD Staff			<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>
	TOTAL	None	2 days and 5 minutes	



Office of the Governor Internal Services



1. INVITATIONS FOR THE GOVERNOR

Request for Governor's Attendance in Special Activities.

Office or Division:	Governor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Invitation and program (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation / request (please submit at least 3 days in advance for coordination of schedule)	1.1 Receive the required document and assess the request or invitation	None	2 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>
	1.2 Encode details of the invitation (time received; agency or office; subject or particular)		3 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>
	1.3 Forward invitation to Sr. Administrative Asst. for scheduling		1 minute	
			7 days	



	1.4 Sr. Admin Asst. confirms with the Governor of his attendance			
2. Follow up for confirmation of attendance / schedule of activity	2.1 Ask for the Governor's Schedule	None	2 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>
	2.2 If the Governor is available, inform the client of the Governor's attendance		1 minute	
3. Client receives the Governor's confirmation of his attendance	3.1 Record the schedule of Governor's appointment	None	2 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>
	TOTAL	None	7 days and 11 minutes	

2.OTHER COMMUNICATIONS FOR THE GOVERNOR

Letters/documents/indorsements for approval, for information, for signature and documents that require marginal note/approval of the Governor.

Office or Division:	Governor's Office
Classification:	Complex



Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Saan maaring kunin)		
Letter / Request/ Communication /Document Needed (1 copy)		Wala		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit document to personnel in charge	3.1 Receive the required document and classify if for information, request, requires marginal note or for signature	None	3 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>
	3.2 Encode details of document (time received; agency or office; subject or particular		3 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>
	3.3 Forward the document to Chief-of-Staff for review and appropriate action		7 days	<i>Maria Nenita D. Dalupan Chief of Staff Governor's Office</i>



4. Client/ concerned office receives the signed document / document with marginal approval	4.1 File a copy and release the document to the client / concerned office.	None	3 minutes	<i>Paula Bianca S. Mendroz Senior Administrative Assistant III Governor's Office</i>
	TOTAL	None	7 days and 9 minutes	

3. PETTY CASH FUND

To ensure that emergency office-related expenses are taken care of.

Office or Division: (<i>Tanggapan o Dibisyon</i>)	Governor's Office
Classification: (<i>Klasipikasyon</i>)	Simple (0-3 days)
Type of Transaction: (<i>Uri ng transaksyon</i>)	G2C
Who may avail: (<i>Sino ang maaaring mag- avail</i>)	Employees with emergency office-related expenses not more than P1,000.00
CHECKLIST OF REQUIREMENTS (<i>Talaan ng Kinakailangan</i>)	WHERE TO SECURE (<i>Saan maaring kunin</i>)
Petty Cash Voucher (original copy)	Office of the Governor
Official Receipts (original copy)	Business establishments
Reimbursement Expense Receipt (RER)original copy	Office of the Governor
Purchase Request	Office of the Governor



Justification for Shopping (Annex 04)		Office of the Governor		
CLIENT STEPS (<i>Hakbangin ng kliyente</i>)	AGENCY ACTIONS (<i>Gawain ng Ahensya</i>)	FEES TO BE PAID (<i>Kinakailangang bayaran</i>)	PROCESSING TIME (<i>Oras ng pagpoproseso</i>)	PERSON RESPONSIBLE (<i>Empleyadong nakatalaga</i>)
1. Request cash from the Petty Cash Custodian	1.1 Check validity of expense 1..2 Provide the cash and PCV with RER if necessary	None	3 minutes 2 minutes	<i>Rachele M. Enriquez Administrative Asst. II Governor's Office</i>
3. Submit the PCV with the proper receipts or RER duly stamped by ICD.	2.1 Records the transaction in the Petty Cash Book	None	3 minutes	<i>Rachele M. Enriquez Administrative Asst. II Governor's Office</i>
TOTAL		None	8 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1) Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2) Contact info:
How feedbacks are processed	<ol style="list-style-type: none"> 1) Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2) For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3) Response/Action of the concerned office is relayed to the client as soon as possible.



	4) For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0917-8889430 .
How to file a complaint	<ol style="list-style-type: none"> 1) Complaints can be filed either thru telephone numbers below, by dropping the written complaint of filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2) The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3) For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0917-8889430
How complaints are processed	<ol style="list-style-type: none"> 1) Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2) The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3) The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 4) Response/Action of the concerned office is relayed to the complainant as soon as possible. 5) The client shall be notified of the progress of the complaint 6) For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0917-8889430
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565

Province of Oriental Mindoro
OFFICE OF THE GOVERNOR
2/F Executive Building, Provincial Capitol Complex, Ignacio St.,
Camilmil, Calapan City, 5200 Oriental Mindoro Philippines
(043) 288-7771 | (043) 288-7773
go@ormindoro.gov.ph
go.orientalmindoro@gmail.com
go.orientalmindoro@yahoo.com



GOVERNOR'S OFFICE
GSMAC
(Galing at Serbisyo para sa Mindoreño Action
Center)

External Services



1. AMBULANCE ASSISTANCE

PGOM through GSMAC provides Ambulance Assistance to citizens of Oriental Mindoro. Ambulance assistance is extended to clients within and outside the province. Emergency cases are prioritized while less serious cases are usually scheduled. SERVICE AVAILABILITY: 24/7

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the GSMAC Nurse hotline 09178022596 or personally appear at GSMAC Office in Provincial Capitol to avail Ambulance Assistance	1. Fill out the Ambulance Assistance Request for	None	3 minutes	Rafael C. Cataquis - Administrative Officer IV GSMAC-Head
	1.1 Discuss with the client about the standard operating procedures, protocols in relation to the transfer of patient and documents need to provide Ambulance	None	3 minutes	Rafael C. Cataquis - Administrative Officer IV GSMAC-Head
	1.2 Request form will hand over to the assigned driver	None	1 minute	Rafael C. Cataquis - Administrative Officer IV GSMAC-Head



	for his reference and perusal			
	Total:	None	7 minutes	

2. ANTI-RABIES VACCINE ASSISTANCE

PGOM through GSMAC provides Anti-rabies Vaccine Assistance to citizens of Oriental Mindoro, in line with PSWDO's program that provides eligible clients financial or material assistance. SERVICE AVAILABILITY: 24/7

Office or Division:		G.O - GSMAC		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription and Schedule of Injection		Hospital/Clinic/Rural Health Unit		
1 Original and Photocopy				
1 Original copy of Certificate of Eligibility (C.E)		Provincial Social Welfare and Development Office (PSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the Prescription and Schedule of Injection to the Information Desk	1. Check if the schedule is either 3rd or 4th dose and call the partner pharmacy if the vaccine is available, fill out Information Sheet, record it to the logbook and instruct the client to go to PSWDO desk for interview & issuance of Certificate of Eligibility	None	4 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>



2. Proceed to PSWDO desk	2. Interview the client, encode vital information, issue C.E and Inform the client to submit it to GSMAC to continue the process.	None	5 minutes	<i>Geraldine I. Roldan – Social Welfare Officer II PSWDO</i>
3. Proceed to GSMAC	3. Receive the documents and Prepare the Guarantee Letter (GL), For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
4.Receive the GL and other documents	4. Release the original copy of GL and Prescription and Schedule of Injection to the client and instruct the client to claim the vaccine from the specified pharmacy.	None	1 minute	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
5.Answer the Digital client Satisfaction Survey Form.	5. Assist the client in accomplishing the digital client satisfaction survey.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
Total:		None	16 minutes	



3. BURIAL ASSISTANCE

PGOM through GSMAC provides burial assistance to the immediate family member/s of the deceased within one month after death. SERVICE AVAILABILITY 24/7

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Death (1 Photocopy)		Municipal / City Registrar		
Funeral Contract (1 Photocopy)		Funeral Home/Service		
1 Original copy of Certificate of Eligibility (C.E)		Provincial Social Welfare and Development Office (PSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Death Certificate and Funeral Contract to the Information Desk	1.Fill out the Information Sheet with client and patient's vital information, record it to the logbook and instruct the client to go to PSWDO desk for interview & issuance of Certificate of Eligibility(C.E)	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
1. Proceed to PSWDO desk	2. Interview the client, encode vital information, issue C.E and Inform the client to	None	5 minutes	<i>Geraldine I. Roldan – Social Welfare Officer II PSWDO</i>



	submit it to GSMAC to continue the process.			
3. Proceed to GSMAC	3. Receive the documents and Prepare the Guarantee Letter (GL), For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
4. Receive the Guarantee Letter	4. Release original copy of GL together with other documents and instruct the client to present it to the affiliated Funeral Home/Services.	None	1 minute	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
5. Answer the Digital client Satisfaction Survey Form.	5. Assist the client in accomplishing the digital client satisfaction survey.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
	Total:	None	15 minutes	



4.HOSPITAL BILL ASSISTANCE

PGOM through GSMAC provides Hospital Bill Assistance to citizens of Oriental Mindoro, in line with PSWDO's program that provides eligible clients financial or material assistance. SERVICE AVAILABILITY 24/7

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Bill (1 original copy)		Hospital		
Medical Certificate (1 original copy)		Hospital		
1 Original copy of Certificate of Eligibility (C.E)		Provincial Social Welfare and Development Office (PSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the hospital bill and medical certificate to the Information Desk.	1. Verify patient's eligibility for Hospital Bill Assistance. Every patient is entitled for only one (1) assistance within one month, and can only avail the next assistance after 31 days. Fill out the Information Sheet with client and patient's vital information, record it to the logbook and instruct the client to go to	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>



	PSWDO desk for interview & issuance of Certificate of Eligibility(C.E)			
2. Proceed to PSWDO desk	2. Interview the client, encode vital information, issue C.E and Inform the client to submit it to GSMAC to continue the process.	None	5 minutes	<i>Geraldine I. Roldan – Social Welfare Officer II PSWDO</i>
3. Proceed to GSMAC	3. Receive the documents and Prepare the Guarantee Letter (GL), For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
4. Receive the Guarantee Letter	4. Release original copy of GL together with other documents and instruct the client to present it to the specified Hospitals.	None	1 minute	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>



5. Answer the Digital client Satisfaction Survey Form.	5. Assist the client in accomplishing the digital client satisfaction survey.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
	Total:	None	15 minutes	

6. LABORATORY EXAMINATION AND DIAGNOSTIC PROCEDURE ASSISTANCE

PGOM through GSMAC provides Laboratory Examination and Diagnostic Procedure Assistance to citizens of Oriental Mindoro, in line with PSWDO's program that provides eligible clients financial or material assistance. SERVICE AVAILABILITY 24/7

Office or Division:		G.O - GSMAC		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request Form (original copy)			Hospital/Clinic	
2 Photocopies of Laboratory Request Form				
1 Original copy of Certificate of Eligibility (C.E)			Provincial Social Welfare and Development Office (PSWDO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the Information Desk the Laboratory Request Form	1. Verify patient's eligibility for Laboratory Assistance. Every patient is entitled for only one (1) assistance within one month, and can only avail	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>



	the next assistance after 31 days. Fill out the Information Sheet with client and patient's vital information, record it to the logbook and instruct the client to go to PSWDO desk for interview & issuance of Certificate of Eligibility(C.E)			
Proceed to PSWDO desk	2. Interview the client, encode vital information, issue C.E and Inform the client to submit it to GSMAC to continue the process.	None	5 minutes	<i>Geraldine I. Roldan – Social Welfare Officer II PSWDO</i>
3. Proceed to GSMAC	3. Receive the documents and Prepare the Guarantee Letter (GL), For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
4. Receive the Guarantee Letter	4. Release original copy of GL together	None	1 minute	<i>Rafael C. Cataquis -</i>



	with other documents and instruct the client to present it to the specified Hospitals.			<i>Administrative Officer IV GSMAC-Head</i>
5. Answer the Digital client Satisfaction Survey Form.	5. Assist the client in accomplishing the digital client satisfaction survey.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
	Total:	None	15 minutes	

6. MEDICINE ASSISTANCE

PGOM through GSMAC provides Medicine Assistance to citizens of Oriental Mindoro, in line with PSWDO's program that provides eligible clients financial or material assistance. SERVICE AVAILABILITY 24/7

Office or Division:	G.O - GSMAC
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Copy Prescription of Medicines	Hospital/Clinic
2 Photocopies of prescription	
1 Original copy of Certificate of Eligibility (C.E)	Provincial Social Welfare and Development Office (PSWDO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the Prescription to the Information Desk.	1. Verify patient's eligibility for Medicine Assistance. Every patient is entitled for only one (1) assistance within one month, and can only avail the next assistance after 31 days.	None	2 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
	1.1 Check if the prescription/s is/are updated and call if the medicine/s is/are available in partner pharmacy, Fill out the Information Sheet with client and patient's vital information, record it to the logbook and instruct the client to go to PSWDO desk for interview & issuance of Certificate of Eligibility(C.E)	None	5 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
2. Proceed to PSWDO desk	2. Interview the client, encode vital information, issue C.E and Inform the client to submit it to GSMAC to continue the process.	None	4 minutes	<i>Geraldine I. Roldan – Social Welfare Officer II PSWDO</i>



3. Proceed to GSMAC	3. Receive the documents and Prepare the Guarantee Letter (GL), For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
4. Receive the Guarantee Letter	4. Release original copy of GL together with other documents and instruct the client to present it to the specified Hospitals.	None	1 minute	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
5. Answer the Digital client Satisfaction Survey Form.	5. Assist the client in accomplishing the digital client satisfaction survey.	None	3 minutes	<i>Rafael C. Cataquis - Administrative Officer IV GSMAC-Head</i>
Total:		None	18 minutes	

7. TRANSFER OF CADAVER ASSISTANCE

PGOM through GSMAC provides Transfer of Cadaver Assistance to citizens of Oriental Mindoro, Cadavers from mainland Luzon are picked up at Calapan Port. Cadavers within the province are transferred from point to point. SERVICE AVAILABILITY 24/7

Office or Division:		G.O - GSMAC		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the GSMAC Cadaver Service Driver	1. Check availability of the vehicle	None	4 minutes	Rafael C. Cataquis - Administrative Officer IV



hotline 09483784010 or personally appear at GSMAC Office in Provincial Capitol to avail Transfer of Cadaver Assistance	then prepare and fill out Transfer of Cadaver Form 1.1 Brief the driver on the details of the cadaver to be picked up.	None	1 minute	GSMAC-Head Rafael C. Cataquis - Administrative Officer IV GSMAC-Head
	Total:	None	5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: 288-7776, 09178752064 and gsmac@ormin.gov.ph
How feedbacks are processed	1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office.



	<p>3. Response/Action of the concerned office is relayed to the client as soon as possible.</p> <p>For inquiries and follow-ups, clients may contact the G.O-GSMAC at 288-7776, 09178752064.</p>
How to file a complaint	<p>1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby.</p> <p>2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint.</p> <p>4. For inquiries and follow ups, clients may contact the G.O-GSMAC at 288-7776, 09178752064.</p>
How complaints are processed	<p>1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis.</p> <p>2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention.</p> <p>3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.</p> <p>4. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>5. The client shall be notified of the progress of the complaint.</p> <p>3. For inquiries and follow ups, clients may contact the G.O-GSMAC at 288-7776, 09178752064.</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565</p>



Office of the Governor
PROCUREMENT DIVISION
for Goods and Services



1.Pre-procurement conference

For projects with Approved Budget for the Contract (ABC) of more than P2,000,000.00 (and optional for projects with ABC less than the prescribed).

Service Availability: As scheduled / upon issuance of notice – Monday to Friday, 8:00AM to 5:00PM

Office or Division	PGO – Procurement Division (for Goods & Services)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may participate:	1. End User Representative 2. Observers: At least one (1) from a duly recognized private group in a sector or discipline relevant to the procurement at hand and non-government organization (NGO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (4 original copies) 2. Notice of meeting (1 original copy)		1. End user/Requisitioning Office 2. BAC Secretariat Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance sheet	1. Assist the client to sign in the attendance sheet	None	5 minutes	<i>Leila De Guzman</i> <i>Administrative Aide I</i> <i>Mark Angelo M. Mararac</i> <i>Administrative Aide IV</i> <i>Bids and Awards Committee</i>
2. Participate in the discussion regarding all aspects of the	2. Discuss all aspects of the procurement at hand	None	1 hour	<i>Antonio M. Magnaye</i> <i>Chairperson</i>



procurement at hand				<p><i>Engr. Jollie Ver E. Lasic</i> <i>Administrative Officer V</i></p> <p><i>Marissa O. Acuzar</i> <i>Administrative Assistant II</i></p> <p><i>Leila R. Caringal</i> <i>Administrative Aide VI</i></p> <p><i>Leila De Guzman</i> <i>Administrative Aide I</i></p> <p><i>Lily Mae E. Lim, EnP</i> <i>Vice Chairperson</i></p> <p><i>Dr. Alfredo P. Manglicmot</i> <i>Member</i></p> <p><i>Francisco C. Dapito</i> <i>Member</i></p> <p><i>Sherell G. Ong</i> <i>Member</i></p> <p><i>Bids and Awards Committee</i></p>
3. Wait for the notice of meeting from the BAC	3. Notify the client for the schedule of pre-bid conference	None	5 minutes	<i>Leila R. Caringal</i>



Secretariat for the schedule of pre-bid conference				<i>Administrative Aide VI</i>
	Total	None	1 hour, 10 minutes	

Based on **Section 20: 2016 Revised IRR of R.A. 9184**

1. Pre-bid conference

For projects with Approved Budget for the Contract (ABC) of more than P1,000,000.00 (and optional for projects with ABC less than the prescribed).

Service Availability: As scheduled / upon issuance of notice – Monday to Friday, 8:00AM to 5:00PM

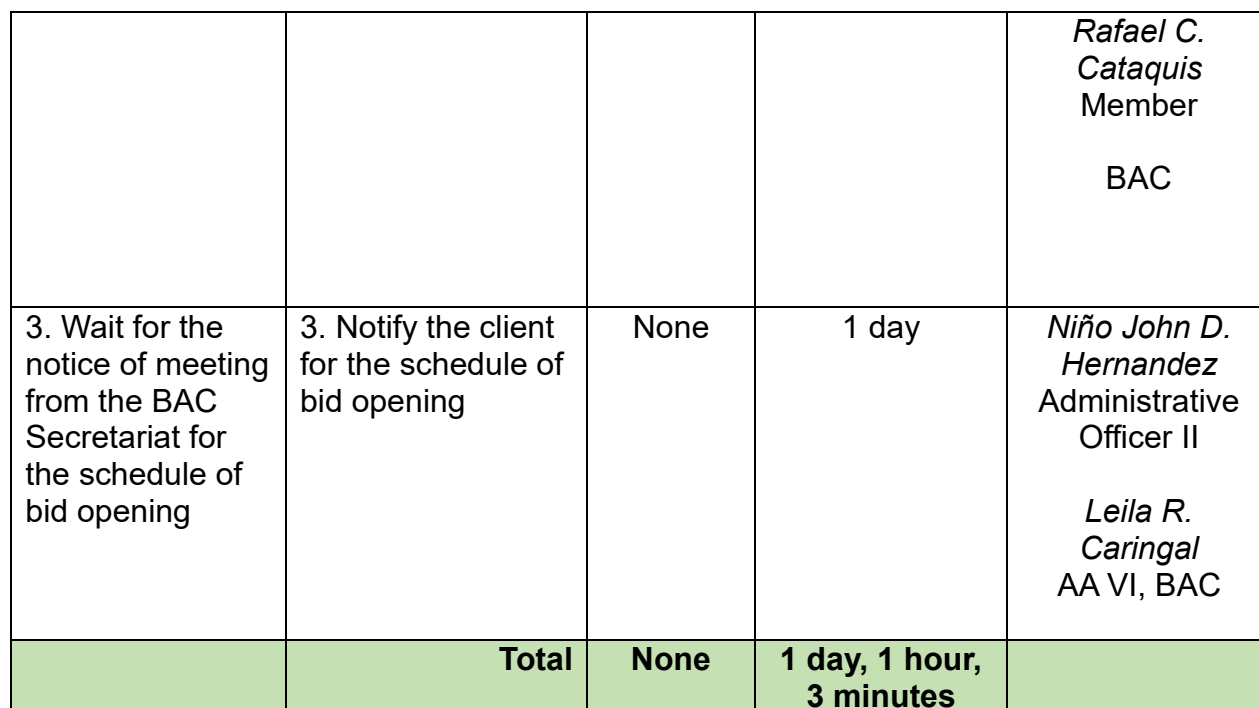
Office or Division	PGO – Procurement Division (for Goods & Services)			
Classification	Simple			
Type of Transaction	G2G, G2B, G2C			
Who may participate:	1. End User Representative 2. Interested/prospective bidders compliant with the documents prescribed in the bidding documents 3. Observers: At least one (1) from a duly recognized private group in a sector or discipline relevant to the procurement at hand and non-government organization (NGO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original and/or Photocopy of Invitation to Bid 2. Notice of meeting (1 original copy)		BAC Secretariat Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance sheet	1. Assist the client to sign in the attendance sheet	None	3 minutes	<i>Leila De Guzman</i> Administrative Aide I <i>Mark Angelo M. Mararac</i>



				Administrative Aide IV
				Bids and Awards Committee (BAC)
2. Attend/ participate in the discussion	2. Discuss, clarify, and explain all the eligibility requirements, technical and financial components of the contract to be bid and address all questions and clarifications raised by the prospective bidders	None	1 hour	<i>Antonio M. Magnaye</i> Chairperson (above 1M) <i>Lily Mae E. Lim,</i> <i>EnP</i> Vice Chairperson (above 1M) <i>May Ann Joy M.</i> <i>Ylagan</i> Chairperson (below 1M) <i>Zyreen Kate B.</i> <i>Cataquiz</i> Vice Chairperson (below 1M) <i>Engr. Jollie Ver</i> <i>E. Lasic</i> Administrative Officer V <i>Valentina A.</i> <i>Clanza</i> Administrative Officer III <i>Niño John D.</i> <i>Hernandez</i> Administrative Officer II



				<p><i>Marissa O. Acuzar</i> Administrative Assistant II</p> <p><i>Leila R. Caringal</i> AA VI</p> <p><i>Shiela C. Zulueta</i> Administrative Aide IV</p> <p><i>Mark Angelo M. Mararac</i> Administrative Aide IV</p> <p><i>Leila De Guzman</i> Administrative Aide I</p> <p><i>Dr. Alfredo P. Manglicmot</i> Member</p> <p><i>Francisco C. Dapito</i> Member</p> <p><i>Sherell G. Ong</i> Member</p> <p><i>Don Stepherson V. Calda</i> Member</p> <p><i>Albert B. Cabungcal</i> Member</p>
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3. Purchase of bidding documents

Service Availability: Monday to Friday, 8:00AM to 5:00PM

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment form	1. Issue Order of Payment	Refer to GPPB Standard Rates	10 minutes	<i>Niño John D. Hernandez</i> <i>Administrative Officer II</i> <i>Marissa O. Acuzar</i> <i>Administrative Assistant II</i> <i>Bids and Awards Committee</i>
2. Pay the corresponding fee at Provincial Treasurer's Office		Based on GPPB Standard Rates None	9 minutes	<i>Joycel B. Bangus RCC I</i> <i>Angela Cammille P. Ferrer RCC I</i> <i>Provincial Treasurer's Office</i>
3. Present the Official Receipt for the payment of bidding documents at the BAC Office	2. Issue bidding documents		20 minutes	<i>Niño John D. Hernandez</i> <i>Administrative Officer II</i> <i>Marissa O. Acuzar</i> <i>Administrative Assistant II</i> <i>Bids and Awards Committee</i>
	Total	*GPPB Standard Rates	39 minutes	



Corresponding fee for Bidding documents is pursuant to **Appendix 8 of 2016 Revised IRR of R.A. 9184: Guidelines on the Sale of the Bidding Documents**

APPENDIX 8 GUIDELINES ON THE SALE OF BIDDING DOCUMENTS

5.0 STANDARD RATES

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

4. Submission, Receipt and Opening of bids

Bidders shall submit their bids through their duly authorized representative using the forms specified in the Bidding Documents. **Service Availability:** As scheduled / upon issuance of notice – Monday to Friday, 8:00AM to 5:00PM.

Office or Division	PGO – Procurement Division (for Goods & Services)
Classification	Complex
Type of Transaction	G2G, G2B, G2C
Who may participate:	<ol style="list-style-type: none"> 1. End User Representative/s 2. Interested bidders who purchased bidding documents 3. Observers: At least one (1) from a duly recognized private group in a sector or discipline relevant to the procurement at hand and non-government organization (NGO)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 set Original copies of Technical and Financial Documents in a separate sealed envelope marked "ORIGINAL – TECHNICAL COMPONENT/ORIGINAL – FINANCIAL COMPONENT", sealing	Bids and Awards Committee Secretariat Office, Capitol Complex, Camilmil, Calapan City.



<p>them all in outer envelope marked "ORIGINAL BID"</p> <p>2. 1 set photocopy of Technical and Financial Documents in a separate sealed envelope marked "COPY NO. 1 – TECHNICAL COMPONENT/ COPY NO. 1 – FINANCIAL COMPONENT" and the outer envelope as "COPY NO. 1.</p> <p>(These envelopes containing the original and the copies shall then be enclosed in one single envelope)</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance sheet	1. Assist the client to sign in the attendance sheet	None	2 minutes	<i>Leila De Guzman</i> <i>Administrative Aide I</i> <i>Mark Angelo M. Mararac</i> <i>Administrative Aide IV, BAC</i>
2. Submit bids and attend bid opening	2. Receive bids and conduct bid opening	None	1 hour	<i>Antonio M. Magnaye</i> <i>Chairperson (above 1M)</i> <i>Lily Mae E. Lim,</i> <i>EnP</i> <i>Vice Chairperson (above 1M)</i> <i>May Ann Joy M. Ylagan</i> <i>Chairperson (below 1M)</i> <i>Zyreen Kate B. Cataquiz</i>



				<p>Vice Chairperson (below 1M)</p> <p>Engr. Jollie Ver E. Lasic Administrative Officer V</p> <p>Valentina A. Clanza Administrative Officer III</p> <p>Niño John D. Hernandez Administrative Officer II</p> <p>Marissa O. Acuzar Administrative Assistant II</p> <p>Leila R. Caringal Administrative Aide VI</p> <p>Shiela C. Zulueta Administrative Aide IV</p> <p>Mark Angelo M. Mararac Administrative Aide IV</p> <p>Leila De Guzman Administrative Aide I</p>
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				<i>Dr. Alfredo P. Manglicmot</i> <i>Member</i> <i>Francisco C. Dapito</i> <i>Member</i> <i>Sherell G. Ong</i> <i>Member</i> <i>Don Stepherson V. Calda</i> <i>Member</i> <i>Albert B. Cabungcal</i> <i>Member</i> <i>Rafael C. Cataquis</i> <i>Member</i> <i>Bids and Awards Committee</i>
3. Wait for the Notice of Post-qualification from the BAC Secretariat	3. Conduct post-qualification process and notify the client for the issuance and signing of notice	None	7 days (after bid opening)	<i>Niño John D. Hernandez</i> <i>Administrative Officer II</i> <i>Leila R. Caringal</i> <i>Administrative Aide VI</i> <i>Bids and Awards Committee</i>



	Total	None	7 days, 1 hour, 2 minutes	
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Based on **Section 25: 2016 Revised IRR of R.A. 9184**

*Bid opening will be conducted through open competitive bidding procedures using a nondiscretionary “pass/fail” criterion as specified in the Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184, otherwise known as the “Government Procurement Reform Act”.

5. Issuance of Notice of Post-qualification

The post-qualification shall verify, validate and ascertain the veracity, authenticity and validity of all the eligibility documents submitted by the bidder with the Lowest Calculated Bid in accordance with Section 8.5.2 of the Revised IRR of R.A. 9184.

Service Availability: Monday to Friday, 8:00AM to 5:00PM

Office or Division	PGO – Procurement Division (for Goods & Services)			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	1. Single/Lowest Calculated Responsive Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Income and Business Tax Returns (1 original copy)		Bureau of Internal Revenue		
2. Other appropriate licenses and permits required by law and stated in the Bidding Documents		Various Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements provided in the checklist	1. Check and receive the requirements submitted by the bidder	None	10 minutes	<i>Niño John D. Hernandez</i> <i>Administrative Officer II</i> <i>Leila R. Caringal</i> <i>Administrative Aide VI</i>



				<i>Bids and Awards Committee</i>
2. Sign the Notice of Post-qualification	2. Assist the client in signing the Notice of Post-qualification	None	5 minutes	<i>Leila De Guzman Administrative Aide I</i> <i>Mark Angelo M. Mararac Administrative Aide IV</i> <i>Bids and Awards Committee</i>
	Total	None	15 minutes	

6. Issuance of Notice of Award

After determining the legal, technical, and financial capability and the responsiveness of the bid, the BAC shall recommend to the Head of Procuring Entity (HoPE) the award of contract in favor of the bidder with the Single/Lowest Calculated Responsive Bid.

Service Availability: Monday to Friday, 8:00AM to 5:00PM

Office or Division	PGO – Procurement Division (for Goods & Services)			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	Winning Bidder who passed the post-qualification			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Bidding Documents (1 certified true copy)		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign the Notice of Award	1. Assist the winning bidder in signing the Notice of Award	None	5 minutes	<i>Leila De Guzman Administrative Aide I</i>
2. *Return the signed Notice of Award and post-performance security	2. Accept the signed Notice of Award	None	5 minutes	<i>Mark Angelo M. Mararac Administrative Aide IV</i>
3. Secure a copy of signed Notice of Award signed	3. Provide a copy of signed Notice of Award signed	None	5 minutes	<i>Bids and Awards Committee</i>
Total		None	15 minutes	

Based on **Section 39: 2016 Revised IRR of R.A. 9184**

***To guarantee the faithful performance by the winning bidder of its obligations under the contract in accordance with the Bidding Documents, the winning bidder shall post a performance security in an amount not less than the required percentage of the total contract price prior to the signing of the contract.

7. Issuance of Purchase Order/Contract Agreement

The BAC, after the receipt and acknowledgement of NOA, shall issue Purchase Order/Contract of Agreement to the winning bidder to immediately enter into contract with the Procuring Entity.

Service Availability: Monday to Friday, 8:00AM to 5:00PM

Office or Division	PGO – Procurement Division (for Goods & Services)			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	Winning Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Bidding Documents – (1 original copy)		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in the Purchase Order/Contract Agreement	1. Assist in signing the Purchase Order/Contract Agreement	None	5 minutes	<i>Leila De Guzman Administrative Aide I</i> <i>Mark Angelo M. Mararac Administrative Aide IV</i> <i>Bids and Awards Committee</i>
2. Return the signed Purchase Order/Contract Agreement	2. Accept the signed Purchase Order/Contract Agreement and prepare Notice to Proceed	None	10 minutes	
3. Secure a copy of signed Purchase Order/Contract Agreement signed	3. Provide a copy of signed Purchase Order/Contract Agreement signed	None	5 minutes	
Total		None	20 minutes	

8. Issuance of Notice to Proceed

A written notice issued by the Procuring Entity to the winning bidder requiring the latter to commence business not later than the date specified in the thereto.

Service Availability: Monday to Friday, 8:00AM to 5:00PM

Office or Division	PGO – Procurement Division (for Goods & Services)			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	Winning Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Bidding Documents (1 original copy)		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Notice to Proceed	1. Assist in signing the Notice to Proceed	None	5 minutes	<i>Leila De Guzman</i>



2. Return the signed Notice to Proceed	2. Accept the signed Notice to Proceed	None	5 minutes	<i>Administrative Aide I</i>
3. Secure a copy of signed Notice to Proceed signed	3. Provide a copy of signed Notice to Proceed signed	None	5 minutes	<i>Mark Angelo M. Mararac Administrative Aide IV Bids and Awards Committee</i>
	Total	None	15 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. <p>Contact info: pgom.bac4goods.and.services@gmail.com and/or 0947-4066849</p>
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. <p>For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0947-4066849.</p>
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 4. For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0947-4066849
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible. 5. The client shall be notified of the progress of the complaint 3. For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0947-4066849
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC: 8888 6. CCB: 0908-881-6565</p>



Office Directory

Office: Provincial Governor's Office – Procurement Division
For Goods and Services

Address: Camilmil, Calapan City, Oriental Mindoro, 5200

Contact No: 0947-4066849

Email add.: pgom.bac4goods.and.services@gmail.com



BIDS AND AWARD COMMITTEE-HEALTH

External Services



1. PROCUREMENT OF GOODS AND SERVICES

Based on the 2016 Revised Implementing Rules and Regulations of R.A. 9184 otherwise known as the Government Procurement Reform Act

Office or Division:	Bids and Awards Committee
Classification :	Highly Technical
Type of Transaction:	G2G, G2B, G2C
Who may avail:	End-user, Prospect Bidder, Observer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Company Profile Checklist:</p> <ol style="list-style-type: none"> 1. Valid Certificate of Registration-DTI or Incorporation of Partnership papers duly registered from S.E.C. 3. G-EPS Registration Certificate (Platinum Membership) 4. Tax Clearance (BIR) Certified True Copy by the Company 5. Valid FDA License to Operate (if applicable) 6. Latest Financial Statement (duly stamped "Received" by the BIR). 7. Latest Income Tax Return (ITR) (including confirmation receipt). 8. Certificate of Registration/Copy of TIN ID 9. Valid Mayor's Business Permit 10. Special Power of Attorney/Authorization Letter from the Proprietor/President/General Manager giving permission to the Authorized Representative to transact business on behalf of the company. <p>Checklist of Technical and Financial Documents</p> <p>I. TECHNICAL COMPONENT ENVELOPE</p> <p>Class "A" Documents</p> <p><u>Legal Documents</u></p>	<p>*Department of Trade and Industry (DTI)</p> <p>*PhilGEPS website</p> <p>*Bureau of Internal Revenue (BIR)</p> <p>*Food and Drug Administration Office</p> <p>*Mayor's Office</p> <p>*Attorney's office</p> <p>Bids and Awards Committee for Health Office</p>



<p>(a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages) in accordance with Section 8.5.2 of the IRR;</p> <p><u>Technical Documents</u></p> <p>(b) Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; and</p> <p>(c) Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3 and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents; and</p> <p>(d) Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission or Original copy of Notarized Bid Securing Declaration; and</p> <p>(e) Conformity with the Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable; and</p> <p>(f) Original duly signed Omnibus Sworn Statement (OSS) and if applicable, Original Notarized Secretary's Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder.</p> <p><u>Financial Documents</u></p> <p>(g) The prospective bidder's computation of Net Financial</p>	
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<p>Contracting Capacity (NFCC) <u>or</u> A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation</p> <p>Class "B" Documents</p> <p>(h) If applicable, a duly signed joint venture agreement (JVA) in case the joint venture is already in existence <u>or</u> duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.</p> <p>II. FINANCIAL COMPONENT ENVELOPE</p> <p>(i) Original of duly signed and accomplished Financial Bid Form; and</p> <p>(j) Original of duly signed and accomplished Price Schedule(s).</p> <p><u>Other documentary requirements under RA No. 9184 (as applicable)</u></p> <p>(k) <i>[For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos]</i> Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.</p> <p>(l) Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.</p> <p>*Prepare 1 Original and 1 Copy of Documents *Notice of Meeting *Bidding Documents</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-Procurement Conference * Applicable only for 2 million and above Approved Budget for the Contract (ABC)	1. Conduct Pre-Procurement Conference *Must be conducted prior to the advertisement	None	1 day	<i>Maria Consuelo B. Mariñas, MD, MHA</i> Chairperson Bids and Awards Committee for Health (BAC Health) <i>Nerelyn S. Marciano, DMD</i> Vice-Chairperson BAC Health <i>Justhine Valerie D. Recto, RN</i> Nurse III BAC Health <i>Kris Knoelle P. Balahadia, RN</i> Nurse III BAC Health <i>Angelita E. Guban, RN</i> Nurse V BAC Health <i>Engr. Jollie Ver E. Lasic</i> Head Secretariat



				<p>GO- Procurement Division</p> <p><i>Anna Marie P. Valdez</i> Administrative Aide VI (AA VI) BAC Health</p> <p><i>Janeth A. Balaoro</i> Dental Aide (DA) BAC Health</p> <p><i>Carmelita C. Malicsi</i> Dental Aide (DA) BAC Health</p> <p>*End- user/Represent ative *Observer</p>
2. Wait for the Active status of advertisement in PhilGEPS website	2. Advertise / Post Invitation to Bid in PhilGEPS website	None	7 days	<p><i>Anna Marie P. Valdez</i> AA VI BAC Health</p>
<p>3. Attend Pre-bid conference</p> <p>* Applicable only for 1 million and above ABC</p>	<p>3. Conduct Pre-bid conference</p> <p>* Must be held at least twelve (12) calendar days before the deadline for the submission and receipt of bids</p> <p>* Any statement made shall modify the</p>	None	1 day	<p><i>Maria Consuelo B. Mariñas, MD, MHA</i> Chairperson BAC Health</p> <p><i>Nerelyn S. Marciano, DMD</i> Vice- Chairperson</p>



	bidding documents in writing as an amendment thereto and issue a supplemental or bid bulletin			<p>BAC Health</p> <p><i>Justhine Valerie D. Recto, RN</i> Nurse III BAC Health</p> <p><i>Kris Knoelle P. Balahadia, RN</i> Nurse III BAC Health</p> <p><i>Angelita E. Guban, RN</i> Nurse V BAC Health</p> <p><i>Engr. Jollie Ver E. Lasic</i> Head Secretariat GO- Procurement Division</p> <p><i>Anna Marie P. Valdez</i> AA VI BAC Health</p> <p><i>Janeth A. Balaoro</i> DA BAC Health</p> <p><i>Carmelita C. Malicsi</i> DA BAC Health</p>
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				*End-user/Representative *Observer *Prospect Bidder
4. Submit sealed bidding documents	4. Receive sealed bidding documents	None	5 mins	<i>Anna Marie P. Valdez</i> AA VI BAC Health
5. Attend Opening of Bids	5. Conduct Opening of Bids	None	2 hours	<i>Maria Consuelo B. Mariñas, MD, MHA</i> Chairperson BAC Health <i>Nerelyn S. Marciano, DMD</i> Vice-Chairperson BAC Health <i>Justhine Valerie D. Recto, RN</i> Nurse III BAC Health <i>Kris Knoelle P. Balahadia, RN</i> Nurse III BAC Health <i>Angelita E. Guban, RN</i> Nurse V BAC Health <i>Engr. Jollie Ver E. Lasic</i>



				<p><i>Head Secretariat GO- Procurement Division</i></p> <p><i>Anna Marie P. Valdez AA VI BAC Health</i></p> <p><i>Janeth A. Balaoro DA BAC Health</i></p> <p><i>Carmelita C. Malicsi DA BAC Health</i></p> <p>*End- user/Represent ative *Observer * Prospect Bidder</p>
6. Wait for the result of Bid Evaluation and of the Post-Qualification	6. Prepare Bid Evaluation and the Post-Qualification	None	11 days	<p><i>Janeth A. Balaoro DA BAC Health</i></p>



7. Wait for the approval of Resolution and Notice of Award	7. Prepare and approve Resolution/ Notice of Award	None	15 days	<p><i>Janeth A. Balaoro</i> <i>Secretariat</i> <i>BAC Health</i></p> <p><i>Hon. Humerlito A. Dolor, MPA, Ph. D</i> <i>Head of Procuring Entity</i> <i>Governor's Office</i></p> <p><i>*Winning Bidder</i></p>
8. Wait for the approval of Purchase Order/	8. Prepare and approve Purchase Order/ Contract Agreement	None	31 days	<p><i>Janeth A. Balaoro</i> <i>DA</i> <i>BAC Health</i></p>



Contract Agreement				<i>Althea F. Agutaya</i> <i>Provincial Accountant</i> Office of the Provincial Accountant (OPA) <i>Hon. Humerlito A. Dolor, MPA, Ph.D</i> <i>HoPE</i> Governor's Office
9. Wait for the approval of Notice to Proceed	9. Prepare/ Issue Notice to Proceed	None	7 days	<i>Janeth A. Balaoro</i> DA BAC Health <i>Hon. Humerlito A. Dolor, MPA, PhD</i> <i>HoPE</i> Governor's Office
10. Receive documents	10. Forward Documents to End-User	None	1 day	<i>Carmelita C. Malicsi</i> DA BAC Health *End-user/ Representative
	TOTAL:	None	74 days, 2 hours, 5 mins	

“Procurement of Goods and Services is covered under R.A 9184 otherwise known as the Government Procurement Reform Act” and Qualified for Multi-Stage Processing.



2. PURCHASE OF BIDDING DOCUMENTS

The documents issued by the Procuring Entity as the bases for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects, and/or Consulting Services required by the Procuring Entity.

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Eligible Supplier/Prospect Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of project posted in PhilGEPS website/Purchase Request from End-user (1 original /1 photocopy)		PhilGEPS website, End-user Office		
2. Official Receipt (1 original, 1 photocopy)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present printed copy of Project posted in PhilGEPS website/ Purchase Request from End-user	1. Check the presented documents	None	5 mins	<i>Anna Marie P. Valdez AA VI BAC Health</i>
2. Ask for order payment form from the BAC Secretariat	2. Provide order payment form based on project to be avail of the prospect bidder and instruct to pay at the Treasurer's Office	None	30 mins	<i>Anna Marie P. Valdez AA VI BAC Health</i>
3. Pay the amount indicated in the order payment	3. Accept/receive payment and provide official receipt	*Refer to GPPB Standard Rates	9 mins	<i>Angela Cammille P. Ferrer Revenue Collection Clerk I (RCC I)</i>



				Joycel B. Bagus RCC I Provincial Treasurer's Office (PTO)
4. Submit the copy of Official Receipt	4. Provide copy of the Bidding Documents	None	10 mins	Anna Marie P. Valdez AA VI BAC Health
	TOTAL:	*Refer to GPPB Standard Rates	54 mins	

"Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184"

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500k	₱ 500.00
500k to 1M	₱1,000.00
1M to 5M	₱5,000.00
5M to 10M	₱ 10,000.00
10M to 50M	₱ 25,000.00
50M to 500M	₱50,000.00
More than 500M	₱75,000.00

3. ISSUANCE OF APPROVED DOCUMENTS

(Notice of Award, Purchase Order/Contract Agreement, Notice to Proceed)

Documents prepared by the BAC and approved by the Head of Procuring Entity to be issued to winning supplier/bidder

Office or Division:	Bids and Awards Committee
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Winning Bidder
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved NOA, PO/Contract, NTP (1 original, 1 photocopy)	Bids and Awards Committee-Health office



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for notification from BAC office	1. Notify winning supplier/ bidder of their approved documents	None	5 mins	<i>Anna Marie P. Valdez</i> AA VI BAC Health
2. Present received Notification	2. Provide documents approved by the HoPE	None	10 mins	<i>Anna Marie P. Valdez</i> AA VI BAC Health
3. Sign document	3. Assist client	None	10 mins	<i>Carmelita C. Malicsi</i> DA BAC Health
4. Secure copy of signed document	4. Issue copy of requested document	None	10 mins	<i>Anna Marie P. Valdez</i> AA VI BAC Health
	TOTAL:	None	35 mins	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>1. Answer the digital Client Satisfaction Survey (CSS) form via digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms.</p> <p>2. Contact info: orminbac4health@gmail.com</p>
How feedbacks are processed	<p>1. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals.</p> <p>2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office.</p> <p>3. Response/Action of the concerned office is relayed to the client as soon as possible.</p> <p>4. For inquiries and follow-ups, clients may contact the BAC for Health Office at orminbac4health@gmail.com</p>
How to file a complaint	<p>1. Complaints can be filled either thru e-mail orminbac4health@gmail.com, by dropping written complaint of filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby.</p> <p>2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint.</p> <p>3. For inquiries and follow-ups, clients may contact the BAC for Health Office at orminbac4health@gmail.com</p>
How complaints are processed	<p>1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis.</p> <p>2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/ individuals for appropriate immediate action and intervention.</p> <p>3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.</p>



	<p>4. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>5. The client shall be notified of the progress of the complaint.</p> <p>6. For inquiries and follow-ups, clients may contact the BAC for Health Office at orminbac4health@gmail.com</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: compalints@arta.gov.ph : 1-ARTA (1-2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>
<p>IMPORTANT:</p> <p>If a bidder desires to contest the BAC's decision at any <u>stage of the procurement process</u>, Section 55.1 of the Revised IRR of RA 9184 provides that said bidder should file a request for reconsideration within three (3) calendar days upon receipt of written notice or verbal notification. If the same is denied, the bidder must file a protest in the form of a verified position paper with the Head of the Procuring Entity (HoPE) within seven (7) calendar days from receipt of the BAC's denial of the request for reconsideration. In the event that such protest is filed, the same shall not stay or delay the bidding process, but the protest should be first resolved before any award can be made.</p>	

Office Directory

Name of Division/Office	Address	Phone/Contact/E-mail
Governor's Office- Procurement Division- BAC for Health Office	Provincial Capitol Complex, Camamil, Calapan City, Oriental Mindoro, 5200, Philippines	*09482820192 * orminbac4health@gmail.com



BIDS AND AWARD COMMITTEE- INFRASTRUCTURE External Services



1. Pre-Procurement Conference

Infrastructure projects with an approved budget for the Contract of Php 5,000,000.00 and above/or optional for the project with ABC below Php 5,000,000.00. This service is available only based on **Rule VII Invitation to Bid- Section 20 of the 2016 Revised IRR of R.A. 9184. Service Availability:** Monday to Friday, 8:00AM to 5:00PM.

Office or Division	GO – Procurement Division			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail:	1. End User Representative of PGOM Offices 2. Observers from: At least one (1) shall come from a duly recognized private group in a sector or discipline relevant to the procurement at hand and the other observer shall come from a non-government organization (NGO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Program of Work (POW) and Plan (1 photocopy) 2. Notice of meeting (1 original)		Bids and Awards Committee Secretariat Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance sheet	1. Assist the client to sign in the attendance sheet	None	3 minutes	Clark Javier Mendoza Administrative Assistant II BAC Infra
2. Participate in the discussion on all aspects of specific procurement activity	2. Discuss all aspects of specific procurement activity	None	1 hour and 5 minutes	Atty. Earl Ligorio R. Turano II Chairperson BAC Infra Engr. Jollie Ver E. LAsic BAC Administrative Officer V GO-Procurement Division BAC Members - Junielo P. Alcuran, Romeo



				<i>L. Paner, Dr. Grimaldo Catapang (BAC Vice Chairperson) Prospective Bidders and End-User – Maria Angeline Mendoza</i>
	TOTAL	None	1 hour, 8 minutes	

2. Pre-Bid Conference

Infrastructure projects with an Approved Budget for the Contract of Php 1,000,000.00 and above/or optional for the project with ABC below Php 1,000,000.00. This service is available only based on the BAC activities stipulated in the Invitation to Bid (IB), **Rule VII Invitation to Bid- Section 22 of the 2016 Revised IRR of R.A. 9184. Service Availability:** Monday to Friday, 8:00AM to 5:00PM.

Office or Division	GO – Procurement Division			
Classification	Simple			
Type of Transaction	G2G, G2B, G2C			
Who may avail:	1. End User Representative of PGOM Offices 2. Interested prospective bidders compliant with the documents prescribed in the bidding documents. 3. Observers from: At least one (1) shall come from a duly recognized private group in a sector or discipline relevant to the procurement at hand and the other observer shall come from a non-government organization (NGO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) Original and or (1) Photocopy of Program of Work (POW) and Plan 2. Notice of meeting (1 original)		Bids and Awards Committee Secretariat Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance sheet	1. Assist the client to sign in the attendance sheet	None	3 minutes	<i>Clark Javier Mendoza AA II BAC Infra</i>



2. Attend/ participate in the discussion	2. Discuss clarify and explain, among other things, the eligibility requirements and the technical and financial components of the contract to be bid including questions and clarifications raised by the prospective bidders before and during the Pre-Bid Conference.	None	1day	<i>Atty. Earl Ligorio</i> <i>R. Turano II</i> <i>Chairperson</i> <i>BAC Infra</i> <i>Engr. Jollie Ver E.</i> <i>LAsic BAC</i> <i>AO V</i> <i>GO-Procurement</i> <i>Division</i> <i>BAC Members -</i> <i>Junielo P.</i> <i>Alcuran, Romeo</i> <i>L. Paner, Dr.</i> <i>Grimaldo</i> <i>Catapang (BAC</i> <i>Vice</i> <i>Chairperson),</i> <i>Prospective</i> <i>Bidders and End-</i> <i>User - Maria</i> <i>Angeline</i> <i>Mendoza</i>
	TOTAL	None	1 day, 3 minutes	

3. Purchase of Bidding Documents

Bidding documents are issued to prospective bidders. The Bidders will be required to pay a fee to cover the cost for the preparation and development of the Bidding Documents pursuant to the **Guidelines on the Sale of the Bidding Documents**. This service is available only based on the BAC activities stipulated in the Invitation to Bid (IB). **Service Availability:** Monday to Friday, 8:00AM to 5:00PM.

Office or Division	GO – Procurement Division
Classification	Simple
Type of Transaction	G2B, G2C
Who may avail:	Interested prospective bidders compliant with the documents prescribed in the bidding documents.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Order of Payment form (1 Copy)		Bids and Awards Committee Secretariat Office		
2. Corresponding fee for the payment of bidding documents		Bidder/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment form	1. Issue Order of Payment form and instruct the client to go to the Provincial Treasury Office (Cashier Division) to pay the bidding fee	Refer to GPPB Standard Rates	10 minutes	<i>Clark Javier Mendoza</i> AA II BAC Infra
2. Pay the corresponding amount of bidding document at the Treasury Office	2. Receive payment and issue Official Receipt	Based on GPPB Standard Rates	9 minutes	<i>Joycel B. Bangus RCC I</i> <i>Angela Cammille P. Ferrer RCC I</i> Provincial Treasurer's Office
3. Present the Official Receipt for the payment of bidding documents	3. Release bidding documents	None	20 minutes	<i>Clark Javier Mendoza</i> AA II BAC Infra
	TOTAL	Refer to Government Procurement Policy Board (GPPB) Standard Rates	39 Minutes	

4. Submission of Bids and Bid Opening (Procurement Process)

Bid Submission is the response to Tender document requirements as issued by the Bids and Awards Committee, submitted by the Bidder, which must be received in its original form, with original signatures, in the bidding system. This service is available only based on the BAC activities stipulated in the Invitation to Bid (IB). **Service Availability:** Monday to Friday, 8:00AM to 5:00PM.



Office or Division	GO – Procurement Division			
Classification	Simple			
Type of Transaction	G2G, G2B, G2C			
Who may avail:	1. End User Representative of PGOM Offices 2. Interested prospective bidders compliant with the documents prescribed in the bidding documents. 3. Observers from: At least one (1) shall come from a duly recognized private group in a sector or discipline relevant to the procurement at hand and the other observer shall come from a non-government organization (NGO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 set Original copies of Technical and Financial Documents in a separate sealed envelope marked “ORIGINAL – TECHNICAL COMPONENT/ORIGINAL – FINANCIAL COMPONENT”, sealing them all in outer envelope marked “ORIGINAL BID” 2. 1 set photocopy of Technical and Financial Documents in a separate sealed envelope marked “COPY NO. 1 – TECHNICAL COMPONENT/ COPY NO. 1 – FINANCIAL COMPONENT” and the outer envelope as “COPY NO. 1. (These envelopes containing the original and the copies shall then be enclosed in one single envelope)		Bidder/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance sheet	1. Assist the client to sign in the attendance sheet	None	3 minutes	Clark Javier Mendoza AA II BAC Infra
				Atty. Earl Ligorio R. Turano II Chairperson BAC Infra Engr. Jollie Ver E. Lasic BAC



2. Submit bids and attend bid opening	2. Receive bids and conduct bid opening	None	1 day	AO V GO-Procurement Division BAC Members - <i>Junielo P. Alcuran, Romeo L. Paner, Dr. Grimaldo Catapang (BAC Vice Chairperson),</i> End-User - <i>Maria Angeline Mendoza</i> and Prospective Bidders
TOTAL		None	1 day, 3 minutes	

*Bid opening will be conducted through open competitive bidding procedures using a nondiscretionary “pass/fail” criterion as specified in the Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184, otherwise known as the “Government Procurement Reform Act”.

5. Preparation of Bid Evaluation Report

The purpose of bid evaluation is to determine the Lowest Calculated Bid. This is done by establishing the correct calculated prices of the bids and ranking in ascending order the total bid prices as so calculated. The bid with the lowest price is the LCB. **Service Availability:** Monday to Friday, 8:00AM to 5:00PM.

Office or Division	GO – Procurement Division
Classification	Simple
Type of Transaction	G2B, G2C
Who may avail:	1. Single/Lowest Calculated Responsive Bidder
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest Income and Business Tax Returns	



2. Other appropriate licenses and permits required by law and stated in the Bidding Documents		Bidder/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements provided in the checklist	1. Check and receive the requirements submitted by the bidder	None	5 minutes	Clark Javier Mendoza AA II BAC Infra
	2. Attach the signed Bid Evaluation Report (BER) with other documents submitted by the winning bidder	None	5 minutes	
TOTAL		None	10 minutes	

6. Issuance of Post-qualification

This is a process of verifying, validating and ascertaining all the statements made and documents submitted by the bidder with the LCB, which includes ascertaining the said bidder's compliance with the legal, financial and technical requirements of the bid.

Service Availability: Monday to Friday, 8:00AM to 5:00PM.

Office or Division	GO – Procurement Division			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	1. Single/Lowest Calculated Responsive Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Income and Business Tax Returns 2. Other appropriate licenses and permits required by law and stated in the Bidding Documents		Bidder/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the requirements provided in the checklist	1. Check and receive the requirements submitted by the bidder	None	5 minutes	<i>Ma. Amabelle B. Lopez, Administrative Assistant II BAC Infra</i>
	2. Attach the signed post-qualification report together with other documents submitted by the winning bidder	None	5 minutes	
TOTAL		None	10 inutes	

7. Issuance of Notice of Post-Qualification

This pertains to the process of verifying, validating and ascertaining all the statements made and documents submitted by the bidder with the Single/Lowest Calculated Bid, which includes ascertaining the said bidder's compliance with the legal, financial and technical requirements of the bid. **Service Availability:** Monday to Friday, 8:00AM to 5:00PM.

Office or Division	GO – Procurement Division			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	1. Single/Lowest Calculated Responsive Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Income and Business Tax Returns 2. Other appropriate licenses and permits required by law and stated in the Bidding Documents		Bidder/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements provided in the checklist	1. Check and receive the requirements submitted by the bidder	None	10 minutes	<i>Clark Javier Mendoza AA II</i>



2. Sign the Notice of Post-qualification	2. Assist the client in signing the Notice of Post-qualification	None	5 minutes	BAC Infra
TOTAL		None	15 minutes	

8. Issuance of Notice of Award

This pertains to the issuance of Notice of Award by the BAC to the eligible bidder/s formally informing the same that he/she/they met the eligibility requirements issued by the Head of the Procuring Entity to the bidder to whom the contract is awarded. **Service Availability:** Monday to Friday, 8:00AM to 5:00PM.

Office or Division	GO – Procurement Division			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	Winning Bidder who passed in the stage of post-qualification			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Notice of Award	1. Assist the winning bidder in signing the Notice of Award	None	5 minutes	Clark Javier Mendoza AA II BAC Infra
2. Return the signed Notice of Award and post-performance security	2. Accept the signed Notice of Award	None	5 minutes	
3. Secure a copy of signed Notice of Award signed	3. Provide a copy of signed Notice of Award signed	None	5 minutes	
TOTAL		None	15 minutes	

*To guarantee the faithful performance by the winning Bidder of its obligations under the contract, it shall post a performance security within a maximum period of ten (10) calendar days from the receipt of the Notice of Award from the Procuring Entity and in no case later than the signing of the contract.



9. Issuance of Contract Agreement

This pertains to the document issued by the Procuring Entity's Representative to the winning bidder/s to formalize requirements and pricing, and serve as legally binding documentation of the goods/services that were ordered. **Service Availability:** Monday to Friday, 8:00AM to 5:00PM.

Office or Division	GO – Procurement Division			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	Winning Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Contract Agreement	1. Assist in signing the Purchase Order/Contract Agreement	None	5 minutes	Clark Javier Mendoza AA II BAC Infra
2. Return the signed Contract Agreement	2. Accept the signed Purchase Order/Contract Agreement and prepare Notice to Proceed	None	10 minutes	
3. Secure a copy of signed Contract Agreement signed	3. Provide a copy of signed Purchase Order/Contract Agreement signed	None	5 minutes	
TOTAL		None	20 inutes	

10. Issuance of Notice to Proceed

A written notice issued by the Procuring Entity's Representative to the winning bidder requiring the latter to begin the Works not later than the date specified in the Notice. **Service Availability:** Monday to Friday, 8:00AM to 5:00PM.



Office or Division	GO – Procurement Division			
Classification	Simple			
Type of Transaction	G2B, G2C			
Who may avail:	Winning Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Notice to Proceed	1. Assist in signing the Notice to Proceed	None	5 minutes	Clark Javier Mendoza AA II BAC Infra
2. Return the signed Notice to Proceed	2. Accept the signed Notice to Proceed	None	5 minutes	
3. Secure a copy of signed Notice to Proceed signed	3. Provide a copy of signed Notice to Proceed signed	None	5 minutes	
TOTAL		None	15 minutes	

Based on the 2016 Revised Implementing Rules and Regulations of R. A. 9184 otherwise known as the Government Procurement Reform Act



APPENDIX 8

GUIDELINES ON THE SALE OF BIDDING DOCUMENTS

1. POLICY STATEMENT

As provided in Section 17.4 of the Implementing Rules and Regulations (IRR) of Republic Act 9184, bidders may be asked to pay for bidding documents to recover the cost of their preparation and development. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof to the collecting/disbursing officer of the procuring entity concerned.

2. PURPOSE

These guidelines are formulated to provide standard rates for the sale of bidding documents to rationalize the fees primarily to regulate its price and to lessen the exercise of discretion of procuring entities so as not to discourage market participation and competition.

3. SCOPE AND APPLICATION

These guidelines shall apply to the national government, its branches, constitutional offices, departments, bureaus, offices and agencies, including state universities and colleges, government-owned and/or –controlled corporations, government financial institutions, and local government units.

4. GENERAL GUIDELINES

4.1. Procuring entities shall make the bidding documents available on the same date the advertisement and/or posting of the Invitation to Bid was made pursuant to Section 17.3 of the IRR of RA 9184.

4.2. As required in Section 21.1(f) of the IRR of RA 9184, the price of the bidding documents must be included in the Invitation to Bid/Request for Expression of Interest in order to inform all prospective bidders of the cost of its acquisition.

4.3. The BAC shall issue the bidding documents to any prospective bidder upon payment of the standard rate of the bidding documents.

4.4. The standard rate for the sale of bidding documents shall be based on the fixed rate on a fixed range approach and shall be applicable in the procurement of goods, consulting services, and the contracting for infrastructure projects by the procuring entity, whether procured by way of public bidding or any of the alternative methods of



procurement that utilize processes and procedures in competitive bidding.

4.5. Procuring entities are proscribed to adopt any internal rule or practice that establish fees that are inconsistent or beyond the standard rate for the sale of bidding documents set forth in these guidelines.

4.6. The proceeds from the sale of the bidding documents shall continue to be used for the payment of honoraria as provided for in Budget Circular No. 2004-5A, dated 7 October 2005, or to augment the funds for the procuring entity's legal assistance and indemnification package as provided in the Guidelines for Legal Assistance and Indemnification of Bids and Awards Committee Members and its Support Staff.

5. REPEALING CLAUSE

Any other guidelines, administrative order, office order, rule or regulation and/or parts thereof contrary to or inconsistent with the provisions of these Guidelines is hereby repealed, modified, or amended accordingly.

5.0 STANDARD RATES

The cost of bidding documents shall correspond to the ABC range as indicated in the table below. This shall be the maximum amount of fee that procuring entities can set for the acquisition of bidding documents.

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

6. EFFECTIVITY

These guidelines shall take effect fifteen (15) days after publication in the Official Gazette or in a newspaper of general nationwide circulation and upon filing with the University of the Philippines Law Center of three (3) certified copies of these guidelines.



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: pgombacinfra@yahoo.com and/or 0917-8889430
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0917-8889430.
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0917-8889430
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible. 5. The client shall be notified of the progress of the complaint 6. For inquiries and follow-ups, clients may contact the Bids and Awards Committee at 0917-8889430
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565



Office Directory

Office: Governor's Office – Procurement Division
Bids and Awards Committee (BAC) – Infrastructure
Address: Camilmil, Calapan City, Oriental Mindoro, 5200
Contact No: 0917-8889430
Email add.: pgombacinfra@yahoo.com



BOTIKA NG LALAWIGAN NG ORIENTAL MINDORO

EXTERNAL SERVICES



1.Accreditation of Consignors

All pharmaceutical products in the Botika ng Lalawigan ng Oriental Mindoro are on a consignment basis. Quality pharmaceuticals, medical equipment, and supplies are supplied by accredited consignors to meet the demands of the general public as well as healthcare initiatives and programs. Service is available from Monday to Friday 8:00am-5:00pm except holidays.

Office or Division:	GO-BLOM			
Classification:	Simple			
Type of transaction:	G2B – Government to Business Entity			
Who may avail:	Consignors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Eligibility Requirements (1 original)		From Supervising Administrative Officer/Pharmacist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Steps in accreditation</i>				
1.Secure checklist of eligibility from BLOM.	1.Discuss the eligibility requirements.	none	10 minutes	<i>Eden S. Asilo Pharmacist OIC-Botika ng Lalawigan</i>
2.Coordinate and submit requirements to BLOM	2.1Receive and check if the eligibility requirements are complete.	none	30 minutes	<i>Eden S. Asilo Pharmacist OIC-BLOM</i>
	2.2Submit the list of qualified accreditors to Provincial Governor's Office for the issuance of certification of accreditation	none	3 mins	<i>Eden S. Asilo Pharmacist OIC-BLOM</i>
	2.3Inform approved accredited consignors/sup	none	8 hours	<i>Eden S. Asilo Pharmacist OIC-BLOM</i>



	pliers to pay the accreditation fee to PTO			
3. Proceed to PTO any pay the necessary amount then give the Official Receipt to BLOM	3. Receive payments and issue official receipt	Renewal of accreditation-Php. 5,000.00 New Consignor -Php. 10,000.00		<i>Karema S. Paras Local Revenue Collection Officer II, PTO</i>
Total		Renewal of accreditation-Php. 5,000.00 New Consignor -Php. 10,000.00	8 hrs. & 43 mins.	

2. Procurement of Pharmaceutical Stocks under Consignment Scheme

Pharmaceutical procurement of all hospitals, health projects, programs and related operations of all agencies under the Provincial Government of Oriental Mindoro (PGOM) are centralized to the Botika ng Lalawigan ng Oriental Mindoro (BLOM). Budgetary allocations shall be from BLOM medicines and medical supplies except in time of disaster and or epidemic and in cases where BLOM cannot supply the requirements. Service is available from Monday to Friday.

Office or Division:	GO-BLOM
Classification:	Simple
Type of transaction:	G2G – Government to Government
Who may avail:	Hospitals and other health care facilities, health care programs and activities of the BLOM.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
2. Purchase Request Order signed by Chief of Hospital. (1 original)	From the representative of the government hospitals who want to purchase medicines and supplies.



3. Delivery Receipts (1 original, 4 photocopies)		Storekeeper and Administrative Aide – BLOM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Steps of procurement of government hospitals.</i>				
3. Coordinate and submit approved purchase request order to BLOM.	1. Receive the purchase request order.	none	15 minutes	<i>Eden S. Asilo Pharmacist OIC-Botika ng Lalawigan</i>
	3.1 Check availability and prepare delivery receipt and sales invoice.	none	30 minutes	<i>Eden S. Asilo Pharmacist OIC-BLOM</i>
	3.2 Prepare and check the goods.	none	1 hour and 30 minutes	<i>Eden S. Asilo Pharmacist OIC-BLOM</i>
2. Double check the delivery receipts and sales invoice if it inclines with the items requested, Inspect, Accept/ Acknowledge the goods ordered.	2. Have the inspectorate team inspect and client receive and sign the delivery receipt and goods.	none	1 hour, 30 minutes	<i>Eden S. Asilo Pharmacist OIC-BLOM</i>
	Total	none	3 hours, 45 minutes	

3. Sales of quality and affordable drugs, medicines and medical supplies

Botika ng Lalawigan ng Oriental Mindoro (BLOM) ensures the availability of quality and affordable drugs, medicines and medical supplies not only for the PGOM hospitals but also to the general public. Service is available from Monday to Friday.



Office or Division:		GO-BLOM		
Classification:		Simple		
Type of transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Drug prescription (1 original copy, 1 photocopy)		From the clinic/hospital of the attending doctor.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the drug prescription to the counter	1. Get the prescription	none	1 minute	<i>Eden S. Asilo Pharmacist</i> OIC-Botika ng Lalawigan
	1.1 Check the prescription and prepare the medicines being purchased. 1.2 Inform the client of the price and substitute or if there is unavailable item being purchased.	none	6 minutes	<i>Eden S. Asilo Pharmacist</i> OIC-BLOM
2. Give your payment to the attending personnel	2. Receive the payment and issue official receipt	Exact amount of the items being purchased	5 minutes	<i>Eden S. Asilo Pharmacist</i> OIC-BLOM
3. Receive and check the items purchased, change and official receipt before leaving the counter	3. Give the items being purchased, the official receipt and change to the client.	none	3 minutes	<i>Eden S. Asilo Pharmacist</i> OIC-BLOM



Total	Exact amount of the items purchased	15 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: 043-288-7380 and/or blom@ormindoro.gov.ph
How feedbacks are processed	<ol style="list-style-type: none"> 3. Every first week of the month, designated personnel from the Provincial Administrator's Office - Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 4. For negative feedbacks and those that require answers/response, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA- ODPMD documentation on the status of complaint and the action taken by their office. 5. Response/Action of the concerned office is relayed to the client as soon as possible. 6. For inquiries and follow-ups, clients may contact 043-288-7380 and/or blom@ormindoro.gov.ph.
How to file a complaint	<ol style="list-style-type: none"> 7. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the 2nd Floor, Provincial Administrator's Office, Main Bldg., Provincial Capitol Complex, Camilmil, Calapan City. 8. The name, designation and office of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 9. For inquiries and follow ups, clients may contact 043-288-7380 and/or blom@ormindoro.gov.ph.
How complaints are processed	<ol style="list-style-type: none"> 10. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 11. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 12. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status, and the action taken by their office. 13. Response/Action of the concerned office is relayed to the complainant as soon as possible. 14. The client shall be notified of the progress of the complaint. 15. For inquiries and follow ups, clients may contact 043-288-7380 and/or blom@ormindoro.gov.ph.



Contact Information of Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA : complaints@arta.gov.ph : 1- ARTA (1-2782) PCC : 8888 CCB : 0908-881-6565
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Province of Oriental Mindoro
BOTIKA NG LALAWIGAN NG ORIENTAL MINDORO
J.P. Rizal, Camilmil, Calapan City, 5200 Oriental Mindoro Philippines

(043) 288-7380
blom@ormindoro.gov.ph



**GOVERNOR'S OFFICE
YOUTH DEVELOPMENT SERVICES
Youth Development Division
EXTERNAL SERVICES**



1. Technical Assistance to SK Federation

The YDD staff shall guide Technical Assistance tasks as per the Mandate in the RA 10742 to assist in the planning and implementing of the Sangguniang Kabataan program. The service is available every Mondays-Fridays from 8:00 AM to 5:00 PM.

Section	Policy and Planning			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SK			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter request addressed to Governor		Governor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request	1. Receive request and forward to the Office head	None	5 minutes	<i>Ma. Jamaica P. Manalo</i> Youth Development Assistance GO - YDD
	1.1 Check the availability of the funds	None	5 minutes	<i>Rica Blanca C. Barangco</i> Youth Development Assistance GO - YDD
	1.2 Discuss the details of the activity and approve the request	None	8 minutes	<i>Oliver Z. Almeda</i> Youth Development Assistance II GO - YDD



2. Implement the service requested	2. Check the information of the requested services	None	18 minutes	
	2.1 Implementing the Technical Assistance	None	20 minutes	
	TOTAL	None	56 minutes	

2. Youth Capacity Development Training

The YDD Shall provide the capacity to all Youth to develop Youth to be morally, Socially, Physically, spiritedly to be active citizens in the community. The service is available every Mondays-Fridays from 8:00 AM to 5:00 PM.

Section	Policy and Planning			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Youth Organization, Youth Leaders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter request addressed to Governor		Governor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request	1. Receive request and forward to the Office head	None	5 minutes	<i>Ma. Jamaica P. Manalo Youth Development Assistance GO - YDD</i>
	1.2. Check the availability of funds	None	5 minutes	<i>Rica Blanca C. Barangco</i>



				<i>Development Assistance</i> <i>GO - YDD</i>
2. Implement the training	2. Discuss the details of the activity and approve the request	None	8 minutes	<i>Oliver Z. Almeda</i> <i>Youth Development Assistance II</i> <i>GO - YDD</i>
	TOTAL	None	18 minutes	



GOVERNOR'S OFFICE
YOUTH DEVELOPMENT SERVICES
Youth Development Division
INTERNAL SERVICES



1. Issuance of Authenticated Documents

Valuable Youth Data records such as, youth development plan, List of SK Chairperson, List of SKs Treasurer, List of SK Secretaries. The service is available every Mondays-Fridays from 8:00 AM to 5:00 PM.

Section	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government / G2C – Government to Citizens			
Who may avail:	All PGOM offices / All citizens needing archived government documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip (one original copy)		YDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip	1. Receive request slip and forward to Admin Officer	None	2 minutes	<i>Ma. Jamaica P. Manalo</i> Youth Development Assistance GO - YDD
	1.1 Check the records and files for the availability of the requested document	None	10 minutes	<i>Rica Blanca C. Barangco</i> Youth Development Assistance GO - YDD
	1.2 Print/photocopy the documents	None	5 minutes	<i>Emmanuel Augustine D. Agutaya</i> Youth Development Assistance



				GO - YDD
	1.3 Authenticate the documents	None	5 minutes	<i>Oliver Z. Almeda</i> <i>Youth Development Assistance II</i> GO - YDD
2. Receive the authenticated documents request	2. Issue the documents	None	2 minutes	<i>Ellen D. Castillo</i> <i>Youth Development Assistance I</i> GO - YDD
	TOTAL	None	24 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the Client Satisfaction Survey Form (CSSF) and drop it in the designated drop box in front of the PGOM offices. 2. Contact info: 288-7120
How feedbacks are processed	<ol style="list-style-type: none"> 2. Monthly, the designated Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) staff consolidates all the feedbacks submitted. 3. Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) days upon receipt of the feedback.
	<ol style="list-style-type: none"> 4. The answer of the offices is then relayed to the citizen. The PHRMO is also furnished with a copy of the feedback and answer as reference for performance evaluation. 5. For inquiries and follow ups, clients may contact the YDD at 288-6075
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below or by dropping the written complaint at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby.



	<ol style="list-style-type: none"> 2. Make sure to provide the name of person being complained, incident and evidence of your complaint. 3. For inquiries and follow ups, clients may contact the YDD at 288-6075
How complaints are processed	<ol style="list-style-type: none"> 1. Every Friday, the designated PA-ODPMD staff opens the drop box and evaluates each complaint. 2. Upon evaluation, the Provincial Administrator shall forward the complaint to the Provincial Legal Officer for his investigation. 3. The Provincial Legal Officer shall submit Investigation Report to the Local Chief Executive for appropriate action. 4. The client shall be notified of the progress of the complaint. 5. For inquiries and follow ups, clients may contact the PA-ODPMD at 288-7333.
Youth Development Division Office, Provincial Capitol Complex, Camilmil, Calapan City, Oriental Mindoro	Email: pgormpydc@gmail.com Tel. No. 288-6075
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565

Provincial of Oriental Mindoro
YOUTH DEVELOPMENT DIVISION
2/F, Provincial Capitol Complex, Gov. Ignacio St., Camilmil,
Calapan City, 5200 Oriental Mindoro Philippines
Contact Number: 288-6075
Email Address: pgormpydc@gmail.com



GO-Special Concerns Division

External Services



1. Request for Sports Clinic and Conduct of or Participation in Sports Competition

Provision capability trainings to requesting sports and youth organizations and conduct of or facilitation of participation in sports competition in the province. This service is available every Mondays thru Fridays, 8:00AM-5:00PM.

Office or Division:	Special Concerns Division			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Sports and Youth Organizations/Club/Associations Oriental Mindoro LGUs All Oriental Mindoro athletes			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
1. For conduct of trainings – Approved Letter Request or Resolution (1 original copy) 2. For conduct of /or participation in Sports Competition – Medical Certificate of athletes, Waiver/Consent of Parents to compete, Letter of invitation for participation in sports Competitions (1 original copy)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook and submit letter request	1. Assist the client in signing the logbook and receive the request	None	3 minutes	<i>Eva S. Maravilla</i> <i>Community Affairs Assistant I-Special Concerns Division</i> <i>Rodaliza C. Gozar</i> <i>Administrative Officer I-Special</i>



				Concerns Division
	1.1 Interview requesting party for the details of the request	None	10 minutes	<i>Eva S. Maravilla CAA I - SCD / Rodaliza C. Gozar, AO I-SCD</i> <i>Amarte Aquarius M. Logmao, Community Affairs Assistant I, SCD</i>
2. Wait for further instructions or notification on the status of the request	2. Prepare Activity/ Training Design and submit to Provincial Governor for approval Notify requesting party on the status of the request	None	3 days	<i>Sylvestre Jose C. Burgonio III Sports Development Officer II - SCD</i> <i>Amarte Aquarius M. Logmao, CAA I-SCD</i>
3. 3. Conduct or participate in sports competitions	3. Conduct or participate in sports competitions	None	3 days	<i>Amarte Aquarius M. Logmao, CAA I-SCD</i> <i>Sylvestre Jose C. Burgonio III, SDO II-SCD</i> <i>Junielo P. Alcuran Supervising</i>



				Administrative Officer – SCD
	TOTAL:	None	6 days and 13 minutes	

2.Request for Logistical and Technical Assistance for Sports

This procedure covers the steps to be undertaken in providing logistic (sports materials/equipment for the barangay), sports benefits and cash incentives for those bemedalled athletes and coaches competing in national, regional and international sports competition and technical assistance to requesting parties from the province of Oriental Mindoro. This service is available every Mondays thru Fridays, 8:00AM-5:00PM.

Office or Division:	Special Concerns Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	<ul style="list-style-type: none"> • For provision of sports equipment: barangays of Oriental Mindoro • For technical assistance: Sports and Youth organizations/clubs/associations of the province • For cash incentives: Oriental Mindoro athletes 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For requesting sports materials/ equipment – Approved Letter Request addressed to the Governor or Resolution (1 original copy) For cash incentives – Certification from PESS Supervisor that he/she is a MIMAROPARAA, Palarong Pambansa, Phil. National Game & Batang Pinoy athlete and the authenticated Final Events Result (1 original copy each)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign the client log book and submit letter request	1. Assist the client in signing the log book and receive the request	None	5 minutes	<i>Eva S. Maravilla CAA I, SCD</i> <i>Rodaliza C. Gozar, AO I, SCD</i>
	1.1 Interview requesting party	None	10 minutes	<i>Eva S. Maravilla (CCA I-SCD) / Rodaliza C. Gozar (AO I-SCD)</i>
	1.2 Prepare documents	None	2 hours	<i>Eva S. Maravilla CAA I, SCD</i> <i>Rodaliza C. Gozar, AO I, SCD</i>
	1.3 Notify the client on the provision of requested assistance	None	5 minutes	<i>Amarte Aquarius M. Logmao, CAA I, SCD</i>
2. Receive requested assistance	2. Release logistical assistance or provide technical assistance	None	5 minutes	<i>Sylvestre Jose C. Burgonio III SDO II, SCD</i> <i>Amarte Aquarius M. Logmao, CAA I, SCD</i>
TOTAL:		None	2 hours and 25 minutes	

3. Request for Technical Assistance for Sports

This procedure covers the steps to be undertaken in providing the sports benefits and cash incentives for those bemedalled athletes and coaches competing national, regional and international sports competition and technical assistance to requesting parties from



the province of Oriental Mindoro. This service is available every Mondays to Fridays, 8:00AM-5:00PM.

Office or Division:	Special Concerns Division			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2G			
Who may avail:	<ul style="list-style-type: none"> • For technical assistance: Sports and Youth organizations/clubs/associations of the province • For cash incentives: Oriental Mindoro athletes 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For cash incentives – Certification from PESS Supervisor that he/she is a MIMAROPARAA, Palarong Pambansa, Phil. National Game & Batang Pinoy athlete and the authenticated Final Events Result (1 original copy each)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client log book and submit letter request	1. Assist the client in signing the log book and receive the request	None	5 minutes	<i>Eva S. Maravilla</i> CAA I, SCD <i>Rodaliza C. Gozar</i> , AO I, SCD
2.Receive requested documents	2. Interview requesting party	None	5 minutes	<i>Eva S. Maravilla</i> CAA I, SCD <i>Rodaliza C. Gozar</i> , AO I, SCD
	2.1 Check & prepare documents	None	3 hours	<i>Eva S. Maravilla</i> CAA I, SCD



	2.2 Collate the required documents for the claiming of cash incentives	None	5 minutes	<i>Rodaliza C. Gozar, AO I, SCD</i> <i>Sylvestre Jose C. Burgonio SDO, SCD</i>
	2.3 Record documents for processing	None	1 minute	<i>Eva S. Maravilla CAA I, SCD</i> <i>Rodaliza C. Gozar, AO I, SCD</i>
	2.4 Process documents for approval under direct supervision	None	1 day	<i>Eva S. Maravilla CAA I, SCD</i> <i>Jose Maria S. Dalupan Senior Executive Assistant, MSSD</i> <i>May Anne Joy M. Ylagan Provincial Budget Officer</i>
	2.5 Check Availability of budget	None	5 minutes	<i>Annabelle M. Gardoce Provincial Treasurer</i>
	2.6. Review of Treasury records for transaction	None	1 day	<i>Darlene V. Lantican, Accountant IV- Office of the Provincial Accountant</i>
	2.7 Review of disbursement vouchers/ payrolls and its supporting documents	None	20 days	



	2.8 Approve payment/ release 2.9 Prepare cash advance 2.10 Notify the clients regarding the release of incentives	None	1 day 5 minutes	<i>Althea F. Agutaya</i> Provincial Accountant <i>Hubbert Christopher A. Dolor</i> Provincial Administrator <i>Eva S. Maravilla</i> CAA I, SCD
3. Claim cash incentives	3. Release of cash incentives	None	5 minutes	Luis Valentino <i>Cashier III</i> , Provincial Treasurer's Office
TOTAL:		None	23 days, 3 hours and 36 minutes	

Request for Technical Assistance for Sports qualifies for multi-stage processing



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: 043-288-7501 and/or scd@ormindoro.gov.ph
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquires and follow-ups, clients may contact the Special Concerns Division at 043-288-7501.
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquires and follow ups, clients may contact the Special Concerns Division at 043-288-7501
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complaint as soon as possible. 5. The client shall be notified of the progress of the complaint. 6. For inquires and follow ups, clients may contact the Special Concerns Division at 043-288-7501.
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565



Office Directory

Office: Governor's Office – Special Concerns Division

Address: Camilmil, Calapan City, Oriental Mindoro, 5200

Contact No: (043) 288 7501

Email add.: scd@ormindoro.gov.ph



GOVERNOR'S OFFICE
INTERNAL AUDIT SERVICES DIVISION (IASD)
EXTERNAL SERVICES



1. E-CONSULTATION FOR TECHNICAL ASSISTANCE ON INTERNAL AUDIT SYSTEM

The Internal Audit Services Division (IASD) renders E-consultation services to ensure public safety, avoiding the threat of CoViD-19, while addressing the needs of the client through e-mail, providing them an accurate information regarding the operations, functions and importance of IASD, thus, allowing to fully-understand its mandate, vision and mission. This service is available during Monday to Friday 8:00 AM to 5:00 PM.

Office or Division:	Internal Audit Services Division (IASD)			
Classification:	Simple			
Type of Transaction:	G2G, G2B and G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Softcopy of E-Consultation Request Form		IASD Administrative Personnel		
1 Softcopy of Client Satisfaction Survey Form (CSSF)		IASD Administrative Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send an e-mail to the official e-mail address of IASD to request for consultation services : iasd@ormindoro.gov.ph	1. Coordinate with the head of IASD the e-mail received regarding the request for e-consultation services	None	N/A	<i>Pauline Jane J. Pereyra Internal Auditor I GO-Internal Audit Services Division (IASD)</i>
2.Receive the reviewed and approved	2. Review the inquiry via e-mail	None	7 hours	<i>Marlon Kenneth A. Agena OIC, GO-IASD</i>



response from the IASD regarding the inquiry sent	sent by the requesting client Send the reviewed and approved response to the requesting client			<i>Carlo James T. Llagas</i> <i>Internal Auditor I</i> <i>GO-IASD</i> <i>Pauline Jane J. Pereyra</i> <i>Internal Auditor I</i> <i>GO-IASD</i>
Provide ratings regarding the consultation services conducted through CSSF sent by the IASD and send it back through e-mail	3. Send a softcopy of CSSF to the requesting client 3.1. Print out and file the Accomplished CSSF for documentation purposes	None	1 hour	<i>Pauline Jane J. Pereyra</i> <i>Internal Auditor I</i> <i>GO-IASD</i>
TOTAL			8 hours	

2. WALK-IN CONSULTATION FOR TECHNICAL ASSISTANCE ON INTERNAL AUDIT SYSTEM

The Internal Audit Services Division (IASD) renders Walk-in Consultation services to address the needs of the client while implementing safety protocols, providing them an accurate information regarding the operations, functions and importance of IASD, thus, allowing the client to fully-understand its mandate, vision and mission. This service is available during Monday to Friday 8:00 AM to 5:00 PM.

Office or Division:	Internal Audit Services Division (IASD)
Classification:	Simple
Type of Transaction:	G2G, G2B and G2C
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Consultation Request Slip		IASD Public Assistance Desk		
1 Original Copy of the Client Satisfaction Survey Form (CSSF)		IASD Public Assistance Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to Visitor's Log and fill-out the Consultation Request Slip provided	1. Assist the client and provide them the Visitor's Log and Consultation Request Slip	None	5 minutes	<i>Pauline Jane J. Pereyra</i> Internal Auditor I GO-IASD
2. Proceed to the designated area for consultation proper	2. Guide the client to the designated area for consultation proper 2.1. Address the client's inquiries regarding Internal Audit System	None	2 hours	<i>Pauline Jane J. Pereyra</i> Internal Auditor I GO-IASD <i>Marlon Kenneth A. Agena</i> OIC, GO-IASD <i>Calo James T. Llagas</i> Internal Auditor I GO-IASD <i>Pauline Jane J. Pereyra</i> Internal Auditor I GO-IASD
3. Provide ratings regarding the consultation services conducted	3. Assist the client in using the CSS Tablet/ CSS Form	None	5 minutes	<i>Pauline Jane J. Pereyra</i> Internal Auditor I GO-IASD



through CSS tablet/ CSS Form				
TOTAL			2 hours and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. Contact info: 288-7765 and/or iasd@ormindoro.gov.ph
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact the Governor's Office – Internal Audit Services Division (GO-IASD) at 288-7765 and/or iasd@ormindoro.gov.ph
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow-ups, clients may contact the Governor's Office – Internal Audit Services Division (GO-IASD) at 288-7765 and/or iasd@ormindoro.gov.ph
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.



	<ol style="list-style-type: none">4. Response/Action of the concerned office is relayed to the complainant as soon as possible.5. The client shall be notified of the progress of the complaint.6. For inquiries and follow ups, clients may contact the Governor's Office – Internal Audit Services Division (GO-IASD) at 288-7765 and/or iasd@ormindoro.gov.ph
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA : complaints@arta.gov.ph : 1-ARTA (1-2782) PCC : 8888 CCB : 0908-881-6565



PUBLIC INFORMATION SERVICES DIVISION

Office of the Governor

External Services



1. Coverage of PGOM Official Programs, Projects, and Activities (PPAs)

SERVICE INFORMATION: Photo/Video shooting of salient part of the activities for coverage worth for news release to public via PGOM FB page and BGSM radio/TV program. **SERVICE AVAILABILITY:** Monday to Sunday (depending upon the availability of manpower)

Office or Division:	Public Information Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written letter request (1 original copy) / Request Slip Form (three days ahead of activity schedule)		Administrative Section		
2. Program Itinerary or Program of Activities		Requesting Party		
3. Feedback form & client satisfaction rating		Administrative Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive and assess letter and required documents.	None	3 minutes	<i>Randy M. Lingon</i> Administrative Aide IV, PISD
	1.1 Forward Letters and documents to the PISD head	None	5 minutes	<i>Patricia R. Montales</i> Administrative Officer V, PISD
	1.2 For approval of the PISD head for the go signal of	None	10 minutes	<i>Maria Fe A. De Leon</i> , PISD Head



	coverage			
2. Receive update on the status of request.	2. Contact and inform the requesting party for confirmation of coverage	None	10 minutes	<i>Bobby B. Gallardo</i> Administrative Aide IV, PISD
3. Fill-up feedback form and client satisfaction rating	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	<i>Randy M. Lingon</i> AA IV, PISD
TOTAL:		NONE	33 Minutes	

2. Information Dissemination of Official PGOM / NGAs Programs, Projects, and Activities (PPAs)

SERVICE INFORMATION: Uploading of requested announcement to PGOM official FB page and inclusion in the PGOM BGSM Teleradio program. **SERVICE AVAILABILITY:** Monday to Friday, 8:00am to 5:00pm

Office or Division:	Public Information Services Division			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Original written letter request (three days to one week ahead of activity schedule)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive and assess letter	None	3 minutes	<i>Bobby B. Gallardo, AA IV, PISD</i>



	1.1. Assist client to fill-up logbook and request slip	None	3 minutes	<i>Randy M. Lingon AA IV, PISD</i>
	1.2. Forward the letter to the PISD head	None	5 minutes	<i>Bobby B. Gallardo AA IV, PISD</i>
	1.3. Provide the assigned staff details of the announcement	None	30 minutes	<i>Maria Fe A. De Leon PISD Head/ SAO, PISD</i>
	1.4. Draft and prepare the announcement	None	1 day	<i>Rian M. Delacruz Audio Visual and Equipment Operator II</i>
	1.5. Finalize and approve the output / announcement	None	1 hour	<i>Randy A. Digma AA I, Teodorico A. Maravilla, Jr. Administrative Officer IV</i>
	1.6. Air and post announcement	None	15 minutes	<i>Patricia R. Montales AO V PISD Maria Fe A. De Leon, PISD Head Rian M. Dela Cruz , AVEO II, PISD</i>
2. Fill up feedback form and client satisfaction rating	2. Assist client in filling-up feedback and client satisfaction	None	5 minutes	<i>Randy M. Lingon AA IV, PISD</i>



	rating			
	TOTAL:	NONE	1 day, 2 hours & 1 minute	

3. Organization / Facilitation of PGOM/ Co-facilitation of National Government Agencies (NGA) press conferences/media assembly/media coverage

SERVICE INFORMATION: Facilitation of media invitation and press conference proper.

SERVICE AVAILABILITY: As need arises

Office or Division:	Public Information Services Division			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written letter request (1 original copy) / Request Slip Form (three days ahead of activity schedule)		Administrative Section		
2. Program of Activities and topics to be discussed.		Requesting Party		
3. Feedback form & client satisfaction rating		Administrative Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter request	1. Receive and assess request letter	None	3 minutes	<i>Bobby B. Gallardo AA IV PISD</i>
	1.1 Forward Letters and documents to the PISD head	None	5 minutes	<i>Patricia R. Montales AO V, PISD</i>
	1.2 For approval of the PISD head for the go signal of coverage	None	10 minutes	<i>Maria Fe A. De Leon, PISD Head</i>
2. Receive update on the status of request	2. Inform the requesting party for confirmation of the request	None	10 minutes	<i>Bobby B. Gallardo, AA IV PISD</i>
3. Fill-up feedback form and client satisfaction rating	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	<i>Randy M. Lingon AA IV, PISD</i>
TOTAL:		None	33 Minutes	

4. Production of Audio-Visual Information Materials/ Special Event Teaser

SERVICE INFORMATION: Video/Photo documentation to be used in the national or regional presentation/competition or as AVP teaser reminder to the public. **SERVICE AVAILABILITY:** Monday to Sunday (depending upon the availability of manpower)

Office or Division:	Public Information Services Division
Classification:	Complex
Type of Transaction:	G2C G2B G2G
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip Form		Administrative Section		
2. Details of Information Material		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Slip Form.	1. Assist the client	None	3 minutes	<i>Randy M. Lingon AA IV, PISD</i>
	1.1 Inform and forward the request slip to the officer in charge of PISD	None	5 minutes	<i>Bobby B. Gallardo, AA IV PISD</i>
	1.2 Notify the designated staff re: the requested copy of files.	None	5 minutes	<i>Maria Fe A. De Leon PISD Head</i>
2. Provide the details of the requested information material.	2. Shoot (Photo/Video) needed subject for the information materials.	None	1 day	<i>Teodorico A. Maravilla, Jr. AO IV</i>
	2.1 Edit the gathered photos/video footages for production of information materials	None	1 day	<i>Rian M. Dela Cruz AVEO II, PISD</i>
	2.2 Approve and finalize the information material.	None	1 day	<i>Maria Fe A. De Leon, PISD Head</i>



	2.3 Post the approved and finalized information material.	None	30 minutes	<i>Randy A. Digma</i> AA I, PSD
3.Fill up feedback form and client satisfaction	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	<i>Randy M. Lingon AA IV,</i> PSD
	TOTAL:	NONE	3 Days & 48 Minutes	

5. Reproduction of Requested Copies of Photos & Video Footages

SERVICE INFORMATION: Provision thru reproduction of photo/video office files.

SERVICE AVAILABILITY: Monday to Friday, 8:00AM to 5:00PM.

Office or Division:	Public Information Services Division			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Request Slip form		Administrative Section		
Storage Device (Flash Drive, External Hard drive, etc.)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Slip Form.	1. Assist the requesting party in filling-up logbook and request slip	None	3 minutes	<i>Randy M. Lingon AA IV,</i> PSD
	1.1 Inform and	None	5 minutes	<i>Bobby B. Gallardo</i>



	forward the request slip to the officer in charge of PISD			AA IV, PISD
	1.2 Upon approval notify the designated staff re: requested copy of files.	None	5 minutes	<i>Maria Fe A. De Leon</i> PISD Head/ <i>Patricia R. Montales</i> AO V, PISD
2. Provide Storage Device for the requested files	2. Transfer and copy the requested files by the designated staff.	None	1 hour	<i>Teodorico A. Maravilla, Jr.</i> AO IV <i>Rian M. Dela Cruz</i> AVEO II, PISD
3. Fill up feedback form and client satisfaction rating	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	<i>Randy M. Lingon</i> AA IV, PISD
TOTAL:		NONE	1 Hour & 18 Minutes	

6. Mentoring on Basic News Writing/Broadcasting/Photography/Videography

SERVICE INFORMATION: Provision of mentoring services on basic news writing/broadcasting/photography/layouting

SERVICE AVAILABILITY: Monday to Friday, 8:00AM to 5:00PM.

Office or Division:	Public Information Services Division
Classification:	Simple
Type of Transaction:	G2C G2B G2G



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Request Slip form		Administrative Section		
Letter request for services		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Slip Form.	1. Assist the requesting party in filling-up logbook and request slip	None	3 minutes	<i>Randy M. Lingon AA IV, PISD</i>
	1.1 Inform and forward the request slip to the officer in charge of PISD	None	5 minutes	<i>Bobby B. Gallardo AA IV, PISD</i> <i>Maria Fe A. De Leon PISD Head/</i>
	1.2 Upon approval calendar or notify the designated staff re: requested service	None	5 minutes	<i>Maria Fe A. De Leon PISD Head/ Patricia R. Montales AO V, PISD</i>
2. Provide list of topics to discuss	2. Indorse the letter of requested service to assigned staff.	None	10 min	<i>Teodorico A. Maravilla, Jr. AO IV</i> <i>Rian M. Dela Cruz AVEO II, PISD/ Randy Digma/writer</i>



3. Fill up feedback form and client satisfaction rating	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	<i>Randy M. Lingon AA IV, PISD</i>
TOTAL:		NONE	28 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: 288-7621 and/or orminpio@gmail.com
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact the (<i>PISD office</i>) at (<i>288-7621</i>).
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow ups, clients may contact the (<i>PISD office</i>) at (<i>288-7621</i>).
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention.



	<ol style="list-style-type: none">3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.4. Response/Action of the concerned office is relayed to the complainant as soon as possible.5. The client shall be notified of the progress of the complaint.6. For inquiries and follow ups, clients may contact the (PISD office) at (288-7621).
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565

Province of Oriental Mindoro
OFFICE OF THE GOVERNOR – PUBLIC INFORMATION SERVICES DIVISION
2/F Executive Building, Provincial Capitol Complex, Gov. Ignacio St.,
Camilmil, Calapan City, 5200 Oriental Mindoro Philippines

(043) 288 – 7621
pisd@ormindoro.gov.ph
orminpio@gmail.com



Provincial Detention Center Management Services Division (PDCMD)

External Services



1. Issuance of Certification of Detention and Good Conduct Time Allowance (GTCA)

Certificate of Detention is a document that confirms that the person is, or was, committed to the detention center and contains case-related, and some personal information of a PDL and is issued only upon request in connection to a legal purpose. This service is available Monday to Friday from 8:00am-5:00pm.

Office or Division		Provincial Detention Center Management Division		
Classification		Complex		
Type of Transaction:		G2G- Government to Government G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any 2 Valid ID such as: Office or Company ID; School ID, GSIS UMID Card, Postal ID, TIN Card, Driver's License, Voter's ID, Passport, PRC ID, OFW ID, PhilHealth ID, Senior Citizen ID, Solo Parents ID (original) or Barangay Certification (1 original and 1 photocopy) or Letter Request for GTCA (1 original and 1 photocopy)		Requesting party Barangay where the requesting party resides. Requesting Office (BUCOR or BJMP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name, address, contact number and purpose of visit	1. Direct the visitor to the Visitor's Registry	None	3 minutes	<i>Philip Buenaventura, Prison Guard II Provincial Detention Center Management Division (PDCMD)</i>
2. Present ID and Letter Request	2. Check the ID and letter request	None	1 minute	<i>Philip Buenaventura, Prison Guard II PDCMD</i>



3. Proceed to the visitor's waiting area and wait for the release of the requested document/s	3. Advise the client to wait in the visitor's waiting area. Forward the request letter to the Administrative Section		1 minute	<i>Philip Buenaventura, Prison Guard II PDCMD</i>
4. Receive the advice if the request is granted or denied. If granted wait for the release of the document/s requested	4. Advise the client if the request is granted or denied. (if not, reason for denial will be given) 4.1 If granted, prepare the document and forward to the Officer-in-Charge for signature 4.2 Approve and sign the requested document/s 4.3 Notify the client for the schedule of the release of the document/s		4 days	<i>Lourdes M. Medina, Prison Guard I PDCMD</i> <i>Philip Buenaventura, Prison Guard II PDCMD</i> <i>Lourdes M. Medina, Prison Guard I PDCMD</i>
5. Claim the document/s.	5. Release the document/s to the client	None	3 minutes	<i>Lourdes M. Medina, Prison Guard I PDCMD</i>
	TOTAL	NONE	4 days, 8 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: pdcmd@ormindoro.gov.ph.
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact the Provincial Detention Center Management Division at 0932-740 5569
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow-ups, clients may contact the Provincial Detention Center Management Division at 0932-740 5569
How complaints are processed	<ol style="list-style-type: none"> 4. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 5. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 6. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 7. Response/Action of the concerned office is relayed to the complainant as soon as possible. 8. The client shall be notified of the progress of the complaint. 9. For inquiries and follow-ups, clients may contact the Provincial Detention Center Management Division at 0932-740 5569
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565



Office Name	Complete Address	Contact Information
Provincial Detention Center Management Division (PDCMD)	Bansud, Oriental Mindoro	0932-740 5569 pdcmd@ormindoro.gov.ph



PROVINCIAL PUBLIC EMPLOYMENT SERVICE OFFICE (PPESO)

External Services



1. OFW Assistance Program

The granting of financial assistance to Overseas Filipino Workers (OFW) is a program of PGOM for repatriated/displaced and/or distressed Overseas Filipinos who have medical or psycho-social problems requiring treatment, hospitalization, counseling; or problems like labor, immigration and other issues requiring legal representation. This service is available from Monday to Friday (8:00 AM to 5:00 PM.)

Division/Section		Manpower Support/Migrant Welfare Services		
Classification		Highly Technical		
Type of Transaction		G2C		
Who may avail		Repatriated/displaced/distressed OFW		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the Governor - 1 original copy		Requesting party		
2. Filled-out Application Form - 1 original copy		PPESO		
3. Certificate of Residency - 1 original copy		Barangay		
4. Passport – 1 photocopy		Requesting party		
5. Employment Contract - 1 photocopy		Previous/Current employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and assess requirements	None	5 minutes	<i>Sofia Ala Logmao, Labor and Employment Officer III (LEO III) – PPESO</i>
	1.1 Validate request	None	2 days	<i>Sofia Ala Logmao, LEO III - PPESO</i>
	1.2 Prepare documentary requirements for the release of the FA	None	1 day	<i>Sofia Ala Logmao, LEO III - PPESO</i>
	1.3 Approve payroll	None	1 day	<i>Jose Maria S. Dalupan, Executive Assistant IV -</i>



				<i>Management Staff Support Division</i>
	1.4 Check availability of budget and affix signature	None	3 days	<i>May Ann Joy M. Ylagan - Provincial Budget Officer</i>
	1.5 Record transaction	None	30 minutes	<i>Karen B. Garcia, Admin Aide IV - Provincial Treasurer's Office</i>
	1.6 Audit payroll	None	20 days	<i>Darlene V. Lantican, Accountant IV - Office of the Provincial Accountant</i>
	1.7 Approve payment/ release	None	1 day	<i>Jose Maria S. Dalupan, Executive Assistant IV - Management Staff Support Division</i>
	1.8 Prepare cheque	None	1 day	<i>Christine Myra D. Leviste, Cashier IV- Provincial Treasurer's Office</i>
	1.9 Approve/sign cheque	None	3 days	<i>Hubbert Christopher A. Dolor, Provincial Administrator</i>
	1.10 Prepare check advice	None	1 day	<i>Rose Ann M. Claveria, Accountant IV - Office of the Provincial Accountant</i>



	1.11 Notify requesting party of availability of financial assistance	None	30 minutes	Sofia Ala Logmao, LEO III – PPESO
2. Claim financial assistance	2. Release assistance	None	5 minutes	<i>Ralph John S. Sales, Disbursing Officer I - Provincial Treasurer's Office</i>
	TOTAL	NONE	33 days, 1 hour, 10 minutes	

“OFW Assistance Program qualifies for multi-stage processing.

2.Request for Conduct of Recruitment Activity

Recruitment activities refer to the meeting of employers and jobseekers in one venue for the convenience of both parties. Recruitment activities facilitated by PPESO usually take place at the PPESO Conference Room or other venues agreed upon by the requesting party and PPESO. Special Recruitment Activities (SRAC) are for those who will recruit workers overseas, while Local Recruitment Activities (LRA) are for those who will recruit workers in companies within the country. Applicants may be hired on the spot (HOTS) or be asked to proceed to the next steps before they can be hired. This service is available from Monday to Friday. (8:00 AM to 5:00 PM.)

Division/Section	Employment Facilitation/Referral and Placement
Classification	Complex
Type of Transaction	G2C
Who may avail	Companies/employers hiring/recruiting local/overseas workers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to the PESO Manager – 1 original copy	Requesting party



2. Company profile with Job Order balance (for SRAc) or Job Vacancies (for LRA) – 1 original copy		Requesting party		
3. List of Qualifications and Requirements – 1 original copy		Requesting party		
4. Special Recruitment Authority (SRA)- 1 original copy (for SRAc only)		Department of Migrant Workers (DMW), Calapan City Satellite Office, Lumangbayan, Calapan City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent and other requirements	1. Receive Letter of Intent and check requirements submitted	None	5 minutes	<i>Sofia Ala Logmao, Labor and Employment Officer III (LEO III) - PPESO</i>
	1.1 Issue Certificate of No Objection (CNO) (for SRAc only)	None	30 minutes	<i>Antonio M. Magnaye, Jr.- PGDH - PPESO</i>
2. Submit CNO to and secure SRA from DMW	2. Receive CNO	None	2 minutes	<i>Michael Brian M. Torres, Labor and Employment Officer 1, DMW</i>
	2.1 Submit request for SRA to, secure the said SRA from DMW Central Office and issue the same to requesting party	None	3 days	<i>Rhenejim Jhun De la Cruz, Supervising Labor and Employment Officer - DMW</i>
3. Submit SRA to PPESO (for SRAc only)	3. Receive and check details of SRA	None	5 minutes	<i>Sofia Ala Logmao, LEO III - PPESO</i>
4. Discuss details of activity with PPESO	3. Discuss details of activity with the requesting party	None	30 minutes	<i>Antonio M. Magnaye, Jr., PGDH - PPESO</i>



	4.1 Disseminate information through social media	None	2 days	<i>Sofia Ala Logmao, LEO III - PPESO</i>
5. Conduct S/LRA	1. Provide assistance in the conduct of S/LRA	None	1 day	<i>Sofia Ala Logmao, LEO III - PPESO</i>
	TOTAL	NONE	6 days, 1 hour, 12 minutes	

3. Special Financial Educational Assistance

The Special Financial Educational Assistance is one of the components of the Provincial Educational Assistance Program (PEAP) that provides financial assistance to persons with disabilities, college graduates who are attending review classes for board examinations, public school teachers taking up post graduate studies in the fields of Science or Agriculture, and students/pupils participating in competitions This service is available from Monday to Friday (8:00 AM to 5:00 PM).

Division/Section	Education Support/ Scholarship Section
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	<ol style="list-style-type: none"> 1. Those who will take board examinations – Review Assistance. 2. Persons with disability – Tulong Aral Walang Sagabal (TAWAG); 3. College students taking up Agriculture and Allied Programs – Research Assistance. 4. Public School Teachers taking up post graduate studies in the fields of Science or Agriculture – Financial Assistance 5. Bona fide pupils/students of any private or public elementary, high school, or college in Oriental Mindoro who will take



				part in regional, national, or international scholastic, sports, cultural or artistic competitions - Incentives
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Request letter addressed to and approved by the Governor – 1 original copy				Requesting party
2. Billing statement or receipt (if already paid) – 1 original copy				Current school (college)
3. Certificate of Enrolment/Registration – 1 original copy				Current school (college)
4. School ID – 1 photocopy				Current school (college)
5. PWD ID (for TAWAG only) – 1 photocopy				City/Municipal Social Welfare and Development Office (C/MSWDO)
6. Thesis proposal signed by adviser (for research assistance only) -1 original copy				Requesting party
7. Invitation/Official Notice (for incentives only) - 1 photocopy				Contest organizers
8. Certificate of Recognition (for incentives only) - 1 photocopy				Contest organizers
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive requirements	None	5 minutes	<i>Ma. Pia Monette M. De Guzman, Admin Aide V - PPESO</i>
	1.1 Prepare documentary requirements for the release of financial assistance	None	1 day	<i>Ma. Pia Monette M. De Guzman, Admin Aide V - PPESO</i>
	1.2 Check/approve transaction	None	1 day	<i>Jose Maria S. Dalupan, Executive Assistant IV - Management Staff Support Division</i>
	1.3 Check/approve transaction	None	3 days	<i>Hubbert Christopher A. Dolor, Provincial Administrator</i>



	1.4 Approve payroll/ voucher	None	10 days	<i>Humerlito A. Dolor, Provincial Governor</i>
	1.5 Audit payroll/ voucher	None	20 days	<i>Darlene V. Lantican, Accountant IV - Office of the Provincial Accountant</i>
	1.6 Record transaction	None	30 minutes	<i>Karen B. Garcia, Admin Aide IV - Provincial Treasurer's Office</i>
	1.7 Approve payment/release	None	10 days	<i>Humerlito A. Dolor, Provincial Governor</i>
	1.8 Prepare cheque	None	1 day	<i>Christine Myra D. Leviste, Cashier IV- Provincial Treasurer's Office</i>
	1.9 Approve/sign cheque/approve payroll	None	3 days	<i>Hubbert Christopher A. Dolor, Provincial Administrator</i>
	1.10 Prepare advice	None	1 day	<i>Rose Ann M. Claveria, Accountant IV - Office of the Provincial Accountant</i>
	1.11 Notify requesting party of availability of scholarship grant	None	2 hours	<i>Ma. Pia Monette M. De Guzman, Admin Aide V - PPESO</i>
2. Claim financial assistance	2. Release assistance	None	5 minutes	<i>Ralph John S. Sales, Disbursing Officer I - Provincial Treasurer's Office</i>
	TOTAL	N/A	50 days, 2 hours, 40 minutes	

“Special Financial Educational Assistance Program qualifies for multi-stage processing.”



**LANGUAGE SKILLS INSTITUTE
OF ORIENTAL MINDORO (LSI ORMIN)**

EXTERNAL SERVICES



BASIC ENGLISH LANGUAGE TRAINING PROGRAM

The program module covers the knowledge, skills and attitudes required using the Basic English language, and includes vocabularies, terminologies, phrases and basic expressions. Four competencies of communication- writing, reading, speaking and listening will be employed. It will likewise focus on improving trainees' skill in rendering customer service and workplace transactions. Trainings are scheduled throughout the year for a nominal duration of 100 hours utilizing blended modality.

VARIANT 1: BASIC ENGLISH LANGUAGE LEARNING (BELL)

Focus on the unemployed job-ready, near-hires especially those whose prospective employers require workplace English communication skill.

VARIANT 2: ADVANCE COURSE IN COMPETITIVE ENGLISH FOR TEACHERS AND OTHER PROFESSIONALS (ACCENTO)

Variant preferably for teachers, would be educators and other professionals.

DIVISION/DEPARTMENT/OFFICE		Language Skills Institute (LSI)
CLASSIFICATION		Highly Technical
TYPE OF TRANSACTION		Government to Citizen (G2C)
WHO MAY AVAIL		Public school teachers, job-ready/near-hires, professionals, children and other language users
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 1	Trainees Profile – 1 original copy	Trainee-applicant
2	Valid ID – 1 photocopy	Trainee-applicant
3	Diploma or Transcript of Records – 1 photocopy	School/College
4	Birth Certificate – 1 photocopy	Local Civil Registrar's Office or Philippine Statistics Authority, Camilmil, Calapan City
5	1x1 ID pictures – 4 pieces	Trainee-applicant
6	2x2 ID pictures – 4 pieces	Trainee-applicant
7	P 500 bond deposit – refundable after program completion	Trainee-applicant
8	P 1500 registration fee – for employed trainees only	Trainee-applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on LSI services:	1. Receive and answer inquiry	None	5 minutes	<i>Antonio M. Magnaye, Jr.</i> <i>Provincial Public Employment Service Officer – Governor's Office- Public Employment Service Office</i>
1.1 Through LSI Facebook Account (LSI Ormin)	1.1Pre-register online interested party and includes in applicants list	None	5 minutes	Antonio M. Magnaye, Jr. PPESO, GO
1.2 For walk-in clients, includes personal data/information/documents and accomplish trainees' profile	1.2Assess and check availability of the information relevant to the query and assist client in filling out forms	None	10 minutes	<i>Antonio M. Magnaye, Jr.</i> <i>PPESO, GO</i>
2. Follow up the schedule (date and time) of the training or the availability of the information.	2. Confirm the requested information with the trainer and Center Manager/ Administrator. For queries, notifies	None	5 minutes	<i>Antonio M. Magnaye, Jr.</i> <i>PPESO, GO</i>



	trainee-applicants.			
3. Report for Institutional and Course Orientation	3. Orient trainee applicants	None	1 hour	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
4. Enroll in the program:				
4.1 Take pre-test	4.1 Administer the pre-test	None	1 hour	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
4.2 Attend LEAP and Disaster Preparedness Orientation	4.2 Orient enrolled trainees	None	1 hour	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
4.3 Participate in intake/employment surveys	4.3 Assist trainee in accomplishing survey questionnaires	None	1 hour	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
5. Submit requirements	5. Receive and check requirements.	None	10 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
6. Pay registration fee (for employed only) and bond deposit	6. Receive payment, issue acknowledgment receipt and remit amount to PTO	P 500 Bond Deposit and P1500 Registration Fee for Employed	15 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.1 Prepare refund payroll	None	1 hour	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.2 Check transaction	None	4 hours	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>



	6.3 Approve payroll	None	30 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.4 Audit payroll	None	3 days	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.5 Record transaction	None	30 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.6 Approve payment/ release	None	8 days	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.7 Prepare cheque	None	30 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.8 Approve/sign cheque	None	30 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.9 Prepare advice	None	15 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	6.10 Notify requesting party of availability of refund	None	5 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
7. Attend training proper and Institutional Assessment	7. Conduct the training and Institutional Assessment 7.1 BELL/ ACCENTO 7.2 Institutional Assessment 7.3 Issue Certificates of achievement	None	100 hours	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>



8. Attend General Assembly (GA) and Graduation	8. Notify trainee-applicants of the schedule on social media and conducts GA and Graduation	None	10 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	8.1 Present class performance rating		2 hours	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	8.2 Issue Certificates of Participation and Training		2 hours	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
9. Refund bond deposit upon completion	9. Notify completers regarding schedule of release	None	5 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	9.1 Refund deposit	None	10 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	9.2 Release grant			
TOTAL		2000 php (500 for reimbursement upon the completion of the training)	23 days, 20 hours and 30 minutes	

TECH4ED

A Tech4Ed Center is a self-sustaining shared facility providing access to ICT-enabled services and relevant content. It serves as a conduit for efficient delivery of government and other services and a potent tool for the empowerment and participation of the unserved and underserved communities. Trainings are scheduled throughout the year. The program lasts from 2 to 6 days depending on the module.



DIGITAL JOBS PH

Primarily aims to increase trainees' hireability and employability by developing their ICT and marketing skills tailor-fit for home-based online job.

DIGITAL LITERACY

The training focuses on communication information through writing on various digital platforms, including social media

DIVISION/DEPARTMENT/OFFICE		Language Skills Institute (LSI)		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		Government to Citizen (G2C)		
WHO MAY AVAIL		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Trainees Profile – 1 original copy		Trainee-applicant	
2	Valid ID – 1 photocopy		Trainee-applicant	
3	Birth Certificate – 1 photocopy		Local Civil Registrar's Office or Philippine Statistics Authority, Camilmil, Calapan City	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry.	1. Receive inquiry and answers query	None	5 minutes	<i>Antonio M. Magnaye, Jr. Provincial Public Employment Service Officer – Governor's Office- Public Employment Service Office</i>
1.1 Through LSI Facebook Account (LSI Ormin)	1.1Pre-register online interested party and include in applicants list	None	10 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
1.2 Walk-in clients, include personal	1.2Assess and check availability of the information relevant to the query	None	10 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>



data/information/documents				
2. Submit requirements	2 Receive, check and file requirements.	None	10 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	2.1 Include client in the list of trainee-applicants	None	5 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
3. Follow up the schedule (date and time) of the training or the availability of the information.	3 Confirm the information with the trainer and Center Manager/Administrator.	None	5 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
	3.1 Notify trainee-applicants	None	5 minutes	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
3. Report for Institutional and Course Orientation	4 Orient trainee-applicants	None	1 hour	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
4. Attend training proper	5 Conduct the training	None	5 days	<i>Antonio M. Magnaye, Jr. PPESO, GO</i>
TOTAL		NONE	5 days, 1 hour and 50 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Contact info: 288-7253 or ppeso@ormindoro.gov.ph
How feedback are processed	<ol style="list-style-type: none"> 1. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generate and consolidate the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedback and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact PPESO at 288-7253.
How to file a complaint	<p>Complaints can be filed either by contacting the telephone numbers below, dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby.</p> <p>The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint.</p> <p>For inquiries and follow-ups, clients may contact PPESO at 288-7253.</p>
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible.



	<p>5. The client shall be notified of the progress of the complaint.</p> <p>For inquiries and follow-ups, clients may contact PPESO at 288-7253.</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph</p> <p>:1-ARTA (1-2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>

PROVINCIAL PUBLIC EMPLOYMENT SERVICE OFFICE (PPESO)

Ground Floor, Provincial Capitol Complex, Governor Ignacio St.,
 Camilmil, Calapan City, 5200 Oriental Mindoro
 Telephone No.: 288-7253
 Email Address: ppeso@ormindoro.gov.ph



PROVINCIAL HEALTH OFFICE

External Services



1. Adolescent Health Development Program

The program aims to provide all adolescents and youth access to quality and comprehensive health care services in an adolescent and youth-friendly environment. (Monday to Friday, 8:00AM-5:00PM)

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Municipal Health Office and High Schools with trained Peer Educators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip form (1 original copy)		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished request form	1. Receive the request form for recording and proper filing	none	5 minutes	<i>Adora P. Binay</i> Midwife II
	1.1. Review requested IEC materials and prepare Requisition and Issue Slip (RIS)		5 minutes	<i>Marissa Malapote</i> Supply Officer II
	1.2. Prepare requested IEC materials		15 minutes	
2. Review, check, and receive IEC materials and sign the RIS	2. Issue requested IEC materials and give an original copy of RIS	none	5 minutes	<i>Adora P. Binay</i> Midwife II



	2.1. Keep the duplicate copy of RIS for filing		2 minutes	
TOTAL:		None	32 minutes	

2. Disease Surveillance Program

To ensure timely and accurate epidemiologic information from the field to identify problems e.g., disease outbreak, monitor implementation of health programs and guide health policy making. The Provincial Health Office – Epidemiology and Surveillance serves as a crucial link between the CHD MIMAROPA and the devolved health units. It serves as “information services node” and can be platform for capacity building in the field of epidemiology. (Monday to Sunday, 24-hour schedule)

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Municipal Health Office and hospital facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Case investigation form (1 original copy) 2. Laboratory Test Request Form (1 original copy) 3. Line List Form (1 original copy)		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the accomplished Case Investigation Form (CIF)	<p>1. Check submitted CIF for reported cases from each Disease Surveillance Unit</p> <p>1.1. Compare cases from previous and present cases / Analysis of data</p> <p>1.2. Inform concerned MHO/MESU re: increasing amount of cases / increase of new cases</p>	none	<p>10 min</p> <p>1 hour</p> <p>15 mins</p>	<p><i>Kris Knoelle Balahadia</i></p> <p>Nurse II</p>
2. Submit CIF and Line List together with specimen collected	<p>2. Receive specimens</p> <p>2.1. Check CIF if properly filled out</p> <p>2.2. Check specimens if properly labeled and stored in transport box</p> <p>2.3. Transport specimen for RT-PCR</p>	none	<p>15 mins</p> <p>Daily before 2:00 pm</p>	<p><i>Marife Aclan</i></p> <p>Radiology Technician II</p> <p>OMPH</p>
TOTAL:		None	1 hour and 40 minutes	



3. Drug Abuse Program

The PHO serves as a directing, coordinating, and monitoring office for regional and provincial health matters and public health issues related to drug abuse prevention, treatment and rehabilitation in the province (Monday to Friday, 8:00AM-5:00PM)

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation Letter for drug abuse awareness services such as symposium (1 original copy)		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the invitation letter	1. Receive invitation letter 1.1. Prepare Travel Order 1.2. Prepare requested IEC materials 1.3. Conduct symposium	none	5 minutes 5 minutes 3 hours 2 hours	<i>Rudeline U. Almeda</i> <i>Nutritionist Dietitian II</i>
TOTAL:		None	5 hours and 10 minutes	
<i>Other drug abuse services:</i>				
1. Inquire about the program via phone calls,	1. Receive queries either thru phone	none	10 minutes	<i>Rudeline U. Almeda</i>



social media page message, personal messages and/or walk ins	calls, text or personal messages on messenger with noted time and date.		10 minutes	<i>Nutritionist Dietitian II</i>
	1.1. Provide guidance and assistance on the inquiry to the Persons Who Uses Drugs (PWUDs) 1.2. Ask clarifying questions to ensure that all of the client's concerns were addressed.		10 minutes	
2. Attend Initial Intake Interview for Persons Who Uses Drugs (PWUDs)	2. Provide Consent Form and explain the provision of the service	none	15 minutes	<i>Rudeline U. Almeda Nutritionist Dietitian II</i>
	2.1. Conduct Screening and Assessment of Substance Use		45 minutes	
3. Attend the orientation of the program	3. Deliver and facilitate the orientation of the program	none	2 hours (by schedule)	<i>Rudeline U. Almeda Nutritionist Dietitian II</i>
4. Attend the lectures/sessions	4. Provide and deliver lectures in classified	none	3 hours (by schedule)	<i>Rudeline U. Almeda</i>



in their assigned schedule day	<p>program to the clients based on their risk level:</p> <ul style="list-style-type: none"> - Katatagan, Kalusugan at Damayan ng Komunidad (KKDK) for moderate risk clients - General Intervention on Health and Wellbeing Awareness for low-risk clients <p>4.1. Provides and deliver Family Education with client's family members</p>		3 hours (by schedule)	<i>Nutritionist Dietitian II</i>
TOTAL:		None	1 day, 1 hour and 30 mins	
<i>Other drug abuse services:</i>				
1. Attend Drug Dependency Examination for court mandated clients	<p>1. Provide and explain the drug dependency examination form</p> <p>1.1. Conduct Interview and Assessment of</p>	<p>none</p> <p>none</p>	<p>10 minutes</p> <p>1 hour</p>	<p><i>Rudeline U. Almeda</i></p> <p><i>Nutritionist Dietitian II</i></p>



	Drug Dependency			
2. Attend the scheduled orientation of the program	2. Deliver and facilitate the orientation program	none	2 hours (by schedule)	<i>Rudeline U. Almeda</i> <i>Nutritionist Dietitian II</i>
3. Attend the lectures/sessions in their assigned schedule day	3. Provide and deliver lectures in Matrix Intensive Outpatient Program (MIOP)	none	3 hours (by schedule)	<i>Rudeline U. Almeda</i> <i>Nutritionist Dietitian II</i>
4. Attend Individual/ Group Counseling	4. Conduct and provide Individual/ Group Counseling	none	1 hour	<i>Rudeline U. Almeda</i> <i>Nutritionist Dietitian II</i>
TOTAL:		none	7 hours and 10 mins	

4.Environmental Health and Sanitation Program

Provision of efficient, effective and relevant programs that would lead to the reduction of environmental related diseases, disabilities and deaths through and mitigation of hazards and risks in the environment. Service Availability: Monday to Friday, 8:00AM-5:00PM

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES		
Classification:	Simple		
Type of Transaction:	G2C, G2G		
Who may avail:	All Municipal Health Office, program managers and barangays		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



Colilert Test Kits				
1. Requisition Slip (1 original copy)				
2. Inventory Form (1 original copy)				
For toilet bowls:				
1. Request letter (1 original copy)				
2. Barangay resolution (1 original copy)				
3. List of beneficiaries signed by RSI & MHO				
(1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Provision of PHC bottles:				
1. Present the accomplished/ approved request form and inventory form	1. Receive the request form and inventory form 1.1. Prepare and allocate colilert test kits needed	none	5 minutes	Rainer J. Roco Sanitation Officer I
			5 minutes	Ferdinand Castromero Sanitation Officer IV
2. Review, check and receive supplies	2. Issue/release requested colilert test kits and have it signed	none	5 minutes	Rainer J. Roco Sanitation Officer I
				Ferdinand Castromero Sanitation Officer IV
TOTAL:		None	15 minutes	



<i>Submit the approved request letter barangay resolution and list of beneficiaries</i>				
1. Submit the request letter, barangay resolution and list of beneficiaries	1. Receive all the necessary requirements 1.1. Prepare and allocate number of toilet bowls needed per barangay	none	5 mins 20 mins	<i>Marissa Malapote Supply Officer II</i>
2. Sign Requisition and Issuance Slip, Certificate of Compliance and MOA of compliance	2. Issue/release the requested toilet bowls and file all signed documents	none	45 mins	<i>Rainer J. Roco Sanitation Officer I Ferdinand Castromero Sanitation Officer IV</i>
TOTAL:		none	1 hour and 10 minutes	

5. Expanded Program on Immunization (EPI)

To ensure that infants/children and mothers have access to routinely recommended infant/childhood vaccines. This program primarily aims to reduce the morbidity and mortality among children against the most common vaccine-preventable diseases (VPDs) which includes tuberculosis, poliomyelitis, diphtheria, tetanus, pertussis and measles. To date, the Expanded Program on Immunization provides safe and effective vaccines against VPDs for newborns, infants, older children, pregnant, and senior citizens. Service Availability: Monday to Friday, 8:00AM-5:00PM.

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES
Classification:	Simple
Type of Transaction:	G2C, G2G



Who may avail:		All Municipal Health Office and hospital facilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form, Inventory Form (1 original copy each) 2. Transport box/carrier and cold dogs		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished request form and inventory form	1. Receive/review request form slip and inventory form	none	5 minutes	<i>Maria Violeta V. Laguerta</i> <i>Midwife IV</i>
	1.1 Check the appropriate transport box for the vaccine		3 minutes	
	1.2. Prepare requisition and issuance slip together with requested vaccines		30 minutes	
2. Review, check and receive supplies and commodities	2. Issue/release requested vaccine and give original copy of RIS	none	7 minutes	<i>Maria Violeta V. Laguerta</i> <i>Midwife IV</i> <i>Adora Binay</i> <i>Midwife II</i> <i>Marissa Malapote</i> <i>Supply Officer II</i>
TOTAL:		none	45 minutes	



6. Family Planning Program

This pertains to the mandated priority public health program to attain the country's national health development for the improvement of the health and welfare of mothers, children, and other members of the family. It also provides information and services for the couples of reproductive ages to plan their family according to their beliefs and circumstances through legally and medically acceptable family planning methods. Service Availability: Monday to Friday, 8:00AM-5:00PM.

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Municipal Health Offices and Hospital Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip, Inventory form and request for technical assistance (1 original copy each)		Program Coordinator assigned at the PHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished request form	1. Receive requisition slip	none	5 mins	<i>Kris Knoelle Balahadia</i> <i>Nurse II</i>
	1.2. Prepare requested/allocated commodities	none	15 mins	<i>Kris Knoelle Balahadia</i> <i>Nurse II</i>
2. Review, check and receive supplies and commodities	2. Issue/release requested/allocated commodities and give original copy of RIS	none	20 mins	<i>Marissa Malapote</i> <i>Supply Officer II</i>



			40 Minutes	
For Provision of Technical Assistance				
1. Submit letter request for technical assistance	1. Receive letter request and prepare travel order 1.1. Provide needed technical assistance	none	5 mins 30 mins (Depends on the technical assistance needed)	<i>Kris Knoelle Balahadia</i> <i>Nurse II</i>
TOTAL:		None	1 hour and 15 minutes	

7. Food and Water-Borne Diseases-Prevention & Control Program

Provide technical assistance to reduce mortality and morbidity due to Food and Water-Borne Diseases. The program covers the following infections: cholera, typhoid, shigellosis and amoebiasis, hepatitis A and infection caused by rotavirus and foodborne parasites. Service Availability: Monday to Friday, 8:00AM-5:00PM

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Allocation of commodities and supplies Request Form (1 original copy)		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the accomplished request form	1. Receive requisition slip	none	5 min	<i>Marlyn GAring</i> <i>Medical Technologist II</i>
2. Present inventory form	2. Prepare requested/allocated supplies and commodities	none	15 min	<i>Marlyn GAring</i> <i>Medical Technologist II</i>
3. Review, check, and receive supplies and commodities	3. Issue/release requested/allocated commodities and supplies. 3.1. Give the original copy of RIS to the client	none	10 mins	<i>Marlyn GAring</i> <i>Medical Technologist II</i>
TOTAL:		none	30 minutes	

8. Leprosy Control Program

This program aims to ensure the provision of a comprehensive, integrated quality leprosy services at all levels of health care with the active participation of persons affected by leprosy. Service Availability: Monday to Friday, 8:00AM-5:00PM.

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Municipal Health Office and leprosy patients referred by doctors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's referral/request for SSS and Doctor's prescription (1 original copy)		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Doctor's Referral/Request for Slit-Skin Smear (SSS) & Doctor's prescription	<p>1. Receive request and doctor's prescription from the client.</p> <p>1.1. Interview the patient and fills up the National Leprosy Control Program Patient Record Card.</p> <p>1.2. Fill up the body chart form and perform the:</p> <p>a.) Nerve Function Assessment,</p> <p>b.) Voluntary Muscle Testing,</p> <p>c.) Counts & records the number of skin areas with patches and lesions.</p> <p>1.3. Choose areas for Slit-Skin Smear (SSS) with at least 3 smears per patient</p> <p>1.4. Counselling of patients on management & self-care.</p> <p>1.5. Provision of Leprosy Combi-MDT medicine, sulfur soap, Sodium Ascorbate, Vitamin B Complex, Ferrous Sulfate and other drugs and ointments to the patient.</p>	none	1 hour	<p><i>Marlyn L. Garing</i></p> <p><i>Medical Technologist II</i></p>
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	1.6. Proper endorsement of the new Leprosy patient to their Rural Health Unit through calls and messages.			
2. Client and Family contact tracing (Depend on number of accompanying family members).	2. Perform the family contact tracing and inspects the skin per family member present at the PHO. For family members with NO skin patches or lesion; skip step no.7 2.1. For family members with skin patches/ lesion; performs steps no. 1.2 – 1.6	none none	10 minutes 1 hour/ Suspected patient	<i>Marlyn L. Garing</i> <i>Medical Technologist II</i>
For allocation of commodities and supplies				
1. Present the accomplished request form	1. Receive requisition slip	none	5 minutes	<i>Marlyn L. Garing</i> <i>Medical Technologist II</i>
2. Present inventory form	2. Prepare requested/allocated supplies and commodities	none	15 minutes	<i>Marlyn L. Garing</i> <i>Medical Technologist II</i>
3. Review, check and receive supplies and commodities	3. Issue/release requested/allocated commodities and supplies.	none	10 minutes	<i>Marlyn L. Garing</i> <i>Medical Technologist II</i>



	3.1. Give original copy of RIS to the client			
TOTAL:		none	2 hours and 40 minutes	

9. Mental Health Program

This program aims to provide mental health services to promote over-all wellness of the community, prevent mental, psychosocial, and neurologic disorders, substance abuse and other forms of addiction, and reduce burden of disease by improving access to quality care and recovery to attain the highest possible level of health to participate fully in society. Service Availability: Monday to Friday, 8:00AM-5:00PM.

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation Letter for mental health services such as symposium (1 original copy)		PHO Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the invitation letter	1. Receive invitation letter 1.1. Prepare Travel Order 1.2. Prepare requested IEC materials	none	5 minutes 5 minutes 3 hours	<i>Rudeline U. Almeda</i> <i>Nutritionist</i> <i>Dietitian II</i>



	1.3. Conduct symposium		2 hours	
TOTAL:		none	5 hours and 10 minutes	
<i>Other mental health services:</i>				
1. Inquire about the program via phone calls, social media page message, personal messages and/or walk ins	1. Receive queries either thru phone calls, text or personal messages on messenger with noted time and date. 1.1. Provide guidance and assistance on the inquiry to the Mental Health 1.2. Ensure that the client understands with satisfaction achieved.	none	10 minutes 10 minutes 10 minutes	<i>Rudeline U. Almeda</i> <i>Nutritionist Dietitian II</i>
2. Attend the Initial Intake Interview	2. Provides Consent Form and explain the provision of the mental health services 2.1. Conduct Mental Health Intake Interview 2.2 Administer psychological/psychometric test and conducting	none	15 minutes 45 minutes	<i>Rudeline U. Almeda</i> <i>Nutritionist Dietitian II</i>



	psychological assessment.		1 hour	
3. Consult with the Psychiatrist/Psychologist	3. Conduct Initial check-up/Follow-up check up with Psychiatrist/ Counseling session with the Psychologist 3.1. Issuance of Medication Prescription and distribution of medications (<i>if available</i>)	none	2 hours (by schedule) 15 minutes	Psychiatrist Psychologist Psychiatrist
TOTAL:		none	4 hours and 45 minutes	

10. Non-Communicable Disease Program

This program aims to ensure sustainable health promoting environments and accessible, cost-effective, comprehensive, equitable and quality health care services for the prevention and control of Non-Communicable Diseases. Service Availability: Monday to Friday, 8:00AM-5:00PM.

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES	
Classification:	Simple	
Type of Transaction:	G2C, G2G	
Who may avail:	All Municipal Health Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for Technical Assistance > Invitation Letter (1 original copy)		MHO/ client



2. Request for Maintenance Medicine > Requisition slip (1 original copy) > Authorization Letter (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Provision of Technical Assistance 1.1 Present invitation letter	1. Receive invitation letter 1.1. Prepare Travel Order and IECs 1.2. Conduct Technical Assistance by group or individual mentoring on the requested time	none	1 minute 30 minutes 2-3 hours (depending on the assistance requested)	<i>Rudeline U. Almeda, Nutritionist Dietitian II</i>
	TOTAL:		2-3 hours and 31 minutes	
1. For Provision of maintenance medicines 1.1 Present the accomplished requisition slip and authorization letter	1. Review request and prepare Non-Com medicines 1.1. Issue requested medicines with properly filled up RIS	none	30 mins. to 1 hour (depending on the bulk of requested supply)	<i>Marissa Malapote Supply Officer II</i>
		TOTAL:	4 hours	



11.Nutrition Program

This program aims to promote and advocate for optimal nutrition practices among the population. This includes ensuring access to nutritious food, promoting balanced diets, and encouraging healthy eating habits. To prevent malnutrition in all its forms, including undernutrition, micronutrient deficiencies (like vitamin A, iron, and iodine deficiencies), and overnutrition (obesity and diet-related non-communicable diseases). Service Availability: Monday to Friday, 8:00AM-5:00PM

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Municipal Health Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 original copy)		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished request form.	1. Receive request form from LGU/ client. 1.1 Submit to the supply office for the preparation of RIS and supplies. 1.2 Check RIS if in conforme with the requested commodity	none	50 minutes	<i>Ana Luallhati M. Hernandez</i> <i>Nutritionist Dietitian II</i> <i>Mylene T. Lastimoza</i> <i>Nutritionist Dietitian II</i>



	and see to it that transport box to be used in appropriate .			
2. Check the requested Nutrition Commodities (drugs, medicines and IEC materials, receive it, and sign the original copy of RIS.	2. Issue Nutrition Commodities to clients. 2.1 Issue original copy of RIS.	none	5 minutes	Ana Luallhati M. Hernandez Nutritionist Dietitian II Mylene T. Lastimoza Nutritionist Dietitian II
TOTAL:		none	55 minutes	

12.Oral Health Program

This program aims to increase awareness and knowledge about oral health issues among the population. This includes educating individuals on the importance of oral hygiene, regular dental check-ups, and the prevention of oral diseases. To prevent common oral diseases such as dental caries (cavities), periodontal diseases (gum diseases), and oral cancers. This may involve promoting fluoride use, dental sealants, and other preventive measures. Ensuring access to affordable and quality dental services is crucial. Service Availability: Monday to Friday, 8:00AM-5:00PM and Saturday – if requested

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Information form (1 original copy)		Dentist detailed at different municipalities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For dental procedures:</i>				
1. Proceed to triage and accomplish the patient's information form	1. Provide alcohol and logbook to the client. Check the vital signs of the patients. 1.1. Priority number will be issued by the Dental Aide. 1.2. Wait until the number is called 1.3. When the number is called, proceed to the Dental Clinic for the actual and necessary procedures 1.4. Dentist will give prescription on the proper intake of medicines and instructions	none	1 hour	<i>Dr. Leo L. Espallardo</i> <i>Dentist II-Baco</i> <i>Dr. Rodrigo Villanueva</i> <i>Dentist II-Socorro</i> <i>Dr. Elizabeth Macatol</i> <i>Dentist II-Bansud</i> <i>Dr. Josephine Rayos</i> <i>Dentist II-PHO-Dental Clinic</i> <i>Dr. Nerelyn Marciano</i> <i>Dentist II-PHO</i>
<i>Request for Technical Assistance</i>				
1. Present the request letter	1. Receive letter request	none	30 minutes	<i>Dr. Nelia Cantos</i> <i>Dentist III</i>



	1.1. Prepare travel order 1.2. Provide technical assistance needed			
<i>For provision of supplies:</i>				
1. Present the accomplished request form	1. Review and prepare dental supplies as per allocation 1.1. Issue and provide dental supplies to all Public Health dentist as per allocation	none	30 mins.	<i>Dr. Nelia Cantos Dentist III Marissa Malapote Supply Officer II</i>
2. Signed RIS and receive supplies and commodities requested	2. Prepare requisition and issue slip (RIS) 2.1. Issue original copy of RIS to the client	none	10 mins.	<i>Marissa Malapote Supply Officer II</i>
TOTAL:		None	2hours and 10 minutes	

13.Rabies Control Program

This program aims to prevent human deaths due to rabies by ensuring access to post-exposure prophylaxis (PEP) for individuals bitten by animals suspected of having rabies. Increasing awareness among communities about rabies transmission, prevention measures (such as avoiding contact with stray animals and vaccinating pets), and the importance of seeking medical care promptly after an animal bite. Service Availability: Monday to Friday, 8:00AM-5:00PM

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES
Classification:	Simple



Type of Transaction:	G2C, G2G			
Who may avail:	All Animal Bite Treatment Centers (ABTC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For request for vaccines: 1. Request Form (1 original copy) For setting-up of Animal Bite Center: Letter of Intent (1 original copy) 2. Self-Assessment Form (1 original copy)		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For request for vaccines: From PHO to Local Health Facilitators</i>				
1. Present the accomplished Request Form	1. Receive Requisition Slip form 1.1. Prepare and pack requested vaccines Prepare Requisition and Issuance Slip (RIS) 1.2. File and enter to stock ledger card for inventory	none	30 minutes	<i>Juveth A. Inao,</i> <i>RM</i> <i>Sanitation Inspector I</i>
2. Receive the vaccine and sign the RIS	2. Prepare and pack in cold transport box vaccine carrier 2.1. Release the vaccine to the client or deliver	none	30 mins	<i>Juveth A. Inao,</i> <i>RM</i> <i>Sanitation Inspector I</i>



	too health facilities			
TOTAL:		none	1 hour	
<i>For setting-up of Animal Bite Center:</i>				
1. Present the accomplished Letter of Intent (LOI) and Self-Assessment Form (SAF)	1. Receive LOI and SAF 1.1. Conduct Technical Assistance through site inspection of compliance to DOH standards 1.2. Submit Assessment Form with the LOI and SAF to CHD IV-B by email or courier	none	30 minutes 2 hours (by schedule) 10 mins	Juveth A. Inao, RM Sanitation Inspector I
TOTAL:		None	2 hours and 40 minutes	

14. Supply Office Management

To ensure program has a consistent and reliable supply of goods and services needed to fulfill its operational requirements and objectives. Implementing strategies to manage inventory levels efficiently, ensuring that stocks are neither excessive nor insufficient. This involves monitoring stock levels, forecasting demand, and managing replenishment cycles. (Monday to Friday, 8:00AM-5:00PM)



Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Municipal Health Officer			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
For drugs, medicines and medical supplies	Municipal Health Officer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorization Letter or copy of approval request conversations	1. Prepare request and issue slip per allocation; per program coordinator 1.1. Prepare 1 pack items/ commodities according to allocation	none none	15 min per program 20 min per MHO	<i>Marissa M. Malapote</i> <i>Supply Officer</i>
2. Receive allocated request drugs and medicines	2. Issue/release allocated/requested drugs and medicines; Medical Supplies to MHO's and walk in clients 2.1. Enter in client's logbook upon issuances of commodities	None none	30 min per MHO 20 min per MHO	<i>Marissa M. Malapote</i> <i>Supply Officer</i>



3. Receive RIS	3. Issue original copy of RIS to recipient	none	35 min per program	<i>Marissa M. Malapote</i> <i>Supply Officer</i>
TOTAL:			2 hours and 20 minutes	

15.TB-DOTS Program and HIV/AIDS Program

This program aims to prevent the transmission of tuberculosis by identifying and treating infectious individuals promptly, thus reducing the spread of TB within communities. Engaging communities in TB prevention and control efforts through awareness campaigns, education about TB transmission and prevention, and stigma reduction initiatives. Service Availability: Monday to Friday, 8:00AM-5:00PM

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Municipal Health Office and hospital facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For application for TB-DOTS or HIV/AIDS Program: 1. Letter of Intent (1 original copy) 2. Checklist/Assessment Form (1 original copy) For provision of drugs and medicines and other commodities: 1. Request Form slip (1 original copy) Transport box		PHO Program Coordinator		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Program Application:</i>				
1. Submit the Letter of Intent (LOI)/sent thru email	1. Receive LOI from client 1.1. Review LOI	none	5 minutes	<i>Mhay dela Cruz Medical Technologist II</i>
2. Complete all checklist/ assessment form	2. Prepare and complete documents needed for assessment and scheduled technical assistance 2.1. Advise facility on date of visit		15 minutes 5 minutes	<i>Mhay dela Cruz Medical Technologist II</i>
TOTAL:		None	35 minutes	
<i>For provision of drugs and medicines and other commodities:</i>				
1. Present the accomplished requisition slip	1. Review and prepare TB/HIV supplies as per allocation	none	5 minutes	<i>Mhay dela Cruz Medical Technologist II</i>
2. Receive allocated/requested drugs and supplies	2. Issue/release allocated/requested drugs and supplies; medical supplies to MHO's and walk-in client	none	35 minutes per MHO	<i>Marissa M. Malapote Supply Officer</i>



	2.1 Enter in client's logbook upon issuance of commodities	none	5 minutes per MHO	
3. Receive RIS	3. Issue original copy of RIS to recipient	none	15 mins per program	<i>Marissa M. Malapote</i> <i>Supply Officer</i>
	TOTAL	none	1 hour	

16.Vector Borne Diseases (VBD) Control Program

This aims to prevent the transmission of vector-borne diseases by reducing vector populations and minimizing human-vector contact. Implementing vector control measures such as insecticide-treated bed nets, indoor residual spraying, larviciding, and environmental management to reduce vector breeding sites and populations. Increasing community awareness about vector-borne diseases, their transmission dynamics, and preventive measures. Empowering communities to act, such as using bed nets, removing stagnant water, and seeking early medical care. Service Availability: Monday to Friday, 8:00AM-5:00PM

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Municipal Health Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip (1 original copy) 2. Inventory Form (1 original copy)		PHO Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the accomplished requisition slip	1. Receive the requisition slip 1.1. Prepare allocation of supplies per VBD area and submit to supply office for issuance	none	5 minutes 10 minutes	<i>Rainier J. Roco</i> <i>Sanitation Inspector I</i> <i>Mhay H. Dela Cruz</i> <i>Medical Technologist II</i> <i>Ferdinand Castromero</i> <i>Sanitation Inspector IV</i>
	2. Issue/release requested/ allocated supplies per VBD area upon	none	5 minutes	Sanitation Inspector I Medical Technologist II Sanitation Inspector IV
2. Review, check and receive supplies	2. Issue/release requested/ allocated supplies per VBD area upon	none	5 minutes	Sanitation Inspector I Medical Technologist II Sanitation Inspector IV
TOTAL:		none	20 minutes	



17.Traditional Complementary and Alternative Medicine Program (TCAM)

This aims to provide a traditional, alternative, and complementary management for common diseases through traditional medicine practices within the health facility/community. Service Availability: Monday to Friday, 8:00AM-5:00PM.

Office or Division:	PROVINCIAL HEALTH OFFICE-PUBLIC HEALTH SERVICES			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Allocation of commodities and supplies Request Form		PHO Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished request form	1. Receive requisition slip	none	5 min	<i>Marlyn Garing Medical Technologist II</i>
2. Present inventory form	2. Prepare requested/allocated supplies and commodities (herb map kits, soaps, and plants)	none	15 min	<i>Marlyn Garing Medical Technologist II</i>
3. Review, check, and receive supplies and commodities	3. Issue/release requested/allocated commodities and supplies (herb map kits, soaps, and plants)	none	10 mins	<i>Marlyn Garing Medical Technologist II</i>



	3.1. Give the original copy of RIS to the client			
	TOTAL:	none	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via digital tablet installed in every PGOM Office, or if applicable, the customized printed client survey forms. 2. Contact Info: 042-2887672 email: phoormin@yahoo.com
How feedback is processed	<ol style="list-style-type: none"> 1. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generate and consolidate the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedback and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of the complaint and the action taken by their office. 3. The response/action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients contact PHO at contact number 042-2887672 email: phoormin@yahoo.com.
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed wither thru the telephone numbers below by dropping the written complaints or filling up the digital CSS form at the Public Assistance and Complaints Desk located in the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow-ups, clients may contact PHO at 042-2887672 email: phoormin@yahoo.com.
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the



	<p>complaints to concerned departments/individuals for appropriate action and intervention.</p> <ol style="list-style-type: none">3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.4. Response/Action of the concerned office is relayed to the complainant as soon as possible.5. The Client shall be notified of the progress of the complaint.6. For inquiries and follow-ups, clients may contact PHO at 042-2887672 email: phoormin@yahoo.com.
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



BULALACAO COMMUNITY HOSPITAL

External Services



1. AVAILING OF BIRTH CERTIFICATE

Issuance of Birth Certificate as major proof of identity of an individual and serves as an attachment for PHIC claims and other purposes. Service Availability: Monday – Friday; 8:00AAM – 5:00PM

Office/Division:	ADMINISTRATIVE SECTION			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government			
Who may avail:	Parents of Newborn delivered at the facility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Live Birth (<i>1 original copy</i>)		Administrative Section, Bulalacao Community Hospital		
2. OPD Record of Newborn (<i>1 original copy</i>)		Record Section, Bulalacao Community Hospital		
3. Certificate of Live Birth (<i>4 original copies</i>)		Municipal Civil Registry Office, Local Government Unit of Bulalacao		
4. Marriage Contract of Parents of Newborn (<i>1 photocopy</i>)		Parents of Newborn		
5. Birth Certificate of Parents of Newborn (<i>1 photocopy</i>)		Parents of Newborn		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents; supply necessary information	1. Accept request, required documents, and interview parents	None	5 minutes	<i>Kenneth Lloyd R. Maula</i> Administrative Assistant II (AA II) Bulalacao Community Hospital (BCH)
	1.1 Retrieve OPD record of newborn	None	15 minutes	<i>Zenaida F. Gonzales</i> AA/IV, BCH
	1.2 Accomplish Live Birth Form	None	15 minutes	<i>Kenneth Lloyd R. Maula</i> AA II, BCH
2. Receive Live Birth Form and proceed to the Municipal Civil Registry Office	2. Issue Live Birth Form and instruct parents to proceed	None	5 minutes	<i>Kenneth Lloyd R. Maula</i> AA II, BCH



	to Municipal Civil Registry Office			
3. Present the report of live birth and wait for the release of the Municipal Form No. 102 (Certificate of Live Birth)	3. Receive and check the given form; accomplish Certificate of Live Birth	None	30 minutes	<i>Marieta C. Gado Municipal Civil Registrar (MCR) Municipal Civil Registry Office (MCRO)- Bulalacao</i>
4. Present duly accomplished Certificate of Live Birth to BCH Administrative Service for signing of Attending Physician	4. Receive and review Certificate of Live Birth	None	10 minutes	<i>Kenneth Lloyd R. Maula AA II, BCH</i>
	4.1. Review and Sign Certificate of Live Birth	None	5 minutes	<i>Josie Ann L. Marca, MD, MMHoA Medical Officer III (MD III) or any Attending Physicians BCH</i>
5. Receive Certificate of Live Birth	5. Release signed Certificate of Live Birth and instruct client to go back to the Municipal Civil Registry Office for the issuance of the final copy of Certificate of Live Birth	None	5 minutes	<i>Kenneth Lloyd R. Maula AA II, BCH</i>
TOTAL:		None	1 hour, 30 minutes	

2. AVAILING OF DEATH CERTIFICATE

Issuance of Death Certificate as attachment for PhilHealth claims and other purposes.
Service Availability: Monday – Friday; 08:00AM – 05:00PM



Office/Division:	ADMINISTRATIVE SECTION			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government			
Who may avail:	Relatives of the deceased who died in the facility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate (For DOA with previous consultation and record at BCH) (1 original copy)		Records Section, Bulalacao Community Hospital		
2. OPD Record and Admission (1 original copy)		Records Section, Bulalacao Community Hospital		
3. Death Certificate Form (4 original copies)		Municipal Civil Registry Office, Local Government Unit of Bulalacao		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR DEAD ON ARRIVAL PATIENT				
1. Verbal request for the issuance of Medical Certificate for patients with existing hospital records Note: Issuance of Death Certificate to DOA patients is administered by the RHU. A medical certificate is one of the prerequisites they ask from the requesting party.	1. Retrieve OPD and Admitting Records	None	15 minutes	<i>Zenaida F. Gonzales</i> AAIV, BCH
	1.1. Prepare Medical Certificate	None	10 minutes	<i>Kenneth Lloyd R. Maula</i> AA II, BCH
	1.2. Review and sign Medical Certificate	None	5 minutes	<i>Josie Ann L. Marca, MD, MMHoA MD III</i> or any Attending Physicians BCH
2. Pay for the certification fee at the cashier	2. Receive payment and issue official receipt	PHP 80.00	5 minutes	<i>Sofia A. Castillo</i> Cash Clerk I (CCI) BCH

3. Claim Medical Certificate	3. Release Medical Certificate and instruct client to proceed to the Rural Health Unit and present the issued medical certificate	None	5 minutes	<i>Kenneth Lloyd R. Maula AA II, BCH</i>
FOR EMERGENCY ROOM DEATH AND ADMISSION				
1. Proceed to the Municipal Civil Registry Office and ask for Death Certificate Form	1. Instruct client to proceed to the Municipal Civil Registry Office for the issuance of Death Certificate Form	None	3 minutes	<i>Ma. Alda A. Gonzales, RN, MAN Nurse II or any Nurse-on-Duty, BCH</i>
2. Bring Death Certificate to BCH	2. Retrieve OPD and Admitting Records	None	10 minutes	<i>Zenaida F. Gonzales AAIV, BCH</i>
	2.1. Review and affix signature to the Death Certificate	None	10 minutes	<i>Josie Ann L. Marca, MD, MMHoA MD III or any Attending Physicians BCH</i>
3. Claim death certificate	3. Release signed Death Certificate and instruct client to proceed to the Municipal Civil Registry Office for the final processing of Death Certificate	None	5 minutes	<i>Kenneth Lloyd R. Maula AA II, BCH</i>
TOTAL:		P80.00	40 minutes (for DOA with hospital records) 28 minutes (for ERD&A)	



3. AVAILING OF MEDICAL CERTIFICATE

Issuance of Medical Certificate for records purposes and as a prerequisite for enrolment; employment, and other legal purposes. Service Availability: Monday – Friday; 8:00AAM – 5:00PM

Office/Division:	ADMINISTRATIVE SECTION			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government			
Who may avail:	Requesting Party required by Schools, Employers, Other Government Agencies, and Insurance Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Medical Certificate (1 original copy)		Schools, Companies, Government Agencies, and Insurance Companies requiring the Medical Certificate		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter of Request for Medical Certification and follow OPD procedure when diagnostic is needed 2. Undergo consultation session	1. Receive letter of request	None	1 minute	<i>Kenneth Lloyd R. Maula AA II, BCH</i>
	1.1 Retrieve OPD and admitting records	None	15 minutes	<i>Zenaida F. Gonzales AAIV, BCH</i>
	2. Conduct consultation	None	15 minutes	<i>Josie Ann L. Marca, MD, MMHoA MD III or any Attending Physicians BCH</i>
	2.1 If needed, instruct requesting party to proceed to Laboratory for diagnostic examination	None	8 hours* (if with possible laboratory test)	<i>Josie Ann L. Marca, MD, MMHoA MD III or any Attending Physicians BCH</i>
	2.2 Interpret diagnostic examination results	None	5 minutes	<i>Josie Ann L. Marca, MD, MMHoA MD III or any Attending Physicians BCH</i>



	2.3 Prepare Medical Certificate	None	15 minutes	<i>Zenaida F. Gonzales AAIV, BCH</i>
	2.4 Review and Sign Medical Certificate	None	5 minutes	<i>Josie Ann L. Marca, MD, MMHoA MD III or any Attending Physicians BCH</i>
3. Pay the Certificate Fee	3. Accept payment and issue official receipt and instruct to present O.R. in claiming the certificate	PHP 80.00	5 minutes	<i>Sofia A. Castillo Cash Clerk I (CCI) BCH</i>
4. Claim Medical Certificate	4. Check Official Receipt, instruct requesting party to sign in log book for issued documents and secure a copy for filing purposes	None	6 minute	<i>Zenaida F. Gonzales AAIV, BCH</i>
	3.2. Release Medical Certificate	None	5 minutes	<i>Zenaida F. Gonzales AAIV, BCH</i>
TOTAL:		P80.00	1 hour, 12 minutes + (8 hours if with laboratory test)	

4. AVAILING OF PHILHEALTH BENEFITS

This service is being provided to PhilHealth members for availment of benefits for membership such as No Balance Billing Policy for indigent members. Service Availability: Monday – Friday; 8:00AAM – 5:00PM



Office/Division:	ADMINISTRATIVE SECTION/ PHILHEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government			
Who may avail:	All PhilHealth Members and Qualified Dependents All 4Ps Members and Qualified Dependents All IP Constituents and Qualified Dependents All Senior Citizens and Qualified Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.CF1, CF2, CF3, CF4, PMRF, CEWS, PBEF (<i>1 original copy each</i>)		PhilHealth Unit, Bulalacao Community Hospital		
2.Birth Certificate (<i>for dependent</i>) (<i>1 original copy</i>) Marriage Contract (<i>for dependent</i>) (<i>1 original copy</i>)		Municipal Civil Registry Office, Local Government Unit of Bulalacao		
3.Billing Statement or Statement of Account (<i>1 original copy</i>)		Cashier / Billing Unit, Bulalacao Community Hospital		
4.Operative Record (Surgery) or Laboratory Record (<i>1 original copy</i>)		Administrative Service (Record Unit), Bulalacao Community Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PhilHealth Unit and present requirements	1.Receive documents and check for validity	None	10 minutes	Kenneth Lloyd R. Maula AA II, BCH
2. Provide factual information	2. Intervene if there is discrepancy and counsel	None	5 minutes	
	2.1. Accomplish PBEF	None	10 minutes	
3. Affix signature to PhilHealth forms	3. Instruct member to sign documents	None	2 minutes	
	TOTAL	None	27 minutes	

1. PROVISION OF DIAGNOSTIC/ LABORATORY SERVICES

Laboratory services are provided to ensure accurate diagnostic evaluation of cases and the results will serve as a guide for medical intervention. Service Availability: Monday to Friday 8:00AAM – 5:00PM for inpatients, outpatients, and Emergency Room patients and Saturday 07:00AM – 03:00PM for inpatients and Emergency Room patients.



Office/Division:		LABORATORY SECTION		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen; G2B-Government to Business. G2G-Government to Government		
Who may avail:		All with laboratory request		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Laboratory Request <i>(1 original copy)</i>		Medical/Nursing Sections, Bulalacao Community Hospital		
2.Official Receipt <i>(1 original copy)</i>		Cashier/ Billing Unit, Bulalacao Community Hospital		
3.Charge slip <i>(1 original copy)</i>		Laboratory Section, Bulalacao Community Hospital		
4. Laboratory Result <i>(1 original copy)</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR OUTPATIENTS				
1. Secure Laboratory Request	1. Issue Laboratory Request and instruct patient to proceed to laboratory	None	5 minutes	<i>Josie Ann L. Marca, MD, MMHoA MD III or any Attending Physicians BCH</i>
2. Present Laboratory Request	2. Receive and verify request for completeness of data and availability of tests 2.1 Make charge slip and instruct patient to proceed to Billing Section/ Cashier for payment	None	5 minutes	<i>Ma. Nedie Celesty L. Aguilar, RMT Medical Technologist I (MT I) BCH</i>
3. Receive Charge Slip and Laboratory Request and pay at the Billing Section/ Cashier	3. Accept laboratory request and issue official receipt 3.1 Instruct patient to go back to Laboratory	<i>See Cost of Lab Exams Table</i>	5 minutes	<i>Sofia A. Castillo Cash Clerk I (CCI) BCH</i>



4. Return to Laboratory Section for specimen collection/ submission	4. Validate O.R., provide instruction for proper specimen collection and containers for sample	None	5 minutes	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I, BCH</i>
	4.1 Prepare Patient for specimen collection/ extraction		3 minutes	
5. Proceed to extraction area	5. Extract specimen	None	10 minutes	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I or Laboratory Aide BCH</i>
	5.1 Inform patient on waiting time and usher to waiting area		2 minutes	
6. Proceed to waiting area	6. Process specimen/perform tests	None	See Turnaround Time Table for Lab Exams	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I or Laboratory Aide BCH</i>
	6.1 Encode and record of results to log book		15 minutes	
7. Wait for name to be called and sign on the receiving logbook once the result is ready for release.	7. Release Laboratory Results and give lab results to patient		5 minutes	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I or Laboratory Aide BCH</i>
8. Submit laboratory result to Physician	8. Accept and interpret laboratory result	None	15 minutes	<i>Josie Ann L. Marca, MD, MMHoA MD III or any Attending Physicians BCH</i>
FOR INPATIENTS/EMERGENCY ROOM PATIENTS				



1. Provide specimen (blood, feces, urine, and other body fluids) for examination	1. Receive Laboratory Request from the Nurse's station / ER	None	5 minutes	Ma. Nedio Celesty L. Aguilar, RMT MT / BCH
	1.1 Validate Data		5 minutes	
	1.2 Provide instruction and containers for specimen collection		5 minutes	
	1.3 Identify Patient		3 minutes	
	1.4 Collect specimen / extraction		10 minutes	
	1.5 Process specimen/ Run tests		See Turnaround Timetable for Lab Exams	
	1.6 Encode and record laboratory examination results to logbooks		15 minutes	
	1.7 Release Laboratory Result		5 minutes	
	1.8 Accomplish charge slip and forward to billing section		5 minutes	
TOTAL		Cost of lab exams (refer to the cost of Laboratory Examination)	See Turnaround Time Table for Lab Exams	



MEDICAL AND NURSING SECTIONS

1. MINOR SURGERY

Provision of surgical management to patients/victims of emergency cases like vehicular accidents and perennal repair after normal spontaneous delivery. Service availability: 24/7

Office/Division:	MEDICAL AND NURSING SECTIONS
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. OPD Card (Hospital Number) (1 original copy)			Administrative Section (Record Unit), Bulalacao Community Hospital	
2. OPD Record (1 original copy)			Administrative Section (Record Unit), Bulalacao Community Hospital	
3. Prescription (1 original copy)			Physician, Bulalacao Community Hospital	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For revisiting patient present OPD Card. For new patient, ask for new hospital card.	1. Receive OPD card and forward to Record Section for retrieval	None	5 minutes	Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH
2. Provide information during data collection and sign the consent form	2. Collect data and accomplish OPD record, record vital signs and perform independent nursing functions and secure consent, explain surgical	None	20 minutes	Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH



	procedure then refer to Physician			
3. Submit the consent form to the Attending Physician	3. Perform surgical procedure	None	Depending on the extent of injuries	<i>Josie Ann L. Marca, MD, MMHoA MO III or any Attending Physician BCH</i>
4. Receive prescription and provide instruction for home medication and follow-up checkup	4. Issue prescription and instruction	None	5 minutes	<i>Josie Ann L. Marca, MD, MMHoA MO III or any Attending Physician BCH</i>
5. Settle hospital bill	5. Submit requisition slip to Cashier/Billing Unit	None	5 minutes	<i>Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH</i>
	5.2. Usher patient's companion to PhilHealth Section			
	5.3 Explain and collect required document	None	10 minutes	<i>Kenneth Lloyd R. Maula AA II or PhilHealth Clerks/ Medical Social Worker, BCH</i>
7. If PhilHealth member or dependent, proceed to PhilHealth Section.				



For Non-PhilHealth members, proceed to the Social Worker's Office.				
	TOTAL:	None	45 minutes + Duration of the Surgical Procedure	

2. OUT-PATIENT CONSULTATION

This serves as preventive measure to pre-empt admission and provide early medical management. Service availability: Monday – Friday; 09:00 am – 12:00 noon.

Office/Division:	MEDICAL AND NURSING SECTIONS
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OPD Card (Hospital Number) <i>(1 original copy)</i>	Record Section, Bulalacao Community Hospital
2. OPD Record <i>(1 original copy)</i>	Record Section, Bulalacao Community Hospital
3. Laboratory Request <i>(1 original copy)</i>	Nursing Section; Medical Section (Physician), Bulalacao Community Hospital
4. Prescription <i>(depends on the number of medicines) (1 original copy)</i>	Medical Section (Physician), Bulalacao Community Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. For revisiting patient, present OPD Card. For new patient, ask for new hospital card.	1. Receive and check OPD card and forward to Record Section for retrieval	None	8 minutes	<i>Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH</i>
2. Provide information during data collection	2. Collect data and accomplish OPD record, take and record vital signs then perform independent nursing function if needed	None	25 minutes	<i>Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH</i>
3. Proceed to Physician for consultation	3. Conduct consultation and explain management process	None	20 minutes	<i>Josie Ann L. Marca, MD, MMHoA MO III or any Attending Physician BCH</i>
	3.1 Accomplish laboratory report (if needed) and issue and explain prescription, and documentation	None	15 minutes	
4. If there is prescription, present to Pharmacy Section.	4. Accept and verify prescription for completeness of data and instruct to pay at the Billing Section/Cashier	None	5 minutes	<i>Rose Anne C. Perez, RPh Pharmacist I, BCH</i>
4.1. Proceed to Billing Section for payment	4.1 Accept payment and issue official receipt	<i>Depends on the cost of medicines dispensed</i>	5 minutes	<i>Sofia A. Castillo CC I, BCH</i>
4.2. Present Official Receipt to Pharmacy and claim medicine	4.2 Dispense medicine with instruction	None	5 minutes	<i>Rose Anne C. Perez, RPh Pharmacist I, BCH</i>



5. If there is laboratory report, proceed to Billing Section/Cashier for payment.	5. Accept payment and issue official receipt	See table of lab tests costs	2 minutes	Sofia A. Castillo CC I, BCH
6. Submit official receipt to Laboratory Section; wait for instruction; submit specimen; and receive official laboratory results	6. Accept Laboratory Report with O.R. the explain diagnostic procedure	None	3 minutes	Ma. Nedic Celesty L. Aguilar, RMT MT I or Laboratory Aide BCH
	6.2 Perform procedure	None	See turnaround time table of every laboratory test	
	6.3 Issue Laboratory Result	None	3 minutes	
7. Submit Laboratory Result to Physician	7. Interpret and explain Laboratory Results and issue prescription	None	6 minutes	Josie Ann L. Marca, MD, MMHoA MO III or any Attending Physician BCH
TOTAL:		Cost of Medicine + Cost of Lab Test	See Turnaround Time Table of Lab Test	

3. PRE-NATAL/POST-PARTUM CONSULTATION

This service is significant in order to monitor the progress of pregnant women and to ensure facility-based delivery as well as to evaluate adherence to Status Post Normal Spontaneous Delivery care and doctor's instruction for post-partum cases. Service availability: Friday; 09:00 am – 12:00 noon.

Office/Division:	MEDICAL AND NURSING SECTIONS
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	All pregnant women who are expected to deliver and mothers who gave birth at the facility



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPD Card (Hospital Number) (1 original copy)		Administrative Section (Record Unit), Bulalacao Community Hospital		
2. Laboratory Request (1 original copy)		Nursing Aide/ OPD Clerk, Bulalacao Community Hospital		
3. Prescription (1 original copy)		Physician, Bulalacao Community Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For revisiting patient present OPD Card. For new patient, ask for new hospital card and log the name on the attendance log book.	1. Receive OPD card and forward to Record Section for retrieval of OPD card	None	4 minutes	Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH
	1.1 For new patient present attendance log book	None	2 minutes	Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH
2. Provide information during data collection	2. Collect data and accomplish OPD card, take and record vital signs and perform independent nursing function as needed	None	15 minutes	Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH
3. For pre-natal consultation, proceed to the designated	3. Receive OPD record, perform Leopold's	None	12 minutes	Ma. Alda A. Gonzales, RN, MAN Nurse II or



room for internal examination or Leopold's Maneuvers.	Maneuvers/ I.E.			Nurse/Nursing Aide BCH
4. For Post-Partum consultation - proceed to physician for consultation. If with order of internal examination, proceed to delivery room.	4. Do consultation and internal examination	None	20 minutes	Josie Ann L. Marca, MD, MMHoA MO III or any Attending Physician BCH
5. For those with laboratory test, receive Laboratory Request	5. Issue Laboratory Request and instruct patient to settle charges at Billing Section	None	5 minutes	Josie Ann L. Marca, MD, MMHoA MO III or any Attending Physician BCH
6. Proceed to Billing Section/Cashier and settle charges	6. Accept request as reference for charges	See Cost of Lab Exams	2 minutes	Sofia A. Castillo CC I, BCH
	6.1 Issue official receipt	None	3 minutes	
7. Proceed to Laboratory Section and present Laboratory Request together with O.R.	7. Accept Laboratory Request, explain diagnostic procedure, proper specimen collection	None	See Turnaround Time Table of Lab Exams	Ma. Nedia Celesty L. Aguilar, RMT MT I or Laboratory Aide BCH
8. Submit Laboratory Result to Physician	8. Interpret laboratory result, issue prescription	None	10 minutes	Josie Ann L. Marca, MD, MMHoA MO III



	and instruct patient on follow-up check up			<i>or any Attending Physician BCH</i>
9. For those with prescription, proceed to the pharmacy.	9. Accept and verify prescription for completeness of data and instruct to pay corresponding charges for medicine and supplies	None	5 minutes	<i>Rose Anne C. Perez, RPh Pharmacist I or Pharmacy Aide BCH</i>
10. Pay the necessary charges	10. Accept payment and issue official receipt	<i>Depends on the cost of medicines dispensed</i>	3 minutes	<i>Sofia A. Castillo CC I, BCH</i>
11. Proceed to pharmacy and present prescription with O.R	11. Receive prescription and dispense medicine and supplies with instruction	None	5 minutes	<i>Rose Anne C. Perez, RPh Pharmacist I or Pharmacy Aide BCH</i>
	TOTAL:	Cost of Lab Exam + Cost of Medicine	Turnaround Time for Lab Exams	

4. TRIAGE SCREENING & CONSULTATION FOR COVID-19 AND OTHER EMERGING AND RE-EMERGING DISEASES

This is done in order to detect signs and symptoms of COVID-19 and other emerging and re-emerging diseases manifested by patients so that necessary isolation can be performed for those who will be proven positive to be infected by the virus. Service availability: 24/7.

Office/Division:	MEDICAL AND NURSING SECTIONS
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. OPD Card (Hospital Number) (1 receiving copy)		Record Section, Bulalacao Community Hospital		
2. OPD Record (1 original copy)		Record Section, Bulalacao Community Hospital		
3. Laboratory Request (1 receiving copy)		Nursing Section, Medical (Physician), Bulalacao Community Hospital		
Prescription (Home Isolation) (1 original copy) Admission (If Warranted) (1 original copy) Referral slip (If transferrable) (1 original copy)		Medical Section (Physician), Bulalacao Community Hospital		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. For re-visiting patient, present OPD Card For new patient, ask for new hospital card	1. For revisiting patient, receive, check OPD Card, and forward to Record Section. for new patient, issue hospital card	None	5 minutes	Ma. Alda A. Gonzales, RN, MAN Nurse II or Nurse/Nursing Aide BCH
	1.1 Retrieve patient's records for revisiting patient	None	15 minutes	Zenaida F. Gonzales AA IV, BCH
2. Provide details for daily patient data collection	2. Collect data & accomplish OPD record	None	5 minutes	Zenaida F. Gonzales AA IV or Nurse/Nursing Aide/OPD Clerk, BCH
	2.1 Take and record vital signs and perform independent function if needed	None	15 minutes	
	2.3 Refer patient to attending physician "ASAP" if necessary	None	3 minutes	



3. Proceed to physician for consultation/admission on referral	3. Perform assessment and consultation and explain management process	None	17 minutes	<i>Josie Ann L. Marca, MD, MMHoA MO III or any Attending Physician BCH</i>
	3.1 Accomplish Laboratory Request like RAT (Rapid Antigen Test) if for admission	None	10 minutes	
	3.2 Explain and issue prescription/ referral if home isolation/ transfer to higher facility	None	5 minutes	
	3.3 Coordinate with the receiving facility of patient transfer, accomplish admitting chart for admissible patient	None	15 minutes	
	3.4 Coordinate with the Disease Surveillance Coordinator and report the case for reporting purposes.	None	5 Minutes	
4. For home isolation, present prescription to Pharmacy Section.	4. Accept and verify prescription for completeness of data and instruct client to pay at the Billing Section	None	5 minutes	<i>Rose Anne C. Perez, RPh Pharmacist I or Pharmacy Aide, BCH</i>



4.1. Proceed to Billing Section for payment	4.1 Accept payment and issue Official Receipt	Depends on the amount of corresponding charges.	5 minutes	<i>Sofia A. Castillo CC I, BCH</i>
4.2. Present Official Receipt to Pharmacy and claim medicine	4.2 Dispense medicine with instruction	None	5 minutes	<i>Rose Anne C. Perez, RPh Pharmacist I or Pharmacy Aide, BCH</i>
5. If there is laboratory request, present it to the Laboratory for verification and to determine the availability of tests	5. Accept and verify laboratory request and instruct client to pay at the Billing Section/Cashier	None	5 minutes	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I or Laboratory Aide, BCH</i>
5.1. Proceed to the Billing Section/Cashier for payment	5.1 Accept payment and issue Official Receipt	See table of lab test cost on page 24	5 minutes	<i>Sofia A. Castillo CC I, BCH</i>
5.2 Present Official Receipt and Laboratory Request to the Laboratory Section	5.2 Verify Official Receipt and explain diagnostic procedure	None	5 minutes	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I or Laboratory Aide, BCH</i>
	5.3 Extract/receive samples for testing	None	10 minutes	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I or Laboratory Aide, BCH</i>
	5.4 Run laboratory test	None	See turnaround timetable of every laboratory test	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I or Laboratory Aide, BCH</i>



	5.5 Issue laboratory results	None	5 minutes	<i>Ma. Nedie Celesty L. Aguilar, RMT MT I or Laboratory Aide, BCH</i>
6 Submit laboratory result to physician	6. Interpret and explain laboratory result	None	3 minutes	<i>Josie Ann L. Marca, MD, MMHoA MO III or any Attending Physician BCH</i>
	6.1 For isolation case issue prescription and issue referral form	None	5 minutes	
	6.2 Coordinate with RHU for the home isolation referral	None	5 minutes	
	6.3 Coordinate referral to the receiving facility if for referral to higher facility	None	10 minutes	
	6.4 Accomplish admitting form chart if patient is for admission	None	5 minutes	
	6.5 Coordinate with the Disease Surveillance Coordinator and report the case for reporting purposes.	None	5 minutes	
TOTAL:		Cost of Medicine + Cost of Lab Test	See Turnaround Timetable of Lab Tests	



COST OF LABORATORY EXAMINATIONS	
Name of Laboratory Exam	Cost
HEMATOLOGY	
Complete Blood Count with Plate Count (CBC w/ PC)	P180.00
Clotting Time & Bleeding Time	60.00
Blood Typing	200.00
Malarial Smear	150.00
CLINICAL MICROSCOPY	
Urinalysis	50.00
Fecalysis	50.00
Fecal Occult Blood	150.00
Pregnancy Test	150.00
SEROLOGY	
Hepatitis B Surface Antigen (HBsAg) Screening	150.00
Salmonella Typhi (IgM/IgG) Screening Test	900.00
Syphilis Screening Test	250.00
Dengue Duo (NS1Ag/ IgM/ IgG) Testing	1,200.00
COVID-19 Rapid Antigen Test	660.00
MICROBIOLOGY	
Gram Staining	150.00
KOH Smear	100.00
CLINICAL CHEMISTRY	
Fasting Blood Sugar (FBS) / Random Blood Sugar (RBS)	100.00
Cholesterol	100.00
Triglyceride	100.00
SGPT/ALT	120.00
SGOT/AST	120.00
Creatinine	100.00
Blood Uric Acid (BUA)	100.00
Blood Urea Nitrogen (BUN)	100.00
HDL	150.00
LDL	150.00
Oral Glucose Tolerance Test (OGTT)	600.00
SPECIAL TEST	
Expanded Newborn Screening (ENBS)	1,750.00



TURNAROUND TIME OF LABORATORY EXAMINATIONS					
LABORATORY TEST	CATEGORY	PROCESSING TIME	RELEASING TIME	TURNAROUND TIME	
				ROUTINE (OPD, IN-PATIENT)	STAT and ER
HEMATOLOGY					
Complete Blood Count with Plate Count (CBC w/ PC)	Simple	2 hours	5 minutes	4 hours	1 hour
Clotting Time & Bleeding Time (CTBT)	Simple	1 hour	5 minutes	4 hours	1 hour
ABO/ RH Typing	Simple	2 hours	5 minutes	4 hours	1 hour
Malarial Smear	Simple	2 hours	5 minutes	4 hours	2 hours
CLINICAL MICROSCOPY					
Urinalysis	Simple	2 hours	5 minutes	4 hours	1 hour
Fecalysis	Simple	2 hours	5 minutes	4 hours	1 hour
Fecal Occult Blood	Simple	2 hours	5 minutes	4 hours	1 hour
Pregnancy Test	Simple	1 hour	5 minutes	2 hours	30 minutes
SEROLOGY					
Hepatitis B Surface Antigen (HBsAg) Screening	Simple	2 hours	5 minutes	4 hours	1 hour
Salmonella Typhi (IgM/IgG) Screening Test	Simple	2 hours	5 minutes	4 hours	1 hour
Syphilis Screening Test	Simple	2 hours	5 minutes	4 hours	1 hour



COVID-19 Rapid Antigen Test	Simple	1 hour	5 minutes	4 hours	1 hour
Dengue duo	Simple	2 hours	5 minutes	4 hours	1 hour
MICROBIOLOGY					
Gram Staining	Simple	3 hours	5 minutes	8 hours	2 hours
KOH Smear	Simple	3 hours	5 minutes	8 hours	2 hours
CLINICAL CHEMISTRY					
Fasting Blood Sugar (FBS) / Random Blood Sugar (RBS) using glucometer	Simple	30 minutes	5 minutes	1 hour	30 minutes
Fasting blood sugar (FBS) Using machine	Simple	4 hours	5 minutes	8 hours	1 hour
Cholesterol	Simple	4 hours	5 minutes	8 hours	1 hour
Triglyceride	Simple	4 hours	5 minutes	8 hours	1 hour
SGPT/ALT	Simple	4 hours	5 minutes	8 hours	1 hour
SGOT/AST	Simple	4 hours	5 minutes	8 hours	1 hour
Creatinine	Simple	4 hours	5 minutes	8 hours	1 hour
Blood Uric Acid (BUA)	Simple	4 hours	5 minutes	8 hours	1 hour
Blood Urea Nitrogen (BUN)	Simple	4 hours	5 minutes	8 hours	1 hour
HDL	Simple	4 hours	5 minutes	8 hours	1 hour
LDL	Simple	4 hours	5 minutes	8 hours	1 hour
Oral Glucose Tolerance Test (OGTT)	Simple	4 hours	5 minutes	8 hours	3 hours
2HPP (Glucose test) Glucometer	Simple	1 hours	5 minutes	4 hours	30 minutes



SPECIAL TESTS					
<i>Expanded Newborn Screening (ENBS) collection only</i>	Simple	2 hours (after 24 hours of life)	5 minutes	4 hours	1 hour



NAUJAN COMMUNITY HOSPITAL

External Services



1. Admitting Services

This service is provided to patients that require nursing care, receive medications, and undergo tests and/or surgery that can only be performed in the hospital setting (24 hours daily)

Office/Division:	Admitting Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients requiring admission			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clinical Chart (Original, 1 copy)			ER Department within the hospital	
Patient Information form (Original, 1 copy)			Admitting section within the hospital	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign consent for admission	1. Explain admission process to the patient	None	1 minute	<i>Shiela J. Melgar</i> <i>Nurse II</i> <i>Pamela Aseron</i> <i>Nurse I</i> <i>Marneli S. de Villa</i> <i>Nurse I</i> <i>Kryz T. Malabanan</i> <i>Nurse I</i> <i>Rochelle P. Ligas</i> <i>Nursing Aide I</i> <i>Cherry G. Carle</i> <i>Nursing Aide I</i> <i>Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza</i> <i>Midwife II</i> Naujan Community Hospital (BCH)
2. Answer all the information required by the officer	2. Interview / accomplish admission sheet and other related admission requirements	None	1 minute	<i>Shiela J. Melgar</i> <i>Nurse II</i> <i>Pamela Aseron</i> <i>Nurse I</i> <i>Marneli S. de Villa</i> <i>Nurse I</i> <i>Kryz T. Malabanan</i> <i>Nurse I</i> <i>Rochelle P. Ligas</i> <i>NA I</i>



				<i>Cherry G. Carle</i> <i>NA I</i> <i>Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza</i> <i>Midwife II</i> <i>NCH</i>
3. Present PhilHealth Identification Number	3. Inquire PhilHealth Clerk if patient is an eligible PhilHealth member If PhilHealth member: heck the validity of PhilHealth membership in the IHCP portal	None	3 minutes	<i>Shiela J. Melgar</i> <i>Nurse II</i> <i>Pamela Aseron</i> <i>Nurse I</i> <i>Marneli S. de Villa</i> <i>Nurse I</i> <i>Kryz T. Malabanan</i> <i>Nurse I</i> <i>Rochelle P. Ligas</i> <i>NA I</i> <i>Cherry G. Carle</i> <i>NA I</i> <i>Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza</i> <i>Midwife II</i> <i>NCH</i>
4. Proceed to the Social Service Office for assessment	4. If Non-PhilHealth member, instruct the patient to proceed to the Social Service Office for assessment	None	3 minutes	<i>Kathleen Joyce R. Carena,</i> <i>Registered Social Worker (RSW)</i> <i>NCH</i>
5. Cooperate in interventions needed	5. Make orders for treatment 5.1 Carry out treatment ordered	None	5 minutes	<i>Emmanuel M. Hernandez,</i> <i>Medical Officer IV (MOIV)</i> <i>Anasario V. Lomio,</i> <i>MO III</i> <i>Lorenz Paolo A. Refuerzo,</i> <i>Medical Officer III (MOIV), NCH</i>



6.Cooperate with admitting personnel for escort to the respective room/ward	6.Transport patient to the respective room/ward	None	1 minute	<i>Gil I. Aldvino, Administrative Aide I (AAI) Arnold M. Magno, Administrative Aide I (AAI) NCH</i>
Total		None	14 minutes	

2. Billing Services Section

Provide proper billing to patients. (daily 8:00am to 5:00pm)

Office/Division:	Hospital Billing Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients for discharge / ER patients / patients transferred to other health care facility / OBS patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) Original copy of Statement of Account			Hospital Billing Section	
2. One (1) original copy of Claim Form 1			Hospital Billing Section	
3. One (1) original of Claim Form 2			Hospital Billing Section	
4. One (1) original copy of Claim Signature Form (CSF)			Hospital Billing Section	
5. Two (2) original copy of Claims Eligibility Web Service (CEWS)			Hospital Billing Section	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Admitted Patients <i>(ordered for discharge)</i>				
1. Ensure that all billing documents are ready prior to discharge	1. Prepare all the necessary hospital billing documents	None	5 minutes	<i>Jay R. Atienza Cash Clerk I (CCI), NCH</i>
2. Sign all the documents requiring client signature and get clearance slip	2. Assist in signing the documents and issue clearance slips	None	2 minutes	<i>Jay R. Atienza CCI, NCH</i>



For ER, OBS, and Patients for transfer/discharge to other health care facility				
1. Proceed to the hospital billing section for discharge/transfer of patient	1. Prepare all the necessary hospital billing documents	None	5 minutes	Jay R. Atienza CCI, NCH
2. Receive Statement of Account (SOA)	2. Prepare and issue Statement of Account (SOA), Medical Assistance Program Form, Acknowledgement Slip and Clearance slip	None	5 minutes	Jay R. Atienza CCI, BCH
4. Ready for discharge	4. Explain and counsel patients for take home medicines	None	2 minutes	Shiela J. Melgar Nurse II Pamela M. Aseron, Nurse I Marneli S. de Villa, Nurse I Kryz T. Malabanan, Nurse I, NCH
TOTAL:		As indicated in the Statement of Account (SOA)	12 minutes	

3. Birthing/Delivery Services

Giving birth and provide consultation, counselling and prenatal care.

Office/Division:	OPD – Delivery Room		
Classification:	Simple		
Type of Transaction:	G2C		
Who May Avail:	All pregnant mothers due for delivery of baby		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Baby oil (20ml of more)		Client	
Bulak (big)		Client	
Alcohol 70% solution 500ml		Client	
Baby diaper (5 pieces)		Client	
Adult diaper (5 pieces)		Client	



Lampin (6 pieces)		Client		
Manuso (1 piece)		Client		
Daster (2 pieces)		Client		
Damit o pajama ng baby (2 pieces)		Client		
Medyas at gloves ng baby (2 pairs)		Client		
Bigkis para sa baby (2 pieces)		Client		
Sombrero ng baby (1 piece)		Client		
Unan (2 pieces)		Client		
Kumot (1 piece)		Client		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage staff	1. Assess patient, conduct history taking and admission orders 1.1 Carry out doctor's order 2.2 Usher to the labor room and monitor progress of labor	None	10 minutes	Pamela M. Aseron Nurse I Marneli S. de Villa Nurse I Kryz T. Malabanan Nurse I Sonia A. Albuera Midwife II Edna P. Solis Midwife II Cristy M. Atienza Midwife II NCH
Cooperate with the Midwife during delivery of the baby	3.1 Manage the delivery of the baby (repair laceration if needed)	None	1 hour	Pamela M. Aseron Nurse I Marneli S. de Villa Nurse I Kryz T. Malabanan Nurse I
	3.2 Monitor the patient during recovery	None	20 hours	Rochelle P. Ligas NA I Cherry G. Carle NA I Sonia A. Albuera Midwife II Edna P. Solis Midwife II Cristy M. Atienza Midwife II NCH



Total	None	21 hours, 10 minutes	
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4. Cashiering Services

Accepts payment from clients in the form of cash. Issue the customer's receipt of payment and return the correct change due as necessary for cash payments. (Daily 8:00am – 5:00pm)

Office/Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All paying clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original copy of Prescription with item cost (<i>if payment is for medicines/ medical supplies</i>)			Pharmacy Section with the hospital	
One (1) original copy of Laboratory charge slip (<i>if payment is for laboratory test</i>)			Hospital Laboratory Section	
One (1) original copy of Statement of Account or SOA			Hospital Billing section	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to Cashier the prescription with item cost, laboratory charge slip, and/or SOA	1. Review the prescription with item cost, laboratory charge Carefully calculate the account slip, and/ or SOA	None	2 minutes	Jay R. Atienza CCI NCH
2. Pay the required amount	2. Receive the payment	As indicated in the prescription, laboratory charge slip, or SOA	1 minute	Jay R. Atienza CCI NCH
4. Get the official receipt	4. Issue corresponding official receipt	None	1 minute	Jay R. Atienza CCI NCH



TOTAL		As indicated in the prescription, laboratory charge slip, or SOA	4 minutes	

5. EMERGENCY ROOM SERVICES

Emergency Room service provides medical and surgical care to patients arriving at the hospital in need of immediate care (24 hours daily)

Office/Division:	Emergency Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients seeking Emergency Care Services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Patient Data Form (1 original copy)			1. Nurse Triage Officer	
2. Referral form if applicable (1 original copy)			2. Referring Facility	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach/ Proceed to the ER frontline staff	1. Direct patient/ companion to Triage Area	None	5 minutes	<i>Nixon Q. Escalona</i> Security Guard NCH
2. Proceed to Triage area for assessment	2. Assess and level the care to be given (triaging)	None	2 minutes	<i>Shiela J. Melgar</i> Nurse II
	2.1 Check vital signs and Anthropometric measurement		5 minutes	<i>Pamela M. Aseron,</i> Nurse I
	2.2 Fill up the patient's Data Form give to the Doctor		6 minutes	<i>Marneli S. de Villa,</i> Nurse I <i>Kryz T. Malabanan</i> Nurse I, NCH
3. Proceed/ transfer to treatment area	Transfer patient to the physician on duty	None	2 minutes	<i>Arnold M. Magno</i> AA I <i>Gil I. Aldovino</i> AA I NCH



4. Consent treatment	4. Assess patient admission and/or consultation	None	15 minutes	<i>Emmanuel M. Hernandez</i> <i>MO IV</i> <i>Anasario V. Lomio,</i> <i>MO III</i> <i>Lorenz Paolo A. Refuerzo, MO III</i> <i>NCH</i>
5. Wait for final disposition	5. Give final Disposition if: * For discharge * for admission * For Transfer to other hospital * For HAMA * expired	None	2 hours	<i>Emmanuel M. Hernandez</i> <i>MO IV</i> <i>Anasario V. Lomio</i> <i>MO III</i> <i>Lorenz Paolo A. Refuerzo, MO III</i> <i>NCH</i>
TOTAL		None	2 hours & 35 minutes	
Discharge of ER Patient				
6. Secure charge slip form from Nurse Station	6. Provide charge slip and other medications and procedures	None	1 minute	<i>Shiela J. Melgar</i> <i>Nurse II</i> <i>Pamela M. Aseron</i> <i>Nurse I</i> <i>Marneli S. de Villa</i> <i>Nurse I</i> <i>Kryz T. Malabanan</i> <i>Nurse I</i> <i>Rochelle P. Ligas, NA I</i> <i>Cherry G. Carle</i> <i>NA I, NCH</i>
7. Proceed to the Billing Section and present charge slip	7. Receive and verify charge slip 7.1. Prepare Statement of Account and other Supporting documents for medical assistance 7.2 Issue Statement of account and issue clearance slip	None	3 minutes	<i>Jay R. Atienza</i> <i>CC I</i> <i>NCH</i>



8. Present the clearance slip on the Nurse on duty	8. Receive and verify clearance slip	None	1 minute	<i>Shiela J. Melgar Nurse II Pamela M. Aseron Nurse I Marneli S. de Villa, Nurse I Kryz T. Malabanan Nurse I Rochelle P. Ligas, NA I Cherry G. Carle, NA I NCH</i>
9. Listen and follow instructions	9. Give instructions on take home medicines	None	1 minute	<i>Shiela J. Melgar Nurse II Pamela M. Aseron Nurse I Marneli S. de Villa Nurse I Kryz T. Malabanan Nurse I Rochelle P. Ligas, NA I Cherry G. Carle NA I, NCH</i>
TOTAL		None	6 minutes	
Patient to be Admitted				
10. Cooperate with Physician and Nurse	10. Explain the need for admission Accomplish the patient's admission chart	None	3 minutes	<i>Emmanuel M. Hernandez MO IV Anasario V. Lomio, MO III Lorenz Paolo A. Refuerzo, MO III, NCH</i>
11. Secure the admission notice from the physician on duty	11. Provide admission notice	None	1 minute	<i>Emmanuel M. Hernandez MO IV Anasario V. Lomio, MO III Lorenz Paolo A. Refuerzo MO III, NCH</i>
TOTAL		None	4 minutes	
ER patient for transfer to designated ward				
12. Cooperate with Physician and Nurse	12. Coordinate transfer to appropriate specialty hospital 12.1 Provide referral	None	5 minutes	<i>Shiela J. Melgar Nurse II Pamela M. Aseron Nurse I Marneli S. de Villa Nurse I</i>



	documents			<i>Kryz T. Malabanan, Nurse I NCH</i>
TOTAL		None	5 minutes	

6. Laboratory Services

Conducts required laboratory tests that aid in diagnosis and treatment (daily 8:00am-5:00pm).

Office/Division:	Laboratory			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients needing laboratory services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory request from Doctors with Charge Slip/Request			Doctor/physician	
Proof of payment (<i>if applicable</i>)			Cashier	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request	1. Receive and verify the laboratory test request Instruct the client for the required specimen; provide specimen bottle	None	2 minutes	<i>Guillard M. Geneta Medical Technician I (MTI) Shiela P. Agne Medical Technician I (MTI) NCH</i>
2. For fecalysis and urinalysis, secure specimen bottle from laboratory, provide the required sample	2. Receive fecal/urine sample	None	2 minutes	<i>Guillard M. Geneta Medical Technician I (MTI) Shiela P. Agne Medical Technician I (MTI) NCH</i>
2.1 For other laboratory test/s requiring blood sample, cooperate during extraction of	2.1 Extract blood from patient and examine the received sample	None	15 minutes See table of turn-around time	



blood sample				
3. Proceed to Social Service Section to avail medical assistance from MAIPP	3. Interview client and accomplish corresponding PhilHealth Member Registration Form (PMRF) 3.1 Classify patient based on AO 51-A s. 2.2 and explain the patient's classification 3.3 Indicate the classification in the patient's chart 3.4 Charge the requested laboratory examination/s	None	5 minutes	<i>Kathleen Joyce R. Carena RSW NCH</i>
4. Pay the required fees to the Cashier	4. Receive payment and issue corresponding official receipt	None	5 minutes	<i>Jay R. Atienza CC I, NCH</i>
5. Present official receipt to the laboratory	5. Verify proof of payment	None	2 minutes	<i>Guillard M. Geneta Medical Technician I (MTI) Shiela P. Agne MTI, NCH</i>
6. Secure laboratory results	6. Release laboratory result	None	2 minutes	<i>Guillard M. Geneta, MTI Shiela P. Agne MTI, NCH</i>
TOTAL		None	See table of turn-around time	

7. Medical Records Services

Provide patient's medical records in a timely manner and maintains all health records in f



accordance with the principles and practices of efficient and effective health record management. (Monday- Friday, 8:00am-5:00pm)

Office/Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All clients with records of hospital services availed			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Medical Records Form		1. Medical Records Section within the hospital		
2. One (1) Photocopy of Birth Certificate of both parents of newborn child <i>(if not married)</i>		2 Philippine Statistics Authority		
3. One (1) photocopy of Marriage Contract of newborn child <i>(if married)</i>		3 Philippine Statistics Authority		
4. One (1) original copy of Hospital case number card		4 Medical Records Section within the hospital		
5. One (1) photocopy and original copy of Valid IDs (for verification purposes)		5 SSS, PWD, Driver's License, National ID, 4Ps ID		
6. One (1) original copy of Authorization Letter <i>(for representative)</i>		6 Client		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request form	1. Receive/ review properly accomplished request form	None	5 minutes	Sonia A. Albuera Midwife II Edna P. Solis Midwife II, NCH
2. Provide the accomplished Request form and Hospital Case No. Card together with other documentary requirements	2. Validate the documentary requirements for legality and completeness	None	1 minute	Sonia A. Albuera Midwife II Edna P. Solis Midwife II NCH
3. Provide the information required	3. Interview the client 3.1 Prepare the hospital records Requested 3.2 Issue charge slip for certification and advise client to pay to the Cashier	None	5 minutes	Sonia A. Albuera Midwife II Edna P. Solis Midwife II, NCH
Medical Certificates		None	10 minutes	



Certified true copies of Clinical Abstracts, Diagnostic Test Results, Insurance forms		None	20 minutes	
Certificate of Live Birth, and Death Certificate		None	20 minutes	
4. Pay to the Cashier	4. Issue corresponding official receipt	None	3 minutes	<i>Jay R. Atienza</i> Cash Clerk I NCH
5. Wait for the medical record to be released	5. Release requested medical records requested	None		<i>Sonia A. Albuera</i> Midwife II <i>Edna P. Solis</i> Midwife II NCH
TOTAL		See certification fees index	Depending on the type/kind of document	

8. Medical Social Services

Responsible for evaluating and determining the eligibility of the patients in availing medical social services based on Administrative Order 51-A s.2001 in government hospitals (Monday - Friday, 8:00am- 5:00pm)

Office/Division:	Medical Social Service		
Classification:	Simple		
Type of Transaction:	G2C		
Who May Avail:	All patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. 1 Photocopy of Birth Certificate (<i>if single</i>)	1. Philippine Statistics Authority		
2. 1 Photocopy of Birth Certificate of Dependent (<i>if necessary</i>)	2. Philippine Statistics Authority		
3. 1 Photocopy of Marriage Contract (<i>if married</i>)	3. Philippine Statistics Authority		
4. 1 Photocopy of Member Data Record (MDR)	4. Philhealth Office (LHIO)		
5. 1 Original Authorization letter (<i>if patient's representative</i>)	5. Client		
6. 1 Photo copy of Valid IDs (<i>if patient's representative</i>)	6. GSIS, SSS, Tin, Driver's License, OSCA ID, PWD, ID, 4Ps ID		
- If employed in private:			
Proof of payment	Cashier Section within the hospital		



Claim Signature Form		Billing Section within the hospital		
Claim Form 1		Billing Section within the hospital		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For admitted patient with PhilHealth member eligibility				
1. Proceed to the Social Service Officer and request for PhilHealth membership validation	1. Receive documents and interview client.	None	1 minute	Kathleen Joyce R. Carena RSW NCH
	1.2 Obtain PhilHealth Identification Number (PIN) of member Check the validity of PhilHealth membership in the IHCP portal	None	2 minutes	
2. Listen to medical Social Worker's explanation	2. Interview client and accomplish corresponding PhilHealth Member Registration Form (PMRF)	None	3 minutes	Kathleen Joyce R. Carena RSW NCH
	2.1 Classify patient based on AO 51-As and explain the patient's classification. Indicate the classification in the patient's chart		4 minutes	
3. Sign in the PMRF <i>If the representative will sign in behalf of the patient/member, authorization letter and valid IDs are required</i>	3. Instruct the client to comply in case of inadequate requirements.	None	1 minute	Kathleen Joyce R. Carena RSW NCH



4. Submit all the required documents	4. Receives and verifies all the submitted documents 4.1 Attach all verified documents to the patient's SOA	None	5 minutes	Kathleen Joyce R. Carena RSW NCH
Total:		None	16 minutes	
For indigent patient who is non-PhilHealth member				
1. Proceed to the Social Service Officer/ PhilHealth staff	1. Conduct intake interview and accomplish intake sheet/assessment tool	None	10 minutes	Kathleen Joyce R. Carena RSW NCH
2. Wait while processing the enrollment in POS	2. Enroll in the Point of Service (POS) program of PhilHealth	None	3 minutes	Kathleen Joyce R. Carena RSW NCH
<i>PhilHealth Identification Number (PIN) will be subsequently issued by PhilHealth Central Office</i>	<i>Issuance of PIN will be constantly monitored and notified to the client once available</i>			
Total:		None	13 minutes	
For indigent OPD patient				
1. Proceed to the Social Service Officer/ PhilHealth staff	1. Conduct intake interview and accomplish intake sheet/assessment tool 1.2 Classify patient in terms of Per Capita Income (PCPT)	None	10 minutes	Kathleen Joyce R. Carena RSW NCH
2. Secure Medical Social Assistance Form	2. Accomplish and issue Medical Social Assistance Form	None	1 minute	Kathleen Joyce R. Carena RSW NCH
3. For classifications "A" or "B", proceed to Cashier to pay the amount	3. Receive payment and issue corresponding official receipt	As indicated in the Medical Social	3 minutes	Jay R. Atienza CC / NCH



	3.1 Attach the official receipt to the SOA	Assistance Form		
4. Proceed to laboratory for laboratory examination or to pharmacy to get the medicines/ supplies For classifications "C1", "C2", "C3", or "D" – no payment is required	4. Receive the Medical Social Assistance Form for laboratory examination or issuance of medicines/ supplies	None	2 minutes	Guillard M. Geneta MTI Shiela P. Agne MTI Rochelle P. Mendoza Pharmacist I NCH
TOTAL:		As indicated in the Medical Social Assistance Form	16 minutes	

9. Out Patient Department Consultation

The outpatient department provides diagnosis and care for patients that do not need to stay overnight. Daily, (Monday- Friday 9:00am-12:00nn-1:00pm-5:00pm, no consultation during Saturdays, Sundays and Holidays)

Office/Division:	Out-Patient Department (OPD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patient needing medical consultation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original Hospital ID card for old OPD clients			Triage staff on duty	
One (1) original Demographic Information sheet			Triage staff on duty	
One (1) original Registration form			Triage staff on duty	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out registration form (for new OPD clients) and	1. Receive filled out form and hospital ID and forward to Medical Records	None	1 minute	Nixon Q. Escalona Security Guard



present hospital ID number (<i>for old patient</i>) to designated staff	Section Verify data and locate medical chart and bring to the designated staff		2 minutes	<i>Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza</i> <i>Midwife II</i> <i>NCH</i>
2. Proceed to waiting area and wait for the number to be called for triaging	2. Call patient's name according to sequence. (<i>Observe priority patients</i>)	None	1 minute	<i>Shiela J. Melgar</i> <i>Nurse II</i> <i>Pamela M. Aseron</i> <i>Nurse I</i> <i>Marneli S. de Villa</i> <i>Nurse I</i> <i>Kryz T. Malabanan</i> <i>Nurse I</i> <i>Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza</i> <i>Midwife II</i> <i>NCH</i>
3. Proceed to the Triage Officer when name/number is called and present self for interview and	3. Interview/Assess patient, take vital signs, and categorize whether for OPD or to be given ER measures	None	3 minutes	<i>Shiela J. Melgar</i> <i>Nurse II</i> <i>Pamela M. Aseron</i> <i>Nurse I</i>



vital signs checking				<i>Marneli S. de Villa</i> <i>Nurse I</i> <i>Kryz T. Malabanan</i> <i>Nurse I Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza</i> <i>Midwife II</i> <i>NCH Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza</i> <i>Midwife II</i> <i>NCH</i>
4. Wait for the name to be called	4. Assess and examine patient. 4.1 Prescribe medicines and/ or request additional procedure	None	3 minutes	<i>Emmanuel M. Hernandez</i> <i>MO IV</i> <i>Anasario V. Lomio</i> <i>MO III</i> <i>Lorenz Paolo A. Refuerzo</i> <i>MO III</i> <i>NCH</i>



5. Listen to and follow instructions	5. Give and explain prescribed medications	None	2 minutes	<i>Shiela J. Melgar</i> <i>Nurse II</i> <i>Pamela M. Aseron</i> <i>Nurse I</i> <i>Marneli S. de Villa</i> <i>Nurse I</i> <i>Kryz T. Malabanan</i> <i>Nurse I Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza</i> <i>Midwife II</i> <i>NCH</i>
6. Proceed to Pharmacy	6. Prepare the prescribed drug/medicine 6.1 Issue acknowledgment slip and advice to pay at the cashier	Price/s depends on the amount and number of medicines/ drugs prescribed	2 minutes	<i>Rochelle P. Mendoza</i> <i>Pharmacist I</i> <i>NCH</i>
7. Proceed to the Billing Section for issuance of SOA	7. Receive acknowledgement slip 7.1 Prepare Statement of Account 7.2 Prepare Medical assistance Program Form	None	5 minutes	<i>Jay R. Atienza</i> <i>CC I</i> <i>NCH</i>



	7.2 Issue Statement of SOA and MAIPP form 7.3 Affix patients' signature on SOA and MAIPP form			
8. Proceed to Pharmacy and the present SOA, Acknowledgement Slip and MAIPP form	8. Receive and verify submitted documents and issue prescribed drugs/medicines	None	3 minutes	<i>Rochelle P. Mendoza</i> <i>Pharmacist I</i> <i>NCH</i>
TOTAL:		As indicated in the prescribed drug/ medicine	22 minutes	
<i>If for diagnostic procedure:</i>				
1. Proceed to Laboratory and present the laboratory request	1. Receive laboratory request and issue charge slip	None	1 minute	<i>Guillard M. Geneta</i> <i>MT I</i> <i>Shiela P. Agne</i> <i>MT I</i> <i>NCH</i>
2. Proceed to the Billing Section for issuance of SOA	7. Receive acknowledgement slip 7.1 Prepare Statement of Account 7.2 Prepare Medical assistance Program Form 7.2 Issue Statement of SOA and MAIPP form 7.3 Affix patients' signature on SOA and MAIPP form	None	5 minutes	<i>Jay R. Atienza</i> <i>CC I</i> <i>NCH</i>



8. Return to the Laboratory and present required documents	8. Receive and verify submitted documents. 8.1 Extract/Collect required specimen	None	3 minutes	<i>Guillard M. Geneta MT I Shiela P. Agne MT I NCH</i>
9. Claim the results	9. Release results	None	Depending on the type of laboratory test performed	<i>Guillard M. Geneta MT I Shiela P. Agne MT I NCH</i>
10. Return to OPD upon receipt of diagnostic results and present to the physician on duty	10. Receives and evaluates the diagnostic 10.1 Give instructions on prescription, referral and follow up	None	3 minutes	<i>Emmanuel M. Hernandez MO IV Anasario V. Lomio MO III Lorenz Paolo A. Refuerzo MO III NCH</i>
TOTAL		See table of laboratory services price index	Depending on the type of laboratory test performed	

10. Patient Transport Services

Transport sick or injured patients to, from, and between places of treatment, affording safety and comfort to the patients up to the point of destination. (24 hours daily)

Office/Division:	Nursing Service			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients requiring transport			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Two (2) original copies of Service Delivery Network (SDN) referral Slip			Physician on Duty	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients from ER/Ward/OPD				



1. Prepare for the transfer/conduction of patient	1. Inform ambulance driver about the transfer/conduction and its details	None	5 minutes	Emmanuel M. Hernandez, MO IV Anasario V. Lomio MO III Lorenz Paolo A. Refuerzo MO III NCH
2. Wait for further instructions	2. Process/check the availability of ambulance	None	3 minutes	Shiela J. Melgar Nurse II Pamela M. Aseron Nurse I Marneli S. de Villa Nurse I Kryz T. Malabanan Nurse I Sonia A. Albuera Midwife II Edna P. Solis Midwife II Cristy M. Atienza Midwife II Rochelle P. Ligas NA I Cherry G. Carle NA I NCH
3. Cooperate with Physician and Nurse	3. Coordinate transfer to patient's hospital of choice Provide referral slip	None	5 minutes	Emmanuel M. Hernandez MO IV Anasario V. Lomio MO III Lorenz Paolo A. Refuerzo MO III NCH
4. Secure charge slip from the Nurse Station	4. Issue Charge slip	None	1 minute	Shiela J. Melgar Nurse II Pamela M. Aseron Nurse I Marneli S. de Villa Nurse I Kryz T. Malabanan, Nurse I



				<i>Sonia A. Albuera</i> <i>Midwife II</i> <i>Edna P. Solis</i> <i>Midwife II</i> <i>Cristy M. Atienza,</i> <i>Midwife II</i> <i>Rochelle P. Ligas</i> <i>NA I</i> <i>Cherry G. Carle</i> <i>NA I</i> <i>NCH</i>
5. Wait for ambulance service	5. Transport patient	None	5 minutes	<i>Administrative Aide III</i> <i>(AAIII)</i> <i>BCH</i>
Total:		As indicated in the SOA	19 minutes	

12. Pharmacy Services (Out-Patient)

Dispense drugs and other medical supplies for inpatient and outpatient. Ensures that every patient is receiving the prescribed drugs in adequate dose for sufficient duration. (daily, 8:00am- 6:00pm)

Office/Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Prescription		1. Prescribing Doctor		
2. One (1) original Senior citizen ID/PWD ID (if applicable)		2. Office of the Senior Citizen		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescription/s to the Pharmacist	1. Review the prescription 1.1 Prepare order of payment/charge slip	Cost of medicine (See Menu Card/Price List)	3 minutes	<i>Rochelle P. Mendoza</i> <i>Pharmacist I</i> <i>NCH</i>



2. Request for the cost of item/s in the prescription and present Senior Citizen's ID card (<i>if Senior Citizen</i>) or PWD ID card (<i>if PWD</i>)	2. Indicate the cost items in the prescription Grant corresponding discount. Return the prescription and provide further instructions to the client (<i>if necessary</i>)	None	2 minutes	<i>Rochelle P. Mendoza Pharmacist I NCH</i>
3. Pay at the cashier and secure the official receipt.	3. Receive payment 3.1 Issue corresponding official receipt	See table (<i>Maximum Drug Retail Price Index</i>)	2 minutes	<i>Jay R. Atienza, Cash Clerk I NCH</i>
4. Return to the Pharmacy - Present the Official Receipt and get the drugs/medicine/s	4. Dispense the drugs/medicine/s 4.1. Counsel the client as to the proper use of the medicine/s	None	4 minutes	<i>Rochelle P. Mendoza Pharmacist I NCH</i>
TOTAL:		See table (<i>Maximum Drug Retail Price Index</i>)	11 minutes	

12. Pharmacy Services (*In-Patient*)

Office/Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All In-Patients (To be picked-up by Nurse/Nurse Attendant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original prescription (completely filled)		1. Prescribing Doctor		
2. One (1) original Senior citizen ID/PWD ID (<i>if applicable</i>)		2. Office of the Senior Citizen, Municipal Social Welfare Office		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the prescription to the pharmacist Present Senior Citizen's ID card of the patient (<i>if Senior Citizen</i>) or PWD ID card (<i>if PWD</i>)	Receive, read, and analyze the prescription Prepare and double check the prescribed medicines/medical Supplies	None	2 minutes	<i>Rochelle P. Mendoza</i> Pharmacist I NCH
2. Wait for the items in the prescription to be dispensed	Dispense the items in the prescription <i>Cost of the items will be automatically charged to the patient's hospital Bill</i>	See table (<i>Maximum Drug Retail Price Index</i>)	1 minute	<i>Rochelle P. Mendoza</i> Pharmacist I NCH
TOTAL:		See table (Maximum Drug Retail Price Index)	3 minutes	





ORIENTAL MINDORO CENTRAL DISTRICT HOSPITAL

External Services



1. ADMITTING SECTION

The OMCDH Admitting Section, with service available 24 hours daily, is where patients for admission register their personal information, medical history, and other relevant details. Hospital staff help patients with their medical needs, assist with the required paperworks, and provide support and information about hospital services.

(Ang Admitting Section ay bukas 24 na oras araw-araw kung saan ang mga pasyente ay nagparehistro para sa admission sa pamamagitan ng pagbibigay ng personal na impormasyon, medikal na kasaysayan, at iba pang mga detalye. Ang mga kawani ng ospital ay tumutulong sa mga pasyente sa kanilang mga pangunahing pangangailangang medikal, mga kinakailangang papeles, at nagbibigay ng suporta at impormasyon tungkol sa mga serbisyo ng ospital)

Office or Division:	Health Information Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients who will be admitted to the ward of the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for admission slip		Attending Physician / ER Nurse		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
Hospital Record		Medical Record Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Admission slip request to Admitting Section for interview. <i>(Dalhin ang request ng admission slip sa admitting section para sa panayam.)</i>	1. Interview the patient or relative of the patient <i>(Kausapin ang pasyente/kamag-anak na kailangang “i-admit”.)</i>	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	Merlo L. Alegre, Admin Aide III, Medical Records OMCDH
	1.1. Record patient's information in the admission logbook and encode data to the Hospital Information System	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	



	<p>(i-HOMIS).</p> <p><i>(Isulat sa admission logbook at itala sa i-HOMIS ang detalye ng pasyente.)</i></p> <p>1.2. Instruct patient or relative to return to the Emergency Unit. <i>(Pabalikin ang pasyente sa Emergency unit.)</i></p>	None (Wala)	1 minute (1 minuto)	
	<p>2. Inform the ward or clinical area concerned of admission. <i>(Ipagbigay alam sa ward na ang bagong admit na pasyente.)</i></p> <p>2.1 Let the patient fill out the Client Satisfaction Survey Form <i>(Pasagutan ang Client Satisfaction Survey)</i></p>	<p>None (Wala)</p> <p>None (Wala)</p>	<p>2 minutes (2 minuto)</p> <p>1 minute (1 minuto)</p>	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH
	Total	None (Wala)	14 minutes	



2. ANIMAL BITE TREATMENT CENTER

Service Description: Animal Bite Treatment Center is Service available Monday to Friday from 8:00AM to 5:00PM. It caters all patients bitten by any kind of rabid animals like dog, cat, monkey, pig, cow, goat, carabao and bat.

(Ang Animal Bite Treatment Center ay bukas mula Lunes hanggang Biyernes simula 8 ng umaga hanggang 5 ng hapon.) Ito ay nagbibigay ng atensyong medikal sa mga pasyenteng nakagat ng hayop katulad ng aso, pusa, ungoy, baboy, baka, kambing, kalabaw at paniki.)

Office or Division:	Animal Bite Treatment Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients bitten by any kind of rabid animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Number (1 original)		New Patient-Medical Record Section Old Patient- previously issued hospital number		
2. Hospital Record (1 original)		Medical Record Section		
3. Informed Consent (1 original)		Animal Bite Treatment Center		
4. Animal Bite Assessment Tool (1 original)		Animal Bite Treatment Center		
5. Animal Bite Vaccine Card (1 original)		New Patient-Animal Bite Treatment Center Old Patient (follow-up visit)-Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Pre-form and Triage form at the OPD entrance and write the correct information of the patient. <i>(Kumuha ng Pre-form at Triage form sa gilid ng OPD entrance at isulat ang tamang impormasyon ng pasyente.)</i>	1. Give the Pre-form and Triage form in the front desk to patient or accompanying person. <i>(Bigyan ng Pre-form at Triage form ang pasyente o kasama nito.)</i>	None <i>(Wala)</i>	1 Minute <i>(1 minuto)</i>	<i>Radinel Marasigan,</i> Security Guard, Security Services OMCDH
2. Proceed to Information Area and give the filled-up Pre-form and patient's hospital number-yellow card.	2. Receive the filled-up Pre-form and patient's hospital	None <i>(Wala)</i>	1 Minute <i>(1 minuto)</i>	<i>Mary Grace M. Dimaano,</i> RN, Nurse I, OPD OMCDH



(Pumunta sa Information Area at ibigay ang filled-up Pre-form at yellow card.)	number-yellow card. (Tanggapin ang Pre-form ay yellow card)	None (Wala)	1 Minute (1 minuto)	Mary Grace M. Dimaano, RN, Nurse I, OPD OMCDH
	2.1. Give assigned consultation number and instruct to proceed to waiting area. (Bigyan ng numero para sa pagpapakonsulta at papuntahin sa waiting area.) 2.2. Secure patient's record at the Medical Records Section. (Kunin ang talaan ng pasyente sa Medical Records Section.)	None (Wala)	15 Minutes (15 minuto)	Merlo L. Alegre AA III, Medical Records OMCDH
3. Proceed to waiting area and wait the name to be called. (Pumunta sa "waiting area" at hintayin na tawagin ang pangalan.)	3. Call patient's name. (Tawagin ang pangalan ng pasyente.)	None (Wala)	1 Minute (1 minuto)	Mary Grace M. Dimaano, RN, Nurse I, OPD OMCDH
4. Give full details of animal bite (Ibigay ang buong detalye ng kagat ng hayop.)	4. Record chief complain, history of animal bite, vital signs	None (Wala)	5 Minutes (2 minuto)	Mary Grace M. Dimaano, RN, Nurse I, OPD OMCDH



	<i>(Isulat ang detalye ng kagat ng hayop.)</i>			
5. Wait for name to be called, then proceed to OPD room for consultation <i>(Hintayin na tawagin para sa pagsusuri ng doktor)</i>	5. Examine, explain the animal bite and give appropriate treatment <i>(Suriin at ipaliwanag ang kailangang gamutan.)</i>	None (Wala)	15 Minutes (15 minuto)	John Lloyd F. Fonte, MD Surgeon/ Animal Bite Trained Physician ABTC OMCDH
6. Fill-out MAIP form to avail medical assistance for anti rabies vaccine. <i>(Sagutan ang MAIP form upang makatanggap ng libreng anti rabies vaccine)</i>	6. Check the form and interview the patient. <i>(Suriin ang form at panayamin ang pasyente.)</i>	None (Wala)	3 Minutes (3 minuto)	Charo Mae T. De Mesa, Social Welfare Officer Social Welfare Services OMCDH
7. Proceed to ABTC for categorization of animal bite <i>(Pumunta sa ABTC para sa kategorya ng kagat ng hayop)</i>	7. Assess animal bite and record data on the Animal Bite Assessment Form. <i>(Suriin ang parte ng katawan na kinagat ng hayop at isulat sa Animal Bite Assessment Form.)</i>	None (Wala)	2 Minutes (2 minuto)	Marie Shiela M. Vitto, RN, Nurse I ABTC OMCDH
8. Receive Anti-Rabies vaccine and other needed treatment. <i>(Tanggapin ang Bakuna sa Rabies at iba pang gamutan.)</i>	8. Administer prescribed vaccine and other treatment according to	With MAIP: None Without MAIP: 1 st Dose:	45 Minutes (45 minuto)	Marie Shiela M. Vitto, RN, Nurse I ABTC OMCDH



	category of animal bite (<i>Bigyan ng naaayong bakuna at iba pang gamutan ayon sa kategorya ng sugat ng kagat ng hayop.</i>)	category 2-P 2,036.57, category 3- P4,443.40 2 nd to 4 th dose: P1,823.65 per dose (<i>may MAIP: Walang Bayad</i>) <i>Walang MAIP: 1st</i> Dose: category 2-P 2,036.57, category 3- P4,443.40 2 nd to 4 th dose: P1,823.65 per dose)		
	8.1. Instruct the schedule of succeeding immunization/ vaccination and follow-up visit. (<i>Ipaliwanag ang skedyul ng susunod na pagbabakuna</i>)	None (Wala)	1 Minute (1 minuto)	Marie Shiela M. Vitto, RN, Nurse I ABTC OMCDH



	8.2. Enter patient's data to the logbook, i-HOMIS, and National Rabies Information System (NARIS) <i>(Isulat ang detalye ng pasyente sa logbook, i-HOMIS at NARIS)</i>	None (Wala)	2 Minutes (2 minuto)	Marie Shiela M. Vitto, RN, Nurse I ABTC OMCDH
	Total	With MAIP: None Without MAIP: 1st Dose: category 2-P 2,036.57, category 3- P4,443.4 0 2nd to 4th dose: P1,823.6 5 per dose (may MAIP: Walang Bayad Walang MAIP: 1st Dose: category 2-P 2,036.57, category	1 hour and 32 minutes (1 oras at 32 minuto)	



		3- P4,443.4 0 2 nd to 4 th dose: P1,823.6 5 per dose)		
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3. BILLING SERVICES

Billing services include generation of Statement of Account, Billing Statement and Philhealth Claim Forms using i-HOMIS. Service available from Monday to Friday, 8:00AM to 7:00PM; Saturday to Sunday, 8:00AM to 5:00PM.

(Kabilang sa mga serbisyo ng billing ang paggawa ng Statement of Account, Billing Statement at Philhealth Claim Forms gamit ang i-HOMIS. Ito ay bukas tuwing Lunes - Byernes, 8:00AM to 7:00PM; Saturday to Sunday, 8:00AM to 5:00PM.)

Office or Division:	BILLING SECTION
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Patients of OMDCH
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Patient with valid PhilHealth Membership	
A. In-Patient -Discharge/Clearance Slip (Admitted) - PhilHealth Approval Slip	Nurse's Station Medical Social Service
B. Out- Patient -OPD Clearance Slip -Patient's OPD Record -PhilHealth Approval Slip	OPD SECTION OPD/Record Section Medical Social Service
C. Emergency/Surgical Room -ER/Surgical Clearance or Slip -ER/Surgical Record -PhilHealth Approval Slip	ER/Nurse in-Charge ER/Record Section Medical Social Service



D. Animal Bite (ABTC) -Animal Bite Clearance Slip -Patient's Record (ER/OPD) -PhilHealth Approval Slip II. Patient without valid PhilHealth Membership A. In-Patient - Discharge/Clearance Slip B. Out-Patient - OPD Clearance Slip C. Emergency/ Surgical Room - ER/ Surgical Clearance or Slip D. Animal Bite (ABTC) - Animal Bite Clearance Slip		ABTC Nurse Animal Bite Center/Record Section Medical Social Service Health Insurance Section Nurse's Station OPD SECTION ER/Nurse in-Charge ABTC Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(A) For Philhealth Patient: <i>(Para sa mga pasyenteng may PhilHealth)</i>				
1. For Admitted patient, submit Discharge Clearance/Slip. For OPD/ER/ABTC patient, submit OPD/ER/ABTC clearance, PhilHealth Approval Slip and OPD/ER Records. <i>(Para sa mga pasyenteng naka admit, magbigay ng Discharge Clearance/Slip. Para sa mga pasyente ng</i>	1. Receive and check Discharge Clearance/Slip and other supporting Documents. <i>(Kunin at icheck ang Discharge Clearance/Slip at iba pang kailangang dokumento.</i>	None (Wala)	2 minutes (2 minuto)	Jane Ong, Admin. Asst. III Billing Section OMCDH
	1.1 Generate and Process PhilHealth Claim Forms and SOA	None (Wala)	10 minutes (10 minuto)	Jane Ong, Admin. Asst. III Billing Section OMCDH



<p>OPD/ER/ABTC, magbigay ng OPD/ER/ABTC Clearance, PhilHealth Approval Slip at OPD/ER Records.)</p>	<p>from the system. (Igenerate at iproseso ang PhilHealth Claim Forms at SOA mula sa i-HOMIS.)</p>			
<p>2. For Non-PhilHealth Patient: (Para sa mga pasyenteng walang PhilHealth)</p>				
<p>1. For Admitted patient, submit Discharge Clearance Slip. For OPD/ER/ABTC patient, submit OPD/ER/ABTC clearance. (Para sa mga pasyenteng naka admit, magbigay ng Discharge Clearance/Slip. Para sa mga pasyente ng OPD/ER/ABTC, magbigay ng OPD/ER/ABTC Clearance.)</p>	<p>1. Receive and check Discharge Clearance Slip and other supporting Documents. (Kunin at icheck ang Discharge Clearance/Slip at iba pang kailangang dokumento.)</p>	<p>None (Wala)</p>	<p>5 minutes (5 minuto)</p>	<p>Jane Ong, Admin. Asst. III Billing Section OMCDH</p>
<p>A. For PhilHealth Patient: (Para sa mga pasyenteng may PhilHealth)</p>				



<p>2.1 Sign Claim forms and other related documents. (<i>Pirmahan ang Claim Forms at iba pang kaugnay na dokumento.</i>)</p>	<p>2.1 Ask and assist patient/ representative to sign Claim forms and other related documents. (<i>Papirmahan ang pasyente o bantay sa Claim Forms at iba pang kaugnay na dokumento.</i>)</p>	<p>None (<i>Wala</i>)</p>	<p>3 minutes (<i>3 minuto</i>)</p>	<p>Jane Ong, Admin. Asst. III Billing Section OMCDH</p>
<p>B. For Non PhilHealth Patient: (<i>Para sa mga pasyenteng walang PhilHealth</i>)</p> <p>2.2. Wait for the Billing Statement. (<i>Hintayin ang Billing Statement.</i>)</p>	<p>2.2 Verify completeness of Claims forms (<i>Tanggapin at suriin kung kumpleto ang mga pinapirmahang dokumento.</i>)</p>	<p>None (<i>Wala</i>)</p>	<p>2 minutes (<i>2 minuto</i>)</p>	<p>Jane Ong, Admin. Asst. III Billing Section OMCDH</p>



C. For Philhealth & Non PhilHealth Patients: <i>(Para sa mga pasyenteng may Philhealth at walang PhilHealth)</i>				
2.3 While waiting for the SOA, answer the Client Satisfaction Survey. <i>(Habang naghihintay ng SOA, sagutan ang Client Satisfaction Survey.)</i>	2.3 Give the client satisfaction survey form. <i>(Ibigay ang form ng client satisfaction survey)</i>	None <i>(wala)</i>	1 minute <i>(1 minuto)</i>	<i>Jane Ong,</i> <i>Admin. Asst. III</i> <i>Billing Section</i> <i>OMCDH</i>
2.4 Receive a copy of SOA and/or Patient's Bill. <i>(Tanggapin ang kopya ng SOA o Bill ng pasyente.)</i>	2.4 Issue a copy of Statement of Account (SOA) and/or Patient's Bill. Give instructions as needed for the discharging of patient. <i>(Magbigay ng kopya ng Statement of Account (SOA) or Patient's Bill. Ipaliwanag kung saan at ano ang susunod na gagawin para sa paglabas ng pasyente.)</i>	None <i>(wala)</i>	1 minute <i>(1 minuto)</i>	<i>Jane Ong,</i> <i>Admin. Asst. III</i> <i>Billing Section</i> <i>OMCDH</i>
2.5 For Philhealth members, give the SOA to the nurse station. For non-Philhealth, proceed to cashier for payment. <i>(Para sa myembro ng Philhealth, ibigay ang SOA sa nurse station. Para sa hindi myembro,</i>				



<i>magtungo sa cashier para sa pagbabayad.)</i>				
	Total	None (Wala)	Philhealth member: 19 minutes Non-Philhealth member: 7 minutes (May Philhealth: 19 minuto Walang Philhealth: 7 minuto)	

3. CASHIERING SERVICE

Cashiering service involves handling financial transactions, including receiving payments, issuing receipts or invoices, and ensuring the security of funds. Service available Monday to Sunday, from 8:00AM to 5:00PM. In the event when cashiering service is required during closed hours, payment processes should take place at the hospital pharmacy.

(Ang serbisyo ng cashiering ay humahawak ng mga transaksyong pinansyal, kabilang ang mga pagtanggap ng bayad, pag-isyu ng resibo o invoice at pagtiyak ng seguridad ng hawak na salapi. Ito ay bukas mula Lunes hanggang Linggo, 8:00 ng umaga hanggang 5:00 ng hapon. Kung sarado na at kailanganin ang serbisyo, sa hospital pharmacy maaaring magbabayad.)

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	In-patients and Out-Patients that will pay bills or charges slip
CHECKLIST OF REQUIREMENTS	
For In-Patient: <ul style="list-style-type: none"> Statement of Account or Billing Statement Discharge Clearance 	Billing Section Nursing Station
For Out-Patient: <ul style="list-style-type: none"> Charge Slip Senior Citizen/PWD ID 	OPD Section/Laboratory/X'ray/Pharmacy Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take a number placed in front of Cash Register and wait for number to be called. (<i>Kumuha ng numero sa harap ng kahera at hintaying matawag ang numero.</i>)	1. Call patient's number and provide bill and clearance and inform the corresponding fee. (<i>Tumawag ng numero ang kaherang nakatalaga. Tanggapin ang bill at clearance ng pasyente at kaukulang bayad.</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Leonila P. Laurel, Cash Clerk I Cash Section OMCDH
2. Give the required documents and payment. (<i>Ibigay and mga kaukulang dokumento at karampatang bayad.</i>)	2. Receive and verify the required documents and payment. (<i>Tanggapin at suriin ang mga dokumento at tanggapin ang bayad ng pasyente.</i>) 2.1. Issue a receipt based on the patient's bill and sign on the clearance. (<i>Mag-isyu ng resibo batay sa nakasaad sa bill ng pasyente at lumagda sa clearance.</i>)	Depending on the services Receive (<i>Depende sa natanggap na serbisyo</i>) None (<i>Wala</i>)	2 minutes (<i>2 minuto</i>) 1 minute (<i>1 minuto</i>)	Leonila P. Laurel, Cash Clerk I Cash Section, OMCDH



3. Answer the Client Satisfaction Survey. (Sagutan ang Client Satisfaction Survey.)	3. Ask the client to answer the Client Satisfaction Survey. (Pasagutan sa kliyente andg Client Satisfaction Survey.)	None (Wala)	1 minute (1 minuto)	Leonila P. Laurel, Cash Clerk I Cash Section OMCDH
	Total	Depending on the services received (Depende sa natanggap na serbisyo)	5 minutes (5 minuto)	

4. DENTAL SERVICES

OMCDH dental service includes consultation, oral prophylaxis, fits and fissure sealant, fluoride application, restoration, and extraction. Service available from Monday to Friday, 8:00AM to 5:00PM.

(Kabilang sa serbisyong dental ng OMCDH ang konsultasyon, linis ng ngipin, fits and fissure sealant, paglalagay ng fluoride, pasta at bunot. Ito ay bukas tuwing Lunes hanggang Byernes, 8:00AM to 5:00PM)

Office or Division:	OPD - Dental			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All OMCDH patients that require dental service.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPD FORM (1 original)		Medical Records Section		
2. Patient's Information (Pre-Form) (1 original)		OPD Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accurately fill-up Pre-Form and secure a number from the information area.	1. Give pre form, instruct for its proper accomplishment, and give	None (wala)	6 minutes (6 minuto)	Radinel Marasigan, Security Guard Security Services OMCDH



(Sagutan nang tama ang Pre-Form at Kumuha ng numero sa information area.)	patient's number. (Ibigay ang Pre-Form sa pasyente, at ituro ang tamang pagsagot ditto at bigyan ng numero ang pasyente.)			
2. Proceed to the waiting area and wait for OPD record. (Magtungo sa waiting area at hintayin na maibigay ang OPD record.)	2. For old patient: Retrieve patient's OPD records and give to patient. (Hanapin at ibigay ang OPD record sa pasyente) For new patient: Give the patient an OPD record and hospital number. (Bigyan ang pasyente ng OPD record at hospital number.)	None (wala)	15 minutes (15 minuto)	Merlo Alegre, AA III, Record Section OMCDH
3. Proceed to Dental Clinic at the 2 nd floor and hand-over OPD record to the dental personnel. (Magtungo sa harap ng dental room, ikalawang	3. Get the vital signs. If the vitals are off the chart, let the patient rest and wait for vitals to normalize before	None (wala)	5 minutes (5 minuto)	Donna B. Alvarez, DMD, Dentist II Dental, OMCDH



<p><i>palapag. Ibigay sa dental personnel ang OPD record)</i></p>	<p>continuing procedure. (Kunan ng vital signs ang pasyente. Kapag mataas ang presyon ng pasyente, pagpahingahin muna at hintayin na magnormalize bago magpatuloy sa proseso.)</p> <p>3.1 Interview the patient for medical history, assign a family serial number and indicate on the IPTR. (Alamin ang medical history ng pasyente, magtalaga ng serial number ng pamilya sa pasyente at isulat ito sa IPTR)</p>			
<p>4. Record name in the logbook, sign IPTR for consent to undergo procedure. (Sumulat sa log book at pumirma sa IPTR bilang pagpayag sa</p>	<p>4. Give the consent form for patient's signature. (Ibigay ang consent form sa pasyente at papirmahin</p>	<p>None (wala)</p>	<p>1 minute (1 minuto)</p>	<p>Donna B. Alvarez, DMD, Dentist II Dental, OMCDH</p>



<i>gagawing procedure.)</i>	<i>sa consent form.)</i>			
6. Proceed to the Dental clinic and prepare for oral examination. <i>(Magtungo sa Dental clinic at sumailalim sa oral examination).</i>	6. Perform an oral examination and record the required procedure. <i>(Suriin ang pasyente at itala ang mga kinakailangan g gawin sa dito.)</i>	None <i>(wala)</i>	3 minutes <i>(3 minuto)</i>	<i>Donna B. Alvarez, DMD, Dentist II Dental, OMCDH</i>
7. If required supplies are not available in the hospital, purchase from outside pharmacy. <i>(Kung ang kagamitang kailangan ay wala sa ospital, bilhin sa labas ng ospital.)</i>	7. Prescribe the medicines and materials needed if supplies are not available. <i>(Bigyan ng lista ang pasyente sa mga kailangang kagamitan sakaling naubusan ng suplay.)</i>	None <i>(wala)</i>	15 minutes <i>(15 minuto)</i>	<i>Donna B. Alvarez, DMD, Dentist II Dental, OMCDH</i>
8. Undergo procedure. <i>(Sumailalim sa procedure)</i>	8. Perform the services needed. <i>(Isagawa ang procedure)</i>	None <i>(wala)</i>	20 minutes <i>(20minuto)</i>	<i>Donna B. Alvarez, DMD, Dentist II Dental, OMCDH</i>
9. Receive prescribed medicines and follow home care instructions. <i>(Hintayin ang ini resatang gamot na kailangan inumin at</i>	9. Prescribe medicines and advise patient for homecare instructions. <i>(Resetahan ang pasyente</i>	None <i>(wala)</i>	3 minutes <i>(3 minuto)</i>	<i>Donna B. Alvarez, DMD, Dentist II Dental, OMCDH</i>



<i>unawain ang paraan ng pag-inom at kung ano ang mga dapat gawin.)</i>	<i>at ipaliwanag ang tamang paraan ng pag-inom at pangangalaga ng ngipin.)</i>			
10. Answer the client satisfaction survey. (<i>Sagutan and client satisfaction survey</i>)	10. Ask the client to answer the client satisfaction survey. (<i>Pasagutan sa kliyente ang client satisfaction survey</i>)	None (<i>wala</i>)	1 minute (1 minuto)	<i>Donna B. Alvarez, DMD, Dentist II Dental OMCDH</i>
	Total	None (wala)	If all supplies are available: 54 minutes If not available: 1 hour and 9 minutes (Kung kumpleto ang suplay sa ospital: 54 minuto Kung hindi: 1 oras at 9 minuto)	

5. EMERGENCY UNIT

The Emergency Unit is Service available 24 hours daily. It provides patients with urgent medical attention for severe injuries and illnesses.

(*Ang Emergency Unit ay bukas 24 oras araw-araw. Ito ay tumutugon sa mga pasyenteng nangangailangan ng agarang atensyong medikal para sa malubhang pinsala at karamdaman.*)



A. Patient's Arrival in Triage Emergency Unit (*Pagdating ng Pasyente sa Emergency Unit*)

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients needing emergency care and admission.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give details of patient's present illness (<i>Ibigay ang impormasyon tungkol sa pasyente: pangalan, edad, kasarian, tirahan at ang kalagayan o sanhi ng pagkakasakit ng pasyente</i>)	1. Write the correct information of patient and history of illness (<i>Isulat ang tamang impormasyon tungkol sa pasyente galing sa malapit na kamag-anak at alamin ang sanhi ng pagkakasakit.</i>)	None (<i>Wala</i>)	3 Minutes (<i>3 Minuto</i>)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH
2. (<i>For patient's relatives/ companion</i>) Proceed to Medical Records Section for issuance of patient's record with hospital number (<i>Pumunta sa Medical Record section para sa pagkuha ng patient's record na may hospital number</i>)	2. Instruct on how to secure patient's record with hospital number from the Medical Record Section. (<i>Ipaliwanag ang pagkuha ng patient's record na may numero ng ospital sa Medical Record Section.</i>)	Old patient- None (<i>Dating Pasyente - Walang Bayad</i>) New Patient (<i>Bagon g Pasyente</i>) - Php 20.00	1 Minute (<i>1 Minuto</i>)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH



<p>3. (For patient's relatives/ companion) Accompany patient, give additional details of patient's illness and give consent to treatment (Manatili sa tabi ng pasyente, magbigay ng karagdagang impormasyon at pahintulot sa gamutan)</p>	<p>3. Get vital signs, assess condition of patient and secure consent for treatment (Kuhanan ng vital signs, tingnan ang kalagayan ng pasyente at kumuha ng pahintulot sa gamutan)</p>	<p>None (Wala)</p>	<p>3 Minutes (3 Minuto)</p>	<p>Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH</p>
	<p>3.1. Refer to resident on duty the new patient and his/ her condition (Isangguni sa doktor ang pasyente at ang kalagayan nito)</p>	<p>None (Wala)</p>	<p>3 Minutes (3 Minuto)</p>	<p>Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH</p>
	<p>3.2. Examine and evaluate patient's condition and provide necessary treatment (Suriin ang kalagayan ng pasyente at ibigay ang kailangang gamutan)</p>	<p>None (Wala)</p>	<p>15 Minutes (15 Minuto)</p>	<p>Wendy Joy Concepcion V. Ligamzon, MD, Chester James M. De Castro, MD, Fatima Abegail H. Tesnado, MD, Medical Officer ER, OMCDH</p>
	<p>3.3. Carry out and administer treatment as prescribed by the resident physician on duty (Sundin at ibigay ang mga</p>	<p>None (Wala)</p>	<p>45 Minutes (45 Minuto)</p>	<p>Larah Joycee J. Manalo, RN Nurse II, ER OMCDH</p>



	<i>kailangang gamot ayon sa reseta ng doktor.)</i>			
4. Give informed consent on diagnostic test/ laboratory test/ x-ray/ ECG <i>(Ibigay ang pahintulot sa mga pagsusuri na kailangan ng pasyente)</i>	4. Explain the diagnostic or laboratory test <i>(Ibigay ang mga tagubilin sa mga pagsusuri na gagawin: pagsusuri ng dugo, ihi, dumi, X-ray, ECG at iba pang pagsusuri na kailangan base sa gamutan)</i>	None <i>(Wala)</i>	2 Minutes <i>(2 Minuto)</i>	Larah Joycee J. Manalo, RN Nurse II ER OMCDH
	4.1 Enter patient's data to the logbook and I-HOMIS <i>(Itala ang detalye ng pasyente sa logbook at sa i-HOMIS.)</i>	None <i>(Wala)</i>	1 Minute <i>(1 Minuto)</i>	Larah Joycee J. Manalo, RN Nurse II ER OMCDH
5. Proceed to CSR, Laboratory, Pharmacy, then pay bills to cashier <i>(Pumunta sa CSR, Laboratory, Pharmacy at magbayad sa cashier)</i>	5. Give ER Clearance to patient or relatives, and instruct to proceed to CSR, Laboratory, Pharmacy and pay bills to cashier. <i>(Ibigay ang ER Clearance at ituro ang direksyon papunta sa CSR, Laboratory, Botika bago pumunta sa Cashier para magbayad.)</i>	Depend ing upon the medicin e and supplie s used <i>(Depen de sa supplie s at gamot na ibinigay)</i>	5 Minutes <i>(5 Minuto)</i>	Larah Joycee J. Manalo, RN Nurse II ER OMCDH
6. Receive prescribed medication and instruction given by the physician.	6. Give prescription and explain how to take the medicines.	None <i>(Wala)</i>	2 Minutes <i>(2 Minuto)</i>	Larah Joycee J. Manalo, RN Nurse II ER OMCDH



<i>(Tanggapin ang reseta at paliwanag ayon sa gamutan na ibinigay ng doktor)</i>	<i>(Ibigay ang reseta at ipaliwanag ang pag-inom nito)</i>			
7. Fill up the client's survey form. <i>(Sagutan ang client's survey form)</i>	7. Instruct patient to answer the Client Satisfaction Survey. <i>(Ibigay ang client's survey form at pasagutan)</i>	None (Wala)	1 minute (1 minuto)	Larah Joycee J. Manalo, RN Nurse II ER OMCDH
	Total	Dependi ng upon the medicin e and supplie s used <i>(Depen de sa supplie s at gamot na ibinigay)</i>	1 hour 21 Minutes (1 oras 21 Minuto)	

B. Patients with Life Threatening Case in Emergency Unit
(Pagdating ng Pasyente na Nag-aagaw Buhay sa Emergency Unit)

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient needing very urgent care or resuscitation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give personal information and the history of illness of critically-ill patient. <i>(Ibigay ang impormasyon tungkol</i>	1. Write the correct information of patient and history of present illness.	None (Wala)	3 Minutes (3 Minuto)	Larah Joycee J. Manalo, RN, Nurse II ER OMCDH



<i>sa pasyenteng malubha.)</i>	<i>(Isulat ng tamang impormasyon tungkol sa pasyente at alamin ang sanhi ng pagkakasakit nito)</i>			
2. Give informed consent for resuscitation/ life saving management and additional information on the patient's illness <i>(Ibigay ang pahintulot sa pagbibigay ng pangsagip buhay o lunas sa pasyente at karagdagang impormasyon tungkol sa sakit ng pasyente.)</i>	2. Immediate assessment of patient's condition, taking of vital signs, initiating life saving protocol and secure informed consent. <i>(Mabilis na pagsusuri sa kalagayan o kondisyon ng pasyente at pagkuha ng "vital signs" habang inilalapat ang pangunahing lunas, kunin ang pahintulot para sa gamutan)</i>	None (Wala)	5 Minutes (5 Minuto)	Larah Joycee J. Manalo, RN, Nurse II ER OMCDH
	2.2. Immediately notify the resident on duty on the condition of the critically-ill patient <i>(Mabilis na isangguni sa doktor ang pasyenteng malubha at ang kalagayan nito)</i>	None (Wala)	1 Minute (1 Minuto)	Larah Joycee J. Manalo, RN, Nurse II ER OMCDH
			15 Minutes	



	2.3. Examine and evaluate immediately the condition of critically-ill patient (<i>Mabilis na pagsusuri sa kalagayan o kondisyon ng pasyente</i>)	None (<i>Wala</i>)	(15 Minuto)	Wendy Joy Concepcion V. Ligamzon, MD, Chester James M. De Castro, MD, Fatima Abegail H. Tesnado, MD, Medical officer ER OMCDH
	2.4. Provide immediate treatment and resuscitation/ life saving management. (<i>Mabilis na pagbibigay ng kailangang gamot at pagsasagawa ng iba pang pangsagip buhay o lunas</i>)	None (<i>Wala</i>)	30 Minutes (30 Minuto)	Wendy Joy Concepcion V. Ligamzon, MD, Chester James M. De Castro, MD, Fatima Abegail H. Tesnado, MD, Medical officer ER OMCDH
	2.5. Continuous monitoring of patient's vital signs and patient's condition (<i>Patuloy na bantayan ang "vital signs" at kalagayan ng pasyente.</i>)	None (<i>Wala</i>)	30 Minutes (30 minuto)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH
	2.6. Provide post mortem care in case the critically-ill patient expired/	None (<i>Wala</i>)	6 Minutes (6 minuto)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH



	<p>died and coordinate with Administrative Aide for transfer to morgue. <i>(Isaayos ang katawan ng pasyente kung sakaling binawian ng buhay. Makipag-ugnayan sa Administrative Aide para sa paglilipat ng pasyente sa morgue)</i></p> <p>2.8 Enter patient's data in the logbook and i-HOMIS. <i>(Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS.)</i></p>	None (Wala)	1 Minute (1 minuto)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH
3. Proceed to CSR, Laboratory, Pharmacy, then pay bills to cashier <i>(Pumunta sa CSR, Laboratory, Pharmacy at magbayad sa cashier)</i>	3. Give ER Clearance to patient or relatives, and instruct to proceed to CSR, Laboratory, and Pharmacy and pay bills to cashier. <i>(Ibigay ang ER Clearance at ituro ang direksyon papunta sa CSR, Laboratory, Botika bago pumunta sa</i>	Dependi ng upon the medicin e and supplies used <i>(Depend e sa supplies at gamot na ibinigay)</i>	5 Minutes (5 minuto)	



	<i>Cashier para magbayad.)</i>			
4. Fill up the client's survey form. (<i>Sagutan ang client's survey form</i>)	4. Instruct patient to answer the Client Satisfaction Survey. (<i>Ibigay ang client's survey form at pasagutan</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH
	Total	Dependi ng upon the medicin e and supplie s used (<i>Depen de sa supplie s at gamot na ibinigay</i>)	1 hour and 37 Minutes (1 oras at 37 minuto)	

C. For Patients who Require Higher Level Facility Care (*Para sa mga pasyenteng kailangang ilipat sa mas mataas na antas ng pagamutan*)

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient requiring intervention to higher health facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide details of patient's present condition.	1.1. Give information on the status of patient's illness	None (<i>Wala</i>)	5 Minutes (5 minuto)	Wendy Joy Concepcion V. Ligamzon, MD,



<i>(Itanong ang kalagayan o kondisyon ng pasyente.)</i>	and the need of transfer to higher facility. <i>(Ibigay ng tamang impormasyon tungkol sa kalagayan o kondisyon ng pasyente at ang dahilan ng paglipat sa mataas na pagamutan.)</i>			Chester James M. De Castro, MD, Fatima Abegail H. Tesnado, MD, Medical officer ER OMCDH
2. Give informed consent for transfer of patient to higher facility <i>(Ibigay ang pahintulot sa paglipat ng pasyente sa mataas na pagamutan.)</i>	2. Secure informed consent for transfer and make a duplicate copy of Referral Letter. <i>(Kunin ang pahintulot sa paglipat at gumawa ng dalawang kopya ng Referral Letter.)</i> 2.1. Coordinate with receiving hospital for patient transfer <i>(Makipag-ugnayan sa paglilipatang pagamutan para sa paglilipat ng pasyente.)</i>	None <i>(Wala)</i> None <i>(Wala)</i>	3 Minutes <i>(3 minuto)</i> 15 Minutes <i>(15 minuto)</i>	Wendy Joy Concepcion V. Ligamzon, MD, Chester James M. De Castro, MD, Fatima Abegail H. Tesnado, MD, Medical Officer ER, OMCDH Wendy Joy Concepcion V. Ligamzon, MD, Chester James M. De Castro, MD, Fatima Abegail H. Tesnado, MD, Medical Officer ER OMCDH or Larah Joyce J. Manalo, RN, Nurse II ER OMCDH



	<p>2.2. Coordinate with Ambulance Driver and with Health Worker who will accompany the patient during transport <i>(Makipag-ugnayan sa Ambulance Driver at Health Worker na nakatalaga sa paglipat ng pasyente sa mas mataas na antas ng ospital.)</i></p> <p>2.4 Enter patient's data to the logbook and i-HOMIS <i>(Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS.)</i></p>	<p>None <i>(Wala)</i></p> <p>None <i>(Wala)</i></p>	<p>5 Minutes <i>(5 minuto)</i></p> <p>1 Minute <i>(1 minuto)</i></p>	<p>Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH</p> <p>Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH</p>
<p>3. Proceed to CSR, Laboratory, Pharmacy, then pay bills to cashier <i>(Pumunta sa CSR, Laboratory, Pharmacy at magbayad sa cashier)</i></p>	<p>1. Give ER Clearance to patient or relatives, and instruct to proceed to CSR, Laboratory, Pharmacy and pay bills to cashier. <i>(Ibigay ang ER Clearance at ituro ang direksyon papunta sa CSR, Laboratory, Botika bago pumunta sa Cashier para magbayad.)</i></p>	<p>Depending upon the medicine and supplies used <i>(Depende sa supplies at gamot na ibinigay)</i></p>	<p>5 Minutes <i>(5 minuto)</i></p>	<p>Larah Joycee J. Manalo, RN, Nurse II ER OMCDH</p>



4. Fill up the client's survey form. (<i>Sagutan ang client's survey form</i>)	4. Instruct patient to answer the Client Satisfaction Survey. (<i>Ibigay ang client's survey form at pasagutan</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Larah Joycee J. Manalo, RN, Nurse II ER OMCDH
	Total	Depending upon the medicine and supplies used (<i>Depende sa supplies at gamot na ibinigay</i>)	35 Minutes	

D. For patients under 4-hour observation (*Para sa mga pasyenteng kailangang obserbahan o bantayan ang kalagayan o kondisyon sa loob ng apat na oras*)

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient requiring observation of present illness for four hour or less.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask details of patient's present condition and give consent for observation. (<i>Itanong ang kalagayan o kondisyon ng pasyente ay ibigay ang</i>)	1. Give information about status of patient's illness and the need for observation (<i>Ibigay ang tamang impormasyon tungkol sa</i>)	None (<i>Wala</i>)	5 Minutes (<i>5 minuto</i>)	Wendy Joy Concepcion V. Ligamzon, MD, Chester James M. De Castro, MD, Fatima Abegail H. Tesnado, MD, Medical officer ER



<i>pahintulot para sa obserbasyon)</i>	<i>kalagayan o kondisyon ng pasyente at ang dahilan ng obserbasyon.)</i>			OMCDH
2. Accompany the patient and report complain of patient (<i>Manatili sa tabi ng pasyente at magbigay ng karagdagang impormasyon gayundin ang panibagong nararamdaman nito</i>)	2.1. Continuously monitor patient's vital signs and re-assess for any untoward signs and symptoms that may arise (<i>Patuloy na bantayan ang "vital signs", kalagayan ng pasyente at tingnan kung may mga bagong sintomas</i>)	None (Wala)	30 Minutes (30 minuto) Maximum of 4 hours (4 oras)	Larah Joycee J. Manalo, RN, Nurse II ER OMCDH
	2.2. Notify the resident on duty about the untoward signs and symptoms experienced by the patient (<i>Isangguni sa doktor ang di-magandang pakiramdam ng pasyente at ang kalagayan nito</i>)	None (Wala)	3 Minutes (3 minuto)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH
	2.3. Re-examine/ re-evaluate patient's condition and provide treatment	None (Wala)	5 Minutes (5 minuto)	Wendy Joy Concepcion V. Ligamzon, MD, Chester James M. De Castro, MD,



	<p><i>(Suriin ang kalagayan ng pasyente at magbigay ng kailangang gamutan)</i></p> <p>2.4. Carry out and administer physician's order and treatment <i>(Sundin at ibigay ang gamot sa pasyente ayon sa utos ng doktor)</i></p> <p>2.5 Enter patient's data to the logbook and i-HOMIS <i>(Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS.)</i></p>	<p>Dependin g upon the medicine and supplies used <i>(Depende sa supplies at gamot na ibinigay)</i></p> <p>None <i>(Wala)</i></p>	<p>5 Minutes (5 minuto)</p> <p>1 Minute (1 minuto)</p>	<p><i>Fatima Abegail H. Tesnado, MD, Medical Officer ER, OMCDH</i></p> <p><i>Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH</i></p> <p><i>Larah Joycee J. Manalo, RN, Nurse II ER OMCDH</i></p>
3. Receive instruction on home medication and treatment needed <i>(Tanggapin ang reseta at gabay sa kinakailangang gamutan)</i>	3. Give instruction on home medication, treatment and prevention of illness and its complication <i>(Ibigay ang reseta at ipaliwanag ang tamang pag-inom ng mga gamot sa bahay at gabay sa kinakailangang</i>	None <i>(Wala)</i>	2 Minutes (2 minuto)	<i>Larah Joycee J. Manalo, RN, Nurse II ER OMCDH</i>



	<i>gamutan upang maiwasan ang pagkakasakit o komplikasyon)</i>			
4. Proceed to CSR, Laboratory, Pharmacy, then pay bills to cashier <i>(Pumunta sa CSR, Laboratory, Pharmacy at magbayad sa cashier)</i>	4. Give ER Clearance to patient or relatives, and instruct to proceed to CSR, Laboratory, Pharmacy and pay bills to cashier. <i>(Ibigay ang ER Clearance at ituro ang direksyon papunta sa CSR, Laboratory, Botika bago pumunta sa Cashier para magbayad.)</i>	Dependin g upon the medicine and supplies used <i>(Depende sa supplies at gamot na ibinigay)</i>	5 Minutes (5 minuto)	
5. Fill up the client's survey form. <i>(Sagutan ang client's survey form)</i>	5. Instruct patient to answer the Client Satisfaction Survey. <i>(Ibigay ang client's survey form at pasagutan)</i>	None (Wala)	1 minute (1 minuto)	Larah Joycee J. Manalo, RN, Nurse II ER OMCDH
	Total	Dependin g upon the medicine and	57 Minutes (57 minuto)	



		supplies used (Depende sa supplies at gamot na ibinigay)		
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E. For patients who require admission
(Para sa mga pasyenteng kinakailangang tumigil sa pagamutan)

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient requiring hospital management or confinement.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
PhilHealth Documents		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give consent for admission (Ibigay ang pahintulot sa pagtigil ng pasyente sa pagamutan)	1.1. Give information about status of patient's illness and the need for admission or confinement (Ibigay ang tamang impormasyon tungkol sa kalagayan o kondisyon ng pasyente at sa pagtigil sa pagamutan.)	None (Wala)	5 Minutes (5 minuto)	Wendy Joy Concepcion V. Ligamzon, MD Chester James M. De Castro, MD Fatima Abegail H. Tesnado, MD Medical officer ER OMCDH
	1.2. Secure Informed Consent to	None (Wala)	2 Minutes (2 minuto)	Larah Joycee J. Manalo, RN Nurse II ER OMCDH



	Care for admission (Kunan ng "Informed Consent for Admission" ang pasyente)			
	1.3. Provide treatment (Gamutin ang pasyente)	None (Wala)	5 Minutes (5 minuto)	Wendy Joy Concepcion V. Ligamzon, MD Chester James M. De Castro, MD Fatima Abegail H. Tesnado, MD Medical officer ER, OMCDH
	1.4 Carry out physician's order and treatment. (Sundin ang utos na gamutan ng doktor)	None (Wala)	5 Minutes (5 minuto)	Larah Joycee J. Manalo, RN Nurse II ER OMCDH
	1.5. Get prescribed medicines and supplies from the pharmacy and Central supply Room. (Dalhin ang reseta ng doktor sa botika at kumuha ng gamut, gayundin sa CSR para sa mga kailangang supplies)	None (Wala)	5 Minutes (5 minuto)	Larah Joycee J. Manalo, RN Nurse II ER OMCDH
				Larah Joycee J. Manalo, RN



	1.5. Administer prescribe treatment ordered by the physician on duty <i>(Ibigay ng kailangang gamutan ayon na inareseta ng doktor)</i>	None <i>(Wala)</i>	45 Minutes (45 minuto)	Nurse II, ER OMCDH
2. Proceed to Philhealth Office for the the documents needed in admission and to Social Service for classification of patient <i>(Pumunta at ayusin ang dokumento sa PhilHealth at sa Social Service)</i>	3.1. Instruct to proceed to PhilHealth Office for requirement on admission and to Social Service for classification of patient <i>(Ibigay ang direksyon papunta sa PhilHealth at Social Service para sa mga dokumento)</i>	None <i>(Wala)</i>	2 Minutes (2 minuto)	Larah Joycee J. Manalo, RN Nurse II, ER OMCDH
3. Prepare for transfer to Ward (Humanda para sa paglipat sa Ward Unit)	3. Coordinate with Ward Nurse for admission, laboratory staff / radiologic staff for diagnostic tests and transfer to ward <i>(Makipag-ugnayan sa Ward Nars para bagong admit na pasyente.)</i>	None <i>(Wala)</i>	6 Minutes (6 minuto)	Larah Joycee J. Manalo, RN Nurse II, ER OMCDH



	<p>3.1. Coordinate with Laboratory staff / radiologic staff for the needed diagnostic test (Makipag-ugnayan sa Laboratoryo/ X-ray para sa kinakailangang pagsusuri ng pasyenteng ititigil sa pagamutan)</p> <p>3.3. Coordinate with Administrative Aide for the transport of patient to ward (Makipag-ugnayan sa Administrative Aide para sa paglipat ng pasyente sa Ward Unit.)</p>			
4. Fill up the client's survey form. (<i>Sagutan ang client's survey form</i>)	4. Instruct patient to answer the Client Satisfaction Survey. (<i>Ibigay ang client's survey form at pasagutan</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	<i>Larah Joyce J. Manalo, RN, Nurse II, ER OMCDH</i>
	Total	None (<i>Wala</i>)	1 hour and 16 Minutes (1 oras at 16 minuto)	



F. Consultation in the Emergency Unit (Pagkonsulta ng pasyenteng nasa Emergency Unit)

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients who need immediate consultation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give details of patient's illness. (Ibigay ang kaalaman tungkol sa kalagayan o kondisyon ng pasyente)	1.1. Assess and examine patient condition and provide information about the present illness (Suriin at ibigay ang tamang impormasyon tungkol sa kalagayan o kondisyon ng pasyente)	None (Wala)	15 Minutes (15 minuto)	Wendy Joy Concepcion V. Ligamzon, MD Chester James M. De Castro, MD Fatima Abegail H. Tesnado, MD Medical officer ER OMCDH
2. Receive instruction on home medication and needed treatment (Tumanggap ng gabay tungkol sa gamut at kailangang gamutan pag-uwi sa bahay)	2. Instruct on home medication, treatment and prevention of illness and its complication (Ipaliwanag ang tamang pag-inom ng gamot sa bahay at bigyan ng sapat na kaalaman para	None (Wala)	3 Minutes (3 Minuto)	Larah Joyce J. Manalo, RN, Nurse II, ER OMCDH



	<p><i>maiwasan ang pagkakasakit o ang komplikasyon nito)</i></p> <p>2.2 Enter patient's data to the logbook and Hospital Information System i-HOMIS (<i>Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS.</i>)</p>	None (Wala)	1 Minute (1 Minuto)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH
3. Proceed to CSR, Laboratory, Pharmacy, then pay bills to cashier (<i>Pumunta sa CSR, Laboratory, Pharmacy at magbayad sa cashier</i>)	3. Give ER Clearance to patient or relatives, and instruct to proceed to CSR, Laboratory, Pharmacy and pay bills to cashier. (<i>Ibigay ang ER Clearance at ituro ang direksyon papunta sa CSR, Laboratory, Botika bago pumunta sa Cashier para magbayad.</i>)	Dependin g upon the medicine and supplies used (<i>Depende sa supplies at gamot na ibinigay</i>)	2 Minutes (2 Minuto)	
4. Fill up the client's survey form. (<i>Sagutan ang client's survey form</i>)	4. Instruct patient to answer the Client	None (Wala)	1 minute (1 minuto)	Larah Joycee J. Manalo, RN, Nurse II, ER OMCDH



	Satisfaction Survey. (Ibigay ang client's survey form at pasagutan)			
	Total	Dependin g upon the medicine and supplies used (Depende sa supplies at gamot na ibinigay	22 minutes (22 minuto)	

7. FAMILY PLANNING CLINIC

Service Description: Family Planning Clinic is available from Monday to Friday from 8:00AM to 5:00PM. It provides services to all reproductive age group needing Family Planning services.

(Ang Family Planning Clinic ay bukas mula Lunes hanggang Biyernes simula 8 ng umaga hanggang 5 ng hapon. Ito ay tumutugon sa mga nangangailangan ng responsableng pagpapalano ng pamilya at iba pang serbisyo ng Family Planning.)

Office or Division:	Family Planning Clinic			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient chose to be admitted in the ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Get Pre-form and Triage form in the front desk	1. Give the Pre-form and Triage form in	None (Wala)	1 Minute (1 minuto)	Radinel Marasigan Security Guard



beside the OPD entrance and write the correct information of the patient. <i>(Kumuha ng Pre-form at Triage form sa gilid ng OPD entrance at isulat ang tamang impormasyon ng pasyente.)</i>	the front desk to patient or accompanying person. <i>(Bigyan ng Pre-form at Triage form ang pasyente o kasama nito.)</i>			OPD OMCDH
2. Proceed to Information Area and give the filled-up Pre-form and patient's hospital number- yellow card. <i>(Pumunta sa Information Area at ibigay ang filled-up Pre-form at yellow card.)</i>	2. Receive the filled-up Pre-form and patient's hospital number- yellow card. <i>(Tanggapin ang Pre-form ay yellow card)</i> 2.1 Give assigned consultation number and instruct to proceed to waiting area, and wait for the name to be called. <i>(Bigyan ng numero para sa pagpapakonsulta at papuntahin sa waiting area at hintayin na tawagin ang pangalan.)</i>	None <i>(Wala)</i>	1 Minute <i>(1 minuto)</i>	Mary Grace M. Dimaano, RN Nurse I, OPD OMCDH
	2.2. Secure patient's record at the Medical	None <i>(Wala)</i>	1 Minute <i>(1 minuto)</i>	Mary Grace M. Dimaano, RN Nurse I, OPD OMCDH
			15 minutes <i>(15 minuto)</i>	Merlo L. Alegre



	Records Section. (<i>Kunin ang talaan ng pasyente sa Medical Records Section.</i>)			AA III, Medical Records OMCDH
3. Proceed to Family Planning Clinic and receive the chosen Family Planning method/ services. (<i>Pumunta sa Family Planning Clinic at tumanggap ng napiling pamamaraan ng pagpapalano ng pamilya.</i>)	3.Call the client and inquire on the needed Family Planning services (<i>Tawagin ang pangalan ng kliyente at tanungin kung ano ang kailangang Family Planning Service</i>)	None (<i>Wala</i>)	3 minutes (<i>3 minuto</i>)	<i>Fe L. Jusayan, RM</i> Nursing Attendant I, Family Planning Clinic, OMCDH
	3.1. Give counselling on the different methods of family planning services. (<i>Bigyan ng payo ang kliyente tungkol sa mga pamamaraan ng pagpapalano ng pamilya.</i>)	None (<i>Wala</i>)	5 Minutes (<i>5 minuto</i>)	<i>Fe L. Jusayan, RM</i> Nursing Attendant I, Family Planning Clinic, OMCDH
	3.2. Secure consent and give the chosen Family Planning method and information about the	None (<i>Wala</i>)	20 Minutes (<i>20 minuto</i>)	<i>Fe L. Jusayan, RM</i> Nursing Attendant I, Family Planning Clinic, OMCDH



	<p>method or device. (<i>Kunan ng pahintulot at bigyan ng napiling pamamaraan ng pagpapalano ng pamilya at kaalaman tungkol dito.</i>)</p> <p>3.3 Give the scheduled follow-up visit to the client (<i>Bigyan ang kliyente ng itinakdang araw ng follow-up visit.</i>)</p> <p>3.4 Enter patient's data to the logbook and i-HOMIS (<i>Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS.</i>)</p>	<p>None (<i>Walang Bayad</i>)</p> <p>None (<i>Walang Bayad</i>)</p>	<p>1 Minute (<i>1 minuto</i>)</p> <p>1 Minute (<i>1 minuto</i>)</p>	<p><i>Fe L. Jusayan, RM</i> Nursing Attendant I, Family Planning Clinic, OMCDH</p> <p><i>Fe L. Jusayan, RM</i> Nursing Attendant I, Family Planning Clinic, OMCDH</p>
4. Proceed to Philhealth Section to settle documents on Family Planning services received with surgical intervention (subdermal implant and intra uterine device-IUD).	4. Give direction to proceed to Philhealth Office (<i>Bigyan ng direksyon patungo sa Philhealth Section para sa paggamit ng Philhealth Insurance</i>)	None (<i>Wala</i>)	1 Minute (<i>1 minuto</i>)	<i>Fe L. Jusayan, RM</i> Nursing Attendant I, Family Planning Clinic, OMCDH



<i>(Pumunta sa. Philhealth Section para ayusin dokumento sa natanggap na Family Planning services with surgical intervention (subdermal implant and intra uterine device-IUD))</i>				
8. Fill up the client's survey form. <i>(Sagutan ang client's survey form)</i>	8. Instruct patient to answer the Client Satisfaction Survey. <i>(Ibigay ang client's survey form at pasagutan)</i>	None (Wala)	1 minute (1 minuto)	<i>Fe L. Jusayan, RM</i> Nursing attendant I FAMILY PLANNING CLINIC OMCDH
	Total	None (Wala)	50 Minutes (50 minuto)	

8. HEALTH INSURANCE SECTION (PhilHealth) External Services

Health Insurance Section caters claims for In-patients and Out-patients who are eligible for Philhealth Benefits. Service available Monday to Sunday, 8:00AM to 5:00PM.

(Ang Health Insurance Section ay humahawak ng transaksyon ng claims ng mga in-patient at out-patient na karapat-dapat sa benepisyo ng Philhealth. Ito ay bukas mula Lunes hanggang Linggo, 8:00AM – 5:00PM.)

Availing of Philhealth Benefits Packages

Office or Division:	HEALTH INSURANCE SECTION (PHILHEALTH)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Qualified Philhealth Beneficiaries/ALL FILIPINO
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



(INDICATE whether ORIGINAL/PHOTOCOPY and NUMBER OF COPIES)				
-PHILHEALTH ID/MDR OTHERS: IF NEEDED <i>(Kung kailangan lamang)</i> <ul style="list-style-type: none"> - Proof of Payment/OR - Marriage Contract/License - Birth Certificate (patient/member) - VALID ID - Authorization Letter (for representative) - Certification from LSWDO - PMRF 		Philhealth (LHIO) Patient or Guardian NGA/LGU OFFICES Health Insurance Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Philhealth members: 1. Proceed to the OMCDH Health Insurance Section and give Philhealth information; name,date of birth,philhealth number. <i>(Pumunta sa Health Insurance Section (Philhealth) at ipaalam ang mga detalye: pangalan; araw ng kapanganakan ; at philhealth number.)</i>	1. Check the Philhealth number and its validity. <i>(I-check ang validity ng miyembro/ dependent)</i>	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	<i>Jaylord O</i> <i>Sapusao, Clerk II</i> Health Insurance OMCDH



<p>For non-Philhealth members:</p> <p>1. Submit requirements to enroll as new Philhealth member/dependent <i>(Magpatala bilang bagong myembro/dependent ng Philhealth. Ipasa ang mga kailangang dokumento.)</i></p> <p>2. Fill out the Pre-Membership Registration Form (PMRF). <i>(Sagutan ang PMRF.)</i></p> <p>3. Submit the properly accomplished PMRF to Health Insurance personnel.</p>	<p>Enrollment Process:</p> <p>1. Verify the requirements. <i>(Suriin ang mga dokumento.)</i></p> <p>2. Issue PMRF to be accomplished by the member or representative and guide the patient of proper filling out. <i>(Bigyan ng PMRF ang myembro o kinatawan at gabayan sa tamang pagsagot dito.)</i></p> <p>3. Receive properly accomplished PMRF and verify its correctness.</p>	<p>None <i>(Wala)</i></p> <p>None <i>(Wala)</i></p> <p>None <i>(Wala)</i></p>	<p>3 minutes <i>(3 minuto)</i></p> <p>5 minutes <i>(5 minuto)</i></p> <p>1 minute <i>(1 minuto)</i></p>	<p><i>Jaylord O Sapusao, Clerk II Health Insurance OMCDH</i></p>
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<i>(Ipasa ang PMRF sa Health Insurance personnel.)</i>	<i>(Tanggapin at tingnan ang kawastuhan ng PMRF.)</i> 3.1 Submit the required forms to Philhealth Regional Office/LHIO for enrollment and wait for confirmation. <i>(Ipasa ang mga dokumento s Philhealth Regional Office/LHIO para sa pagpapatala at hintayin ang kumpirmasyon.)</i>	None (Wala)	4 hours (4 oras)	
4. Request for approval slip. <i>(Humingi ng approval slip.)</i>	4. Issue approval Slip for Philhealth benefit availment <i>(Magbigay ng Approval Slip para makatanggap ng Philhealth benefits.)</i>	None (Wala)	3 minutes (3 minuto)	Jaylord O Sapusao, Clerk II Health Insurance OMCDH
5. Answer the Client Satisfaction Survey Form. <i>(Sagutan and Client</i>	5. Instruct patient to answer the Client Satisfaction Survey.	None (Wala)	1 minute (1 minuto)	Jaylord O Sapusao, Clerk II Health Insurance OMCDH



<i>Satisfaction Survey Form)</i>	<i>(Pasagutan sa kliyente ang Client Satisfaction Survey)</i>			
	Total	None (Wala)	Philhealth member: 9 minutes (9 minuto) Non-Philhealth Member: 4hrs and 19 minutes (4 na oras at 18 minuto)	

6. LABOR ROOM/DELIVERY ROOM

Service Description: Labor and Delivery Rooms provide facilities and services for safe prenatal care, delivery and immediate post-natal care of mothers and infants. Service available 24 hours daily.

(Ang Labor at Delivery Room ay nagbibigay ng pasilidad at serbisyo para sa ligtas na pangangalaga bago, habang at pagkatapos manganak para sa nanay at sanggol. Ito ay bukas 24 oras araw-araw.)

Office or Division:	Labor Room/ Delivery Room			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All pregnant mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
Pre-natal Guide (1 original copy)		Patient		
Copy of Laboratories required to pregnant woman		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Transfer to Labor Room/	1. Receive endorsement from ER Nurse	None (Wala)	4 minutes (4 minuto)	Jennifer S. Villaruel, RN, MAN, Nurse I



Delivery Room for birthing. (Pumunta sa lugar paanakan)	and provide proper pre-natal care. (Tanggapin ang endorsement galing sa ER Nars)			OR-DR COMPLEX OMCDH
	1.1. Assess obstetrical status and take vital signs (Tingnan ang kondisyon ng pagbubuntis at kunan ng vital signs ang pasyente)	None (Wala)	5 minutes (5 minuto)	Noime I. Lacadang, RM Midwife II OR-DR COMPLEX OMCDH
	1.2. Notify the resident on duty or OB consultant on the new OB patient (Isangguni sa doktor ang bagong dating na pasyente at kondisyon ng pagbubuntis)	None (Walang Bayad)	5 minutes (5 minuto)	Jennifer S. Villaruel, RN, MAN, Nurse I OR-DR COMPLEX OMCDH and/ or Noime I. Lacadang, RM Midwife II OR-DR COMPLEX OMCDH
	1.3. Examine and evaluate the pregnant woman. (Suriin ang bagong dating na pasyente at kondisyon ng pagbubuntis)	None (Walang Bayad)	15 Minutes (15 minuto)	Raquel P. Adolfo, MD, FPOGS OB- GYNE OR-DR COMPLEX OMCDH
	1.4. Monitor progress of labor and indicate in the	None (Walang Bayad)	30 minutes (30 minuto)	Noime I. Lacadang, RM Midwife II



	partograph when patient is in active labor already. <i>(Subaybayan ang pasyente at itala sa Partograph kung nakararanas na ng Active labor.)</i> 1.5 Prepare the patient for delivery. <i>(Ihanda ang pasyente sa panganganak.)</i>	None <i>(Walang Bayad)</i>	3 Minutes <i>(3 minuto)</i>	OR-DR COMPLEX OMCD Noime I. Lacdang, RM Midwife II OR-DR COMPLEX OMCDH
	Total	None <i>(Walang Bayad)</i>	1 hour and 2 minutes <i>(1 oras at 2 minuto)</i>	

7. MEDICAL SOCIAL SERVICES

This service includes issuance of certificate of indigency, assessment of patient's eligibility for claims, classification of financial capability, and enrollment of clients who are not yet members of Philhealth. Service available everyday from 8:00AM - 5:00PM.

(Kabilang sa serbisyong ito ang pagbibigay ng certificate of indigency, pagsusuri at pagkaklasipika ng kakayang pinansyal ng pasyente at ang pagpapatala sa Philhealth ng mga pasyenteng hindi pa myembro nito. Ito ay bukas araw araw mula 8:00 am – 5:00 pm)

Office or Division:	Medical Social Service
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All OMCDH patients. <i>(Lahat ng pasyente ng OMCDH.)</i>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Issuance of Certificate of Indigency: <i>(para sa pagbibigay ng Certificate of Indigency)</i> <ul style="list-style-type: none"> ➤ Order of Payment ➤ Prescribed Medicines 	From requesting body and/or institution (from OMCDH or other clinics and hospital)



➤ Laboratory Request ➤ X-Ray Request				
For PhilHealth Enrollment: <i>(para sa Philhealth Enrollment)</i>				
➤ Birth Certificate or Marriage Certificate and/or Baptismal Certificate ➤ Senior Citizen and/or PWD ID ➤ Valid ID PhilHealth Membership Registration Form		Client Client Client MSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issuance of Certificate of Indigency				
1. Give the required documents for issuance of certificate of indigency. <i>(Ibigay ang mga kaukulang dokumento para sa pag-issue ng certificate of indigency.)</i>	1. Receive and verify the required documents for issuance of certificate of indigency. <i>(Tanggapin at suriin ang mga kaukulang dokumento para sa pag-issue ng certificate of indigency.)</i>	None <i>(Wala)</i>	2 minutes <i>(2 minuto)</i>	Charo Mae Tabares-De Mesa, Social Welfare Officer I (SWO I) Medical Social Service, OMCDH
	1.1.Prepare and provide Certificate of Indigency. <i>(Gawin ang certificate of indigency at ibigay sa kliyente)</i>	None <i>(Wala)</i>	3 minutes <i>(3 minuto)</i>	
	Total	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	
Assesment and Enrollment of Client in Philhealth Point of Service				
For patient/relative:				



1. Proceed for interview and provide accurate information to the Medical Social Worker <i>(Magbigay ng wastong impormasyon sa Medical Social Worker)</i>	1. Interview the patient or relative, using the MSS Assessment Tool, to identify the type of service that can be provided and explain the social classification <i>(Makipanayam sa pasyente o kamag anak, gamit ang MSS Assessment Tool, upang malaman kung anong uri ng serbisyo ang maibibigay at ipaliwanag sa kliyente ang kanyang klasipikasyon base sa kanilang kakayahang magbayad)</i>	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	Charo Mae Tabares-De Mesa, SWO I, Medical Social Service, OMCDH
1.1 Sign the MSS Assessment Tool <i>(Pirmahan ang MSS Assessment Tool)</i>	1.1 Give the filled out MSS Assessment Tool for signature <i>(Ibigay ang MSS Assessment Tool para kunin ang kanyang pirma)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	
1.2 Present the required		None	3 minutes	



documents for Philhealth enrollment. <i>(Ibigay ang mga kailangang dokumento para sa pagpatala sa Philhealth.)</i>	1.2 Receive and verify the required documents. <i>(Tanggapin at suriin ang kailangang dokumento)</i>	(Wala)	(3 minuto)	
	1.3 Explain the benefits of being enrolled at the Point of Service <i>(Ipaliwanag ang mabuting maidudulot na ma i-enrol sa Point of Service)</i>	None (Wala)	2 minutes (2 minuto)	
	1.4 Enroll the patient into the Philhealth Point of Service. <i>(I-enrol ang pasyente sa Philhealth Point of Service)</i>	None (Wala)	4 hours (4 oras)	
2. Receive Certificate of registration. <i>(Tanggapin and certificate of registration)</i>	2. Generate certificate of registration from Philhealth POS and issue to patient. <i>(Mag-generate ng certificate of registration mula sa Philhealth POS.)</i>	None (Wala)	3 minutes (3 minuto)	Charo Mae Tabares-De Mesa, SWO I, Medical Social Service OMCDH
3. Answer the Client Satisfaction Survey.	3. Ask the client to answer the Client	None (Wala)	1 minute (1 minuto)	Charo Mae Tabares-De Mesa, SWO I, Medical Social Service



(Sagutan ang Client Satisfaction Survey.)	Satisfaction Survey (Ibigay at pasagutan sa kliyente ang Client Satisfaction Survey)			OMCDH
	Total	None (Wala)	4 hours and 15 minutes (4 oras at 15 minuto)	

9. MEDICAL RECORDS SERVICES

Service Description: Medical Records Services include issuance of patient's identification card/yellow card and OPD record for patient's checkup, issuance of birth certificate, death certificate, medical certificate, medical certificate insurance, medico legal certificate, certificate of confinement, clinical abstract, insurance claim forms and insurance verifier.

Service Availability: Monday to Sunday 08:00AM – 05:00PM

(Kasama sa ipinagkakaloob na serbisyo ng Medical Records ang pag-iisyu ng identification card/yellow card, OPD record para sa check-up, pag-iisyu ng sertipikasyon para sa birth, death, medical, medical certificate insurance, medico legal, pagkaka-ospital, clinical abstract, insurance claim forms at insurance verifier.)

A. ISSUANCE OF PATIENT IDENTIFICATION CARD/YELLOW CARD AND OPD RECORD FOR PATIENT CHECK-UP *(Pagbibigay ng Patient Identification Card/Yellow Card at OPD record ng pasyente para sa Check-up.)*

Service Availability: Monday to Sunday, 08:00AM – 05:00PM

Office or Division:	Medical Records Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All patient consulted from OPD and ER Section
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Patient Data Pre form	OPD/ Admitting Section/Medical Records



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete filled-out patient data pre-form, triage and yellow card for old patient at Guard on Duty/GSMAC. Acquire queue number. <i>(Ipasa ang kumpletong filled-out patient data pre-form, triage form at yellow card para sa dating pasyente sa Guard na naka duty/GSMAC. Kumuha ng number para sa pila.)</i>	1. Receive and check the completeness of patient data pre-form and yellow card for old patient. Issue a queue number. <i>(Tanggapin ang patient data pre-form at suriin kung kumpleto ang datus nito at tanggapin din ang yellow card ng dating pasyente. Magbibigay ng number sa pila.)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	<i>Radinel H. Marasigan,</i> SG I, Security Services OMCDH
2. Proceed to Cashier submit pre-form get stamp and pay. No payment for old patient with yellow card. <i>(Magtuloy sa cashier iabot ang pre-form, patatakan at magbayad. Hindi magbabayad ang dating pasyente na may yellow card.)</i>	2. Receive payment and issue official receipt. <i>(Tanggapin ang bayad at mag-resibo.)</i>	Php 20.00	5 minutes <i>(5 minuto)</i>	<i>Leonila P. Laurel,</i> Cash Clerk-I, Cashier OMCDH



3. Go to OPD/ ER Section and wait for patient name to be called for yellow card to receive and sign to logbook and wait again to be called for patient check-up. <i>(Magtungo at maghiintay sa OPD/ER Section ng tawag sa pangalan ng pasyente sa pag-tanggap ng yellow card at pumirma sa logbook at mag-intay muli ng tawag para sa check-up ng pasyente.)</i>	3. Retrieve patient record, give yellow card to the patient and give Medical Record to OPD personnel. <i>(Kunin ang record ng pasyente sa file. Bigyan ng yellow card ang pasyente. Ibigay ang Medical Records sa OPD personnel.)</i>	None <i>(Wala)</i>	9 minutes <i>(9 minuto)</i>	Merlo L. Alegre, AA III, Medical Records OMCDH
4. Answer the Client Satisfaction Survey Form. <i>(Sagutan and Client Satisfaction Survey Form)</i>	4. Instruct patient to answer the Client Satisfaction Survey. <i>(Pasagutan sa kliyente ang Client Satisfaction Survey)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	Merlo L. Alegre, AA III, Medical Records OMCDH
	TOTAL	Php 20.00	15 minutes <i>(15 minuto)</i>	

B. ISSUANCE OF BIRTH CERTIFICATE (TIMELY AND MARRIED PARENTS)

(Pagbibigay ng Birth Certificate kung kasal ang magulang)

Service Availability: Monday to Sunday, 08:00AM – 05:00PM



Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Parents of Newborn in this Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage Certificate (1 photocopy)		Municipal Civil Registrar/PSA		
2. 1-Valid ID or Barangay Residency Certificate (1 photocopy)		Government Agency/Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Birth Certificate Draft Forms to Medical Records and all requirements. <i>(Ibigay ang filled-out Birth Certificate Draft Form sa Medical Records at lahat ng kinakailangang papeles.)</i>	1. Receive and validate Birth Certificate Draft Form and all requirements. <i>(Tanggapin at suriin ang Birth Certificate Draft form at lahat ng kinakailangang papeles.)</i>	None (Wala)	3 minutes (3 minuto)	Merlo L. Alegre, AA III, Medical Records OMCDH
2. Wait for the Birth Certificate to be completed. Verified and check for any errors. Receive payment slip. <i>(Mag-intay na matapos ang Birth Certificate at suriin kung may koreksyon at Tangagapin ang payment slip..)</i>	2. Prepare/ encode the Birth Certificate. Issue payment slip <i>(Gawin ang Birth Certificate. Bigyan ng payment slip.)</i>	None (Wala)	15 minutes (15 minuto)	Merlo L. Alegre, AA III, Medical Records OMCDH



3. Pay fees to cashier. (<i>Magbayad sa cashier.</i>)	3. Receive payment and issue official receipt. (<i>Tanggapin ang Bayad at magbigay na opisyal na resibo.</i>)	Php 50.00	5 minutes (5 minuto)	Leonila P. Laurel, Cash Clerk-I, Cashier OMCDH
Outside Hospital Facility: 4. Proceed to the Municipal Civil Registrar for Registration. (<i>Magtungo sa Municipal Civil Registrar para mag-parehistro.</i>)	4. Issue Birth Certificate and wait for relatives to return with photocopy of registered Birth Certificate. (<i>Ibigay ang Birth Certificate at hintayin ang kamag-anak na bumalik na may kopya ng Birth Certificate.</i>)	None (Wala)	3 minutes (3 minuto)	Merlo L. Alegre, AA III, Medical Records OMCDH
5. Return to Medical Records and submit four (4) photocopies of Registered Birth Certificate and discharge slip. (<i>Bumalik sa Medical Records at mag-sumite ng apat (4) kopya (photocopy) ng Birth Certificate. Ipasa ang discharge slip upang pirmahan para sa pag-labas.</i>)	5. Receive four (4) photocopies of registered Birth Certificate and sign the Clearance slip for discharge. (<i>Tanggapin ang apat(4) na kopya ng photocopy ng rehistradong Birth Certificate at lagdaan ang clearance slip para ma-discharge.</i>)	None (Wala)	3 minutes (3 minuto)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH



6. Answer the Client Satisfaction Survey Form. (<i>Sagutan and Client Satisfaction Survey Form</i>)	6. Instruct patient to answer the Client Satisfaction Survey. (<i>Pasagutan sa kliyente ang Client Satisfaction Survey</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Merlo L. Alegre, Administrative Aide-III, Medical Records OMCDH
	TOTAL	Php50.00	30 minutes (30 minuto)	

C. ISSUANCE OF BIRTH OF BIRTH CERTIFICATE

TIMELY UNMARRIED AND MINOR PARENTS (*Pagbibigay ng Birth Certificate kung hindi kasal at menor-de-edad ang mga magulang*)

Service Availability: Monday to Sunday: 08:00AM 05:00PM

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Parents of Newborn in this hospital.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Photocopy of Valid – ID both parents/Barangay Residency Certificate		Government agency issuing valid – ID/Barangay		
2. 1 Photocopy of Community Tax Certificate both parent		Municipality/Barangay		
3. Affidavit to use the surname of the father (5 original copies)		Municipal Civil Registrar/Medical records		
4. Affidavit of Conformity (For unmarried minor only) (4 original copies)		Municipal Civil Registrar/Medical Records		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit filled-out Birth Certificate draft form to Medical Records and all requirements. <i>(Ibigay ang filled-out Birth Certificate Draft Form sa Medical Records at lahat kailangang papeles.)</i>	1. Receive and validate Birth Certificate draft form and all requirements. <i>(Tanggapin at suriin ang Birth Certificate Draft form at lahat ng kailangan papeles.)</i>	None <i>(Wala)</i>	2 minutes <i>(2 minuto)</i>	Merlo L. Alegre, <i>Administrative Aide-III,</i> Medical Records OMCDH
2. Wait for the Birth Certificate to be completed. Verified and check for any errors. Receive payment slip <i>(Mag-intay na matapos ang Birth Certificate at suriin kung may koreksyon. Tanggapin ang payment slip.)</i>	2. Prepare/ encode the Birth Certificate. Issue payment slip. <i>(Gagawin ang Birth Certificate at bigyan ng payment slip.)</i>	None <i>(Wala)</i>	25 minutes <i>(25 minuto)</i>	Merlo L. Alegre, <i>Administrative Aide – III,</i> Medical Records OMCDH
3. Proceed to Cashier for payment (Magbayad sa cashier.)	3. Receive payment and issue official receipt. <i>(Tanggapin ang Bayad at magbigay na opisyal na resibo.)</i>	Php. 50.00	5 minutes <i>(5 minuto)</i>	Leonila P. Laurel, <i>Cash Clerk-I,</i> Cashier OMCDH



<p>(Outside Hospital Facility) 4. Go to Municipal Civil Registrar for Registration. <i>(Magtungo sa Municipal Civil Registrar para mag-parehistro.)</i></p>	<p>4. Issue Birth Certificate and wait for relatives to return with photocopy of registered Birth Certificate. <i>(Ibigay ang Birth Certificate at mag-intay sa kamag-anak na bumalik na may kopya ng Birth Certificate.)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes <i>(2 minuto)</i></p>	<p><i>Merlo L. Alegre, Administrative Aide-III, Medical Records OMCDH</i></p>
<p>5. Return to Medical Records and submit four(4) photocopies of Registered Birth Certificate. Pass the discharge slip to sign for discharge. <i>(Bumalik sa Medical Records at mag-sumeti ng apat(4) kopya (photocopy) ng Birth Certificate. Ipasa ang discharge slip upang pirmahan para sa pag-labas.)</i></p>	<p>5. Receive four(4) Photocopies of registered Birth Certificate and signed the Clearance slip for discharged. <i>(Tanggapin ang apat(4) na kopya ng photocopy ng rehistradong Birth Certificate at lagdaan ang clearance slip para ma-discharge.)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes <i>(2 minuto)</i></p>	<p><i>Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH</i></p>
<p>6. Answer the Client Satisfaction Survey Form. <i>(Sagutan and Client Satisfaction Survey Form)</i></p>	<p>6. Instruct patient to answer the Client Satisfaction Survey. <i>(Pasagutan sa kliyente ang Client)</i></p>	<p>None <i>(Wala)</i></p>	<p>1 minute <i>(1 minuto)</i></p>	<p><i>Merlo L. Alegre, Administrative Aide-III, Medical Records OMCDH</i></p>



	Satisfaction Survey)			
	Total	Php 50.00	37 minutes	

D. ISSUANCE OF BIRTH CERTIFICATE (LATE REGISTRATION-MARRIED PARENTS)
(Pagbibigay ng Birth Certificate sa kasal na magulang at di pa naire-rehistro.)

Service Availability: Monday to Sunday: 08:00AM 05:00PM

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Parents of Newborn in this hospital.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Medical Records		
2. 1 Photocopy Marriage Certificate		Municipal Civil Registrar/PSA		
3. 1 Photocopy of Valid – ID/Barangay Residency Certificate		Government Agency issuing Valid-ID/Barangay		
4. 1 Photocopy of Community Tax Certificate		Municipality/Barangay		
5. 1 Negative Results of Birth Certificate-PSA		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request slip to Medical Records. (<i>Ipasa ang request slip sa Medical Records.</i>)	1. Receive request slip. Retrieve Birth Certificate Draft Form in the file and validate it. (<i>Tanggapin ang request form. Hanapin sa file ang Birth Certificate Draft form at suriin ito.</i>)	None (<i>Wala</i>)	3 minutes (<i>3 minuto</i>)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
2. Validate and check for any errors. Receive payment slip. (<i>Basahin at suriin kung may koreksyon. Tanggapin ang payment slip.</i>)	2. Prepare Birth Certificate of Newborn. Issue payment slip. (<i>Gawin ang Birth Certificate. Ibigay ang payment slip.</i>)	None (<i>Wala</i>)	25 minutes (<i>25 minuto</i>)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
3. Pay fees at the cashier (<i>Magbayad sa cashier.</i>)	3. Receive payment and issue official receipt. (<i>Tanggapin ang Bayad at magbigay na opisyal na resibo.</i>)	Php.50.00	5 minutes (<i>5 minuto</i>)	Leonila P. Laurel, Cash Clerk-I, Cashier OMCDH
Outside Hospital Facility) 4. Go to the Municipal Civil Registrar for Registration. (<i>Magtungo sa Municipal Civil Registrar para mag-parehistro.</i>)	4. Issue Birth Certificate and wait for relatives to return with photo copy of registered Birth Certificate. (<i>Ibigay ang Birth Certificate at mag-intay sa kamag-anak na bumalik na may photocopy ng Birth Certificate.</i>)	None (<i>Wala</i>)	3 minutes (<i>3 minuto</i>)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH



5. Answer the Client Satisfaction Survey Form. (<i>Sagutan and Client Satisfaction Survey Form</i>)	5. Instruct patient to answer the Client Satisfaction Survey. (<i>Pasagutan sa kliyente ang Client Satisfaction Survey</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
	TOTAL	Php 50.00	37 minutes (37 minuto)	

E. ISSUANCE OF BIRTH CERTIFICATE (LATE REGISTRATION UNMARRIED AND UNMARRIED MINOR PARENTS)
(Pagbibigay ng Birth Certificate kung hindi kasal at menor de edad ang mga magulang na di pa naipare-rehistro)

Service Availability: Monday to Sunday: 08:00AM 05:00PM

Office or Division:	Medical Records Section		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Parents of Newborn in this hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Form		Medical Records	
2. 1 Photocopy of Valid – ID both parents/Barangay Residency Certificate		Government agency issuing valid – ID/Barangay	
3. 1 Photocopy of Community Tax Certificate both parent		Municipality/Barangay	
4. Affidavit to use surname father (AUSF)		Municipal Civil Registrar	
5. 1 Negative Results of Birth Certificate-PSA		Philippine Statistics Authority	
6. Affidavit of Conformity (For unmarried minor only)		Municipal Civil Registrar/Medical Records	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip to Medical Records. (<i>Ipasa ang request slip sa Medical Records.</i>)	1.Receive request slip. Retrieve and validate Birth Certificate Draft Form. (<i>Tanggapin ang request slip. Hanapin sa file ang Birth Certificate Draft form at suriin ito.</i>)	None (<i>Wala</i>)	(3 minutes) 3 minuto	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
2.Validate and check for any errors. Receive payment slip. (<i>Basahin at suriin kung may koreksyon. Tanggapin ang Payment slip.</i>)	2.Prepare Birth Certificate. Issue payment slip. (<i>Gawin ang Birth Certificate at magbigay ng Payment slip.</i>)	None (<i>Wala</i>)	25 minuto (25 minutes)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
3.Proceed to Cashier for payment (<i>Magbayad sa cashier.</i>)	3. Receive payment and issue official receipt. (<i>Tanggapin ang Bayad at magbigay na opisyal na resibo.</i>)	Php.50.00	5 minutes (5 minuto)	Leonila P. Laurel, Cash Clerk-I, Cashier OMCDH
Outside Hospital Facility) 4. Go to the Municipal Civil Registrar for Registration. (<i>Magtungo sa Municipal Civil Registrar para mag-parehistro.</i>)	4.Issue Birth Certificate and wait for relatives to return with photo copy of registered Birth Certificate. (<i>Ibigay ang Birth Certificate at</i>	None (<i>Wala</i>)	3 minutes (3 minuto)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH



	<i>mag-intay sa kamag-anak na bumalik na may photocopy ng Birth Certificate.)</i>			
5. Answer the Client Satisfaction Survey Form. <i>(Sagutan and Client Satisfaction Survey Form)</i>	5. Instruct patient to answer the Client Satisfaction Survey. <i>(Pasagutan sa kliyente ang Client Satisfaction Survey)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
	TOTAL	Php.50.00	37 minutes	

F. ISSUANCE OF DEATH CERTIFICATE *(Pagbibigay ng Death Certificate)*

Service Availability: Monday to Friday, 8:00AM – 05:00PM

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Hospital Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Photocopy of Birth Certificate or 1 Photocopy of Marriage Certificate		Philippine Statistics Authority/ Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request slip and documents of deceased person to Medical Records. <i>(Ipasa ang request slip at dokumento ng yumao sa Medical Records.)</i>	1. Receive and validate the request slip and documents. <i>(Tanggapin at suriin ang request slip at dokumento)</i>	None <i>(Wala)</i>	3 minutes <i>(3 minuto)</i>	Merlo L. Alegre, <i>Administrative Aide – III,</i> Medical Records OMCDH
2. Validate and check Death Certificate for any errors. Receive Payment Slip. <i>(Basahin at suriin Death Certificate kung may koreksyon. Tanggapin ang payment slip.)</i>	2. Prepare Death Certificate. Issue payment slip. <i>(Gawin ang Death Certificate at bigyan ng payment slip.)</i>	None <i>(Wala)</i>	20 minutes <i>(20 minuto)</i>	Merlo L. Alegre, <i>Administrative Aide – III,</i> Medical Records OMCDH
3. Proceed to Cashier for payment <i>(Magbayad sa cashier.)</i>	3. Receive payment and issue official receipt. <i>(Tanggapin ang Bayad at magbigay na opisyal na resibo.)</i>	Php 50.00	5 minutes <i>(5 minuto)</i>	Leonila P. Laurel, <i>Cash Clerk-I,</i> Cashier OMCDH



Outside Hospital Facility) 4. Proceed to the Municipal Civil Registrar for Registration and leave two (2) photocopies of the document. <i>(Magtungo sa Municipal Civil Registrar para mag-parehistro at mag-iwan ng dalawa(2) photocopy.)</i>	4. Issue Death Certificate <i>(Ibigay ang Death Certificate.)</i>	None <i>(Wala)</i>	3 minutes <i>(3 minuto)</i>	<i>Merlo L. Alegre,</i> Administrative Aide – III, Medical Records OMCDH
5. Answer the Client Satisfaction Survey Form. <i>(Sagutan and Client Satisfaction Survey Form)</i>	5. Instruct patient to answer the Client Satisfaction Survey. <i>(Pasagutan sa kliyente ang Client Satisfaction Survey)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	<i>Merlo L. Alegre,</i> Administrative Aide – III, Medical Records OMCDH
	TOTAL	Php 50.00	32 minutes <i>(32 minuto)</i>	

G. ISSUANCE OF MEDICAL CERTIFICATE, MEDICAL CERTIFICATE INSURANCE, MEDICO LEGAL CERTIFICATE AND CERTIFICATE OF CONFINEMENT

(Pagbibigay ng Medical Certificate, Medical Certificate Insurance, Medico Legal Certificate and Certificate of Confinement.)

Service Availability: Monday to Friday, 8:00AM – 05:00PM

Office or Division:	Medical Records Section
Classification:	Simple



Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Hospital Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Request Slip		Medical Records		
2.Statement of Account (1 original)		Billing Section		
3.Police Request for Medico Legal Certificate (1 original)		Police Station		
4.Yellow Card (1 original)		Patient		
5 Valid Identification Card (1 original)		Government Issuing Agency		
6.Authorization Letter to submit (If representative) (1 original)		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit documentary requirements. <i>(Ipasa ang mga kinakailangang dokumento.)</i>	1.Receive documentary requirements. <i>(Tanggapin ang mga kinakailangang dokumento.)</i>	None <i>(Wala)</i>	3 minutes <i>(3 minuto)</i>	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
2.Validate and check Medical Certificate, Medical Certificate Insurance, Medico Legal Certificate and Certificate of Confinement for corrections, receive payment slip. Certificate of Confinement proceed to Step 4 <i>(Basahin at suriin Medical Certificate, Medical Certificate Insurance, Medico Legal</i>	2.Prepare Medical Certificate, Medical Certificate Insurance, Medico Legal Certificate and Certificate of Confinement. Issue payment slip. <i>(Gawin ang Medical Certificate, Medical Certificate Insurance, Medico Legal Certificate and Certificate of Confinement at</i>	None <i>(Wala)</i>	15 minutes <i>(15 minuto)</i>	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH



<i>Certificate at Certificate of Confinement kung may koreksyon. Tanggapin ang payment slip. Magtuloy sa Step 4 ang Certificate of Confinement.)</i>	<i>bigyan ng payment.)</i>			
3.Proceed to Cashier for payment <i>(Magbayad sa cashier.)</i>	3.Receive payment and issue official receipt. <i>(Tanggapin ang Bayad at magbigay na opisyal na resibo.)</i>	Php.80.00	5 minutes <i>(5 minuto)</i>	<i>Leonila P. Laurel,</i> Cash Clerk-I Cashier OMCDH
4.Return to Medical Records and receive Medical Certificate, Medical Certificate Insurance, Medico Legal Certificate and Certificate of Confinement <i>(Magbalik sa Medical Records at tanggapin ang Medical Certificate, Medical Certificate Insurance, Medico Legal Certificate at Certificate of Confinement.)</i>	4.Issue Medical Certificate, Medical Certificate Insurance, Medico Legal Certificate and Certificate of Confinement. <i>(Ibigay ang Medical Certificate, Medical Certificate Insurance, Medico Legal Certificate at Certificate of Confinement.)</i>	None <i>(Wala)</i>	3 minutes <i>(3 minuto)</i>	<i>Merlo L. Alegre,</i> Administrative Aide – III, Medical Records OMCDH



5. Answer the Client Satisfaction Survey Form. (<i>Sagutan and Client Satisfaction Survey Form</i>)	5. Instruct patient to answer the Client Satisfaction Survey. (<i>Pasagutan sa kliyente ang Client Satisfaction Survey</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	
	TOTAL	P 80.00	27 minutes (27 minuto)	

H. ISSUANCE OF CLINICAL ABSTRACT (*Pagbibigay ng Patient Clinical Abstract*)

Service Availability: Monday to Friday 08:00AM – 05:00PM

Office or Division:	Medical Records Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Hospital Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 copy)		Medical Records		
2. Yellow Card		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip, Yellow Card, Statement of Account to Medical Records. (<i>Ipasa ang fill-out request slip, Yellow</i>)	1. Receive request slip, Yellow Card and Statement of Account then verify. (<i>Tanggapin ang request slip, Yellow</i>)	None (<i>Wala</i>)	3 minutes (<i>3 minuto</i>)	<i>Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH</i>



<i>Card at Statement of Account.)</i>	<i>Card at Statement of Account at suriin ito.)</i>			
2. Wait for the admission chart and clinical abstract. <i>(Maghintay na matapos ang admission chart at clinical abstract.)</i>	2. Wait for admission chart to finish & prepare complete Clinical Abstract with doctor's signature. <i>(Hintaying matapos ang admission chart at gawin na ang kumpletong Clinical Abstract namay pirma ng doktor.)</i>	None <i>(Wala)</i>	15 days <i>(15 araw)</i>	Merlo L. Alegre, <i>Administrative Aide – III,</i> Medical Records OMCDH
3. Return to Medical Records and receive payment slip. <i>(Magbalik sa Record at tanggapin ang payment slip.)</i>	3. Issue payment slip and prepare Clinical Abstract. <i>(Ibigay ang payment slip at ihanda Clinical Abstract.)</i>	None <i>(Wala)</i>	2 minutes <i>(2 minuto)</i>	Merlo L. Alegre, <i>Administrative Aide – III,</i> Medical Records OMCDH
4. Proceed to Cashier for payment <i>(Magbayad sa Cashier.)</i>	4. Receive payment and issue official receipt. <i>(Tanggapin ang bayad at magbigay na opisyal na resibo.)</i>	Php.80.00	5 minutes <i>(5 minuto)</i>	Leonila P. Laurel, <i>Cash Clerk-I,</i> Cashier OMCDH



5. Return to Medical and receive the Clinical Abstract. (Magbalik sa Records at tanggapin ang Clinical Abstract.)	5. Issue the Clinical Abstract. (Ibigay na ang Clinical Abstract.)	None (Wala)	3 minutes (3 minuto)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
6. Answer the Client Satisfaction Survey Form. (Sagutan and Client Satisfaction Survey Form)	6. Instruct patient to answer the Client Satisfaction Survey. (Pasagutan sa kliyente ang Client Satisfaction Survey)	None (Wala)	1 minute (1 minuto)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
	Total	Php 80.00	15 days and 14 minutes (15 araw at 14 minuto)	

I. ISSUANCE OF INSURANCE CLAIM FORMS (Pagbibigay ng Patient Insurance Claim forms)

Service Availability: Monday to Friday 08:00AM – 05:00PM

Office or Division:	Medical Records Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Hospital Clients
CHECKLIST OF REQUIREMENTS	
1. Request Slip	Medical Records
2. Yellow Card	Patient



3. Insurance Claim Forms (1 original)		Insurance Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip, Yellow Card and Insurance Claim Forms to Medical Records. <i>(Ipasa ang fill-out request slip, Yellow Card at Insurance Claim Forms.)</i>	1. Receive request slip, Yellow Card and Insurance Claim Forms then verify. <i>(Tanggapin ang request slip, Yellow Card at Insurance Claim Forms at suriin ito.)</i>	None <i>(Wala)</i>	3 minutes <i>(3 minuto)</i>	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
2. Wait for 15 days. <i>(Maghintay ng 15 araw)</i>	2. Retrieve patient's medical records from Ward, ER, OPD and Insurance claim forms and pass to doctor to fill-out completely the Insurance Claim Forms. <i>(Hanapin at kunin ang medical records ng pasyente sa Ward, ER, OPD. Ipasa sa doktor para fill-out ang Insurance Claim Forms.)</i>	None <i>(Wala)</i>	15 days <i>(15 araw)</i>	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
2. Return to Medical Records and receive payment slip. <i>(Magbalik sa Record at</i>	3. Issue payment slip and prepare Insurance Claim Forms. <i>(Ibigay ang payment slip</i>	None <i>(Wala)</i>	2 minutes <i>(2 minuto)</i>	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH



<i>tanggapin ang payment slip.)</i>	<i>at ihanda Insurance Claim Forms.)</i>			
4. Proceed to Cashier for payment (<i>Magbayad sa cashier.</i>)	4. Receive payment and issue official receipt. (<i>Tanggapin ang bayad at magbigay na opisyal na resibo.</i>)	Php.80.00	5 minutes (5 minuto)	<i>Leonila P. Laurel, Cash Clerk-I, Cashier OMCDH</i>
5. Return to Medical Records and Receive the Insurance Claim Forms. (<i>Magbalik sa Records at Tanggapin na ang Insurance Claim Forms.</i>)	5. Issue the Insurance Claim Forms (<i>Ibigay ang Insurance Claims Forms.</i>)	None (<i>Wala</i>)	3 minutes (3 minuto)	<i>Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH</i>
6. Answer the Client Satisfaction Survey Form. (<i>Sagutan ang Client Satisfaction Survey Form</i>)	6. Instruct patient to answer the Client Satisfaction Survey. (<i>Pasagutan sa kliyente ang Client Satisfaction Survey</i>)	None (<i>Wala</i>)	1 minute (1 minuto)	<i>Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH</i>
	Total	Php 80.00	15 Days and 14 minutes (15 araw at 14 minuto)	



J. ISSUANCE OF INSURANCE VERIFIER

(Pagbibigay ng patient Insurance Verifier)

Service Availability: Monday to Friday 08:00AM – 05:00PM

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Hospital Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Slip		Medical Records		
2.Insurance Verifiers Forms		Insurance Company		
3.Patient Waiver Request Forms		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Insurance representative, submit request slip, Insurance Verifier Forms and Patient waiver request forms to Medical Records. <i>(Ipasa ng representante ng Insurance ang request slip, Insurance Verifier Forms at Patient waiver request forms sa Medical Records.)</i>	1. Receive request slip, Insurance Verifier Forms and Patient waiver forms then verify. <i>(Tanggapin ang request slip, Insurance Verifier Forms at Patient waiver forms tapos suriin ito.)</i>	None <i>(Wala)</i>	2 minutes <i>(2 minuto)</i>	<i>Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH</i>
2. Wait for approval of the doctor <i>(Mag-intay sa approval ng doktor)</i>	2. Retrieve patient medical records from Ward, ER,	None <i>(Wala)</i>	20 minutes <i>(20 minuto)</i>	<i>Merlo L. Alegre, Administrative Aide – III,</i>



	and OPD. Interview insurance representative, and seek for attending doctor's approval to release information. <i>(Kunin ang medical records from Ward, ER, OPD. Interbyuhin ang Insurance representative at kunin pahintulot ng doktor na maglabas ng impormasyon.)</i>			Medical Records OMCDH
3. Go to Medical Records and receive payment slip. <i>(Pumunta sa Record at tanggapin ang payment slip.)</i>	3. Issue payment slip. <i>(Ibigay ang payment slip.)</i>	None (Wala)	2 minutes (2 minuto)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
4. Proceed to Cashier for payment <i>(Magbayad sa cashier.)</i>	4. Receive payment and issue official receipt. <i>(Tanggapin ang bayad at magbigay na opisyal na resibo.)</i>	Php.80.00	5 minutes (5 minuto)	Leonila P. Laurel, Cash Clerk-I, Cashier OMCDH
5. Return to Medical Records and	5. Issue the Insurance	None (Wala)	2 minutes (2 minuto)	Merlo L. Alegre,



Issue Insurance Verifier. (Magbalik sa Records at Tanggapin na ang Insurance Verifier.)	Verifier Forms. (Ibigay ang Insurance Verifier Forms.)			Administrative Aide – III, Medical Records OMCDH
6. Answer the Client Satisfaction Survey Form. (Sagutan and Client Satisfaction Survey Form)	6. Instruct patient to answer the Client Satisfaction Survey. (Pasagutan sa kliyente ang Client Satisfaction Survey)	None (Wala)	1 minute (1 minuto)	Merlo L. Alegre, Administrative Aide – III, Medical Records OMCDH
End of Transaction	Total	Php 80.00	32 minutes (32 minuto)	

12. NEWBORN SCREENING SERVICES

Provision of Newborn Screening Services to all babies born within the hospital as well as other institutions. Service available from Monday to Friday 8:00AM to 5:00PM.

(Pagbibigay ng serbisyo ng Newborn Screening para sa lahat ng mga bagong silang na sanggol sa loob ng hospital o sa iba pa mang institusyon. Bukas mula Lunes hanggang Biyernes, 8:00AM hanggang 5:00PM)

Office or Division:	Clinical Laboratory Department			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Newborn needing Newborn Screening Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1: Record of Newborn (1 original)		Institution where newborn baby is delivered.		
Document 2: Official Receipt (1 original)		Cashier - OMCDH		
Document 3: Client Satisfaction Survey (1 original)		NBS Office - OMCDH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present newborn record to laboratory.	1. Receive newborn record	None (Wala)	3 Minutes (3 Minuto)	Daryl D. Carandan,



<p><i>(Ibigay o dalhin ang record ng sanggol sa laboratory.)</i></p>	<p>and check if it is completely filled and ensure if blood can be collected. <i>(Tanggapin ang record ni baby at suriin kung kumpleto na ang datos at kung maaari nang kuhanan ng dugo si baby.)</i></p> <p>1.2 Issue charge slip to patient for payment if it is delivered outside the facility or charge the patient to its bill when it is delivered inside the hospital. <i>(Bigyan ng charge slip ang pasyente kung ito ay sa ibang institusyon ipinanganak o i-charge ang pasyente kung ito ay sa loob ng hospital ipinanganak.)</i></p>			<p><i>Medical Technologist II Sheryll Ronilor J. Jaen, Medical Technologist I Mathet R. Claveria, Laboratory Technician I Laboratory-OMCDH</i></p>
<p>2. For newborn who is delivered in an outside institution – present charge slip and pay charges to the cashier. <i>(Para sa mga baby na ipinanganak sa ibang institusyon – ibigay ang charge slip sa kahera at magbayad.)</i></p>	<p>2. Receive charge slip and payment. <i>(Tanggapin ang charge slip at bayad.)</i></p> <p>2.1 Issue official receipt <i>(Mag-isyu ng opisyal na resibo.)</i></p>	<p>1750.00</p>	<p>5 Minutes (5 Minuto)</p>	<p><i>Leonila P. Laurel, Cash Clerk Cashier OMCDH</i></p>



3. Return to laboratory and present official receipt. (<i>Bumalik sa laboratory at ipakita ang pinagbayaran.</i>)	3. Check the proof of payment. (<i>Suriin ang katibayan ng pagbabayad.</i>)	None (<i>Wala</i>)	1 Minute (<i>1 Minuto</i>)	Daryl D. Carandan, Medical Technologist II Sheryll Ronilor J. Jaen, Medical Technologist I Mathet R. Claveria, Laboratory Technician I Laboratory-OMCDH
4. Have your newborn baby blood drawn. (<i>Pakuhanan ng dugo ang sanggol.</i>)	4. Collect blood from newborn baby. (<i>Kuhanan ng dugo ang sanggol</i>)	None (<i>Wala</i>)	10 Minutes (<i>10 Minuto</i>)	Daryl D. Carandan, Medical Technologist II Sheryll Ronilor J. Jaen, Medical Technologist I Mathet R. Claveria, Laboratory Technician I Laboratory-OMCDH
	4.1 Process the filter card with collected blood from newborn and send it Newborn Screening Center. (<i>I-proseso ang filter card na may dugo para ipadala sa Newborn Screening Center</i>)	None (<i>Wala</i>)	24 hours (<i>24 oras</i>)	Mathet R. Claveria, Laboratory Technician I Laboratory-OMCDH
	4.2 Examine blood sample (<i>I-eksamin ang blood sample</i>)	None (<i>Wala</i>)	14 days upon receipt of sample (<i>14 na araw pagkatanggap ng sample</i>)	
	4.3 Send result to facility. (<i>Ibalik ang resulta.</i>)	None (<i>Wala</i>)	5 days Depending on the courier service	Newborn Screening Center



			(5 araw Depende sa serbisyo ng courier)	
5. Return to the laboratory 20 days after blood extraction to get the result or wait for a call or further notice from the Newborn Screening Center. <i>(Bumalik sa laboratory para sa resulta makalipas ang 20 araw o hintayin ang tawag mula sa laboratory kung may karagdagang abiso mula sa Newborn Screening Center.)</i>	5. Prepare for the newborn screening result. <i>(Ihandang resulta ng newborn screening ni baby)</i> 5.1 Call the parent/guardian of newborn in cases where there is a need for an immediate action to be taken. <i>(Tawagan ang mga magulang kung sakaling kinakailangan ang agarang aksyon sa bagong silang na sanggol.)</i>	None (Wala)	1 Minute (1 Minuto)	Jeanne S. Abalos, Nurse II Nursing OMCDH
		None (Wala)	1 Minute (1 Minuto)	Jeanne S. Abalos, Nurse II New Born Section OMCDH
6. Sign the Release Record and complete the Client Satisfaction Survey. <i>(Pirmahan ang record ng pagrelease at sagutan ang Client Satisfaction Survey.)</i>	6. Give releasing record to the patient and Client Satisfaction Survey Form. <i>(Ibigay ang releasing record book at Client Satisfaction Survey sa pasyente.)</i> 6.1 Release Official Result of newborn screening. <i>(Ibigay ang opisyal na resulta</i>	None (Wala)	1 Minutes (1 Minuto)	Jeanne S. Abalos, Nurse II NBS OMCDH
		None (Wala)	1 Minutes (1 Minuto)	Jeanne S. Abalos, Nurse II NBS OMCDH



	ng newborn screening.)			
7. Answer the Client Satisfaction Survey Form. (Sagutan and Client Satisfaction Survey Form)	7. Instruct patient to answer the Client Satisfaction Survey. (Pasagutan sa kliyente ang Client Satisfaction Survey)	None (Wala)	1 minute (1 minuto)	Jeanne S. Abalos, Nurse II NBS OMCDH
	TOTAL	P1750.00	20 days and 23 minutes, (20 araw at 23 Minuto)	

“Newborn Screening Services: Qualified under multi-stage processing”

13. NUTRITION AND DIETARY COUNSELING SERVICES

The Nutrition and Dietetics Counselling Service is an independent out-patient and in-patient clinic which functions as the coordinating center for all diet therapy and nutrition education activities in the hospital. It generally aims to help the patient carry out the diet prescription according to the principles of nutrition and therapeutic diet management.

Service Availability: Service available Monday to Friday (by schedule)

(Ang Nutrition and Dietetics Counseling Service ay isang independiyenteng out-patient at in-patient na klinika na gumaganap bilang coordinating center para sa lahat ng diet therapy at nutrition education activities sa ospital. Sa pangkalahatan ay naglalayong tulungan ang pasyente na isagawa ang reseta ng diyeta ayon sa mga prinsipyo ng nutrisyon at pamamahala ng therapeutic diet. Bukas mula Lunes hanggang Byernes, ayon sa iskedyul)

Office or Division:	Nutrition and Dietetics Service Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	In-Patients and out-patients of OMCDH who are in need of proper diet management and nutrition education. (Mga pasyenteng nasuri/na-confine sa ospital na nangangailangan ng tamang diet at edukasyon tungkol sa tamang nutrisyon.)
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



1. Medical Chart 2. Referral Slip		1. Ward Section 2. OPD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Out-Patient				
1. Accept the referral slip for diet counselling (<i>Tanggapin ang referral slip para sa pagpapayo sa diyeta</i>)	1. Give the referral slip for diet counselling (<i>Ibigay ang referral slip para sa pagpapayo sa diyeta</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Mary Grace Dimaano, RN,, Nurse I OPD OMCDH
2. Submit referral slip for diet counselling to Nutrition and Dietetics Service (<i>Ipasa ang referral slip para sa pagpapayo sa diyeta sa Nutrition at Dietetics Service</i>)	2. Accept and check the referral slip for Diet counselling (<i>Tanggapin at suriin ang referral slip para sa diet counselling</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
	2.1 Get the medical data of the patient and copy all the anthropometric, biochemical, clinical, physical data or record of the patient (<i>Kunin at isulat ang lahat ng impormasyon tungkol sa pasyente kasama ang anthropometric, physical exams, latest laboratory at clinical result</i>)	None (<i>Wala</i>)	10 minutes (<i>10 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS, OMCDH
		[



	2.2 Assess the patient for Diet Counselling (<i>Suriin ang pasyente para sa diet counselling</i>)	None (<i>Wala</i>)	10 minutes (<i>10 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS, OMCDH
3. Respond to questions (<i>Tumugon sa mga katanungan</i>)	3. Interview on his/her nutritional history and knowledge, food preference, meal pattern, and other needed information (<i>Alamin ang kaalaman tungkol sa nutrisyon, mga gusto at ayaw na pagkain, uri at mga paraan sa pagkain at iba pang mga kailangan na impormasyon.</i>)	None (<i>Wala</i>)	10 minutes (<i>10 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
	3.1 Perform diet computation (<i>Magsagawa ng diet computation</i>)	None (<i>Wala</i>)	10 minutes (<i>10 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
	3.2 Perform diet counselling (<i>Ipaliwanag ang tama at angkop na nutrisyon para sa pasyente</i>)	None (<i>Wala</i>)	20 minutes (<i>20 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
4. Sign the Patient's Counselling Logbook (<i>Pirmahan ang Patient's Counselling Logbook</i>)	4. Give the patient's counselling logbook for signature of the patient	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH



	<i>(Ibigay ang patient's counselled logbook at papirmahan sa pasyente)</i>			
5. Accept prescribed dietary instruction guide and nutrition pamphlet <i>(Tanggapin ang iniresetang gabay sa naaayon na pagkain at pamphlet na may impormasyong pang nutrisyon)</i>	5. Prepare and give prescribed dietary instruction guide and nutrition pamphlet <i>(Ihandan at bigyan ng tularan at listahan ng mga tamang pagkain at ng pamphlet na may impormasyong pang nutrisyon)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
6. Answer the client satisfaction survey. <i>(Sagutan ang client satisfaction survey)</i>	6. Give the client satisfaction survey form and collect once its filled-out. <i>(Ibigay ang form ng client satisfaction survey)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
	TOTAL	None <i>(Wala)</i>	1 hour and 5 minutes <i>(1 oras at 5 minuto)</i>	
In-Patient				
1. Accept the referral slip for diet counselling from the ward nurse <i>(Tanggapin ang referral slip para sa pagpapayo sa diyeta na mula sa ward nurse)</i>	1. Give the referral slip for diet counselling <i>(Ibigay ang referral slip para sa pagpapayo sa diyeta)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	Jean Catherine Dimaano, RN, Nurse I Ward OMCDH



2. Submit referral slip for diet counselling to Nutrition and Dietetics Service (<i>Ipasa ang referral slip para sa pagpapayo sa diyeta sa Nutrition at Dietetics Service</i>)	2. Accept and check the referral slip for Diet counselling (<i>Tanggapin at suriin ang referral slip para sa diet counselling</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
	2.1 Get the medical chart of the patient and copy all the anthropometric, biochemical, clinical, physical data or record of the patient (<i>Kunin at isulat ang lahat ng impormasyon tungkol sa pasyente kasama ang anthropometric, physical exams, latest laboratory at clinical result</i>)	None (<i>Wala</i>)	10 minutes (<i>10 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
	2.1 Visit and assess the patient for diet counselling (<i>Bisitahin at suriin ang pasyente para sa diet counselling</i>)	None (<i>Wala</i>)	10 minutes (<i>10 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
3. Provide factual information (<i>Tumugon sa mga katanungan</i>)	3. Interview patient on nutritional history and knowledge, other relevant nutrition-related information	None (<i>Wala</i>)	10 minutes (<i>10 minuto</i>)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH



	<p><i>(Alamin ang kaalaman tungkol sa nutrisyon at iba pang mga kailangang impormasyon.</i></p> <p>3.1 Perform diet computation <i>(Magsagawa ng diet computation)</i></p> <p>3.2 Perform diet counselling <i>(Ipaliwanag ang tama at angkop na nutrisyon para sa pasyente)</i></p>	<p>None <i>(Wala)</i></p> <p>None <i>(Wala)</i></p>	<p>10 minutes <i>(10 minuto)</i></p> <p>20 minutes <i>(20 minuto)</i></p>	<p><i>Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH</i></p> <p><i>Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH</i></p>
4. Sign the Patient's Counselling Logbook <i>(Pirmahan ang Patient's Counselling Logbook)</i>	4. Give the patient's counselling logbook for his/her signature <i>(Ibigay ang patient's counselling logbook at pirmahan sa pasyente)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	<i>Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH</i>
5. Accept prescribed dietary instruction guide and nutrition pamphlet <i>(Tanggapin ang iniresetang gabay sa naaayon na pagkain at pamphlet na may impormasyong pang nutrisyon)</i>	5. Prepare and give prescribed dietary instruction guide and nutrition pamphlet <i>(Ihandat at bigyan ng tularan at listahan ng mga tamang pagkain at ng pamphlet na may</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	<i>Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH</i>



	<i>impormasyong pang nutrisyon)</i>			
6. Answer the client satisfaction survey. <i>(Sagutan and client satisfaction survey)</i>	6. Give the client satisfaction survey form. <i>(Ibigay ang form ng client satisfaction survey)</i>	None (Wala)	1 minute (1 minuto)	Michelle Caspe, RND, Nutritionist – Dietitian NDS OMCDH
	TOTAL	None (Wala)	1 hour and 5 minutes (1 oras at 5 minuto)	

14. OUT-PATIENT CONSULTATION

The Out-Patient Consultation is available from Monday to Friday at 8:00AM to 5:00PM, except on holidays. It provides services for diagnosis and treatment for patients who do not require admission.

(Ang Out-Patient Consultation ay bukas mula Lunes hanggang Biyernes tuwing 8:00AM-5:00PM, maliban kung Piyesta Opisyal. Nagbibigay ito ng serbisyo para sa diagnosis at paggamot sa mga pasyente na hindi nangangailangan na manatili sa ospital nang magdamag.)

Office or Division:	Out-Patient Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Pre-form at Triage Form		Front Desk-OMCDH		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number - Yellow card		
Hospital Record		Medical Record Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get Pre-form and Triage form at the front desk beside the OPD entrance and write the correct information of the patient. <i>(Kumuha ng Pre-form at Triage form sa front desk sa gilid ng OPD entrance at isulat ang tamang impormasyon ng pasyente.)</i>	1. Give the Pre-form and Triage form to patient or accompanying person. <i>(Bigyan ng Pre-form at Triage form ang pasyente o kasama nito.)</i>	None (Wala)	1 minute (1 minuto)	Radinel Marasigan, Security Guard Securfit Services OMCDH
2. Proceed to Information Area and give the filled-out Pre-form and patient's hospital number- yellow card. <i>(Pumunta sa Information Area at ibigay ang sinagutang Pre-form at yellow card.)</i>	2. Receive the filled-up Pre-form and patient's hospital number- yellow card. <i>(Tanggapin ang Pre-form ay yellow card)</i>	None (Wala)	1 minute (1 minuto)	Mary Grace M. Dimaano, RN, Nurse I OPD OMCDH
	2.1 Give assigned consultation number and instruct to proceed to waiting area, and wait for the name to be called. <i>(Bigyan ng numero para sa pagpapakonsulta at papuntahin sa waiting area at hintayin na tawagin ang pangalan.)</i>	None (Wala)	1 minute (1 minuto)	Mary Grace M. Dimaano, RN, Nurse I OPD OMCDH
	2.2. Secure patient's record at the Medical	None (Wala)	15 minutes (15 minuto)	Merlo L. Alegre, Administrative Aide III



	Records Section. (<i>Kunin ang talaan ng pasyente sa Medical Records Section.</i>)			Medical Records OMCDH
3. Proceed to waiting area and wait the name to be called. (<i>Pumunta sa "waiting area" at hintayin na tawagin ang pangalan.</i>)	3. Call patient's name. (<i>Tawagin ang pangalan ng pasyente.</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Mary Grace M. Dimaano, RN, Nurse I OPD OMCDH
4. Give full details of present illness. (<i>Magbigay ng buong detalye ng kasalukuyang karamdaman.</i>)	4. Write the chief complain and history of present illness. (<i>Isulat ang sanhi ng sakit ng pasyente.</i>)	None (<i>Wala</i>)	2 minutes (<i>2 minuto</i>)	Mary Grace M. Dimaano, RN, Nurse I OPD OMCDH
	4.1. Take vital signs and write on patient's record. (<i>Kunan ng vital signs ang pasyente at isulat sa patient's record.</i>)	None (<i>Wala</i>)	3 minutes (<i>3 minuto</i>)	Mary Grace M. Dimaano, RN, Nurse I OPD OMCDH
5. Proceed to OPD Consultation Room and give the information about the present illness asked by the physician. (<i>Pumunta sa OPD Consultation Room at ibigay ang kaukulang detalye tungkol sa sakit ayon sa pagtatanong ng doktor.</i>)	5. Call the name of the patient to have consult and examine, and proceed to OPD Consultation Room. (<i>Tawagin ang pangalan ng pasyenteng kokonsultahin.</i>)	None (<i>Wala</i>)	3 minutes (<i>3 minuto</i>)	Mary Grace M. Dimaano, RN, Nurse I OPD OMCDH



	<p>5.1. Examine the condition of patient and explain the present disease and necessary treatment. (<i>Suriin ang kalagayan ng pasyente at ipaliwanag ang kondisyon at kinakailangang gamutan. pasyente.</i>)</p>	None (<i>Wala</i>)	15 minutes (<i>15 minuto</i>)	<p>Jefferson B. Birung, MD Medical-Internest John Lloyd F. Fonte, MD Surgeon Raquel P. Adolfo, MD, FPOGS OB-Gyne Giezibel H. Arago, MD, DPPS Pediatrician OPD OMCDH</p>
	<p>5.2. Give the prescribed medication and explain the procedure in taking medicines. (<i>Ibigay ang reseta at ipaliwanag ang pag-inom ng gamot.</i>)</p>	None (<i>Wala</i>)	3 minutes (<i>3 minuto</i>)	<p>Mary Grace M. Dimaano, RN, Nurse I OPD OMCDH</p>
	<p>5.4 Enter patient's data into the logbook and <i>i-HOMIS</i>. (<i>Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS.</i>)</p>	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	<p>Mary Grace M. Dimaano, RN, Nurse I OPD OMCDH</p>
	Total	None (<i>Walang Bayad</i>)	47 minutes (<i>47 minuto</i>)	



15. PROVISION OF LABORATORY SERVICE TO OUT-PATIENT (Pagbibigay ng serbisyo ng laboratory para sa mga Out-Patient)

Provision of laboratory service to Out-Patient Department of the hospital as well as other institution needing its services. Service available 24 hours everyday.

Note: Clinical Chemistry test result will be available from 2:00 PM to 5:00 PM.

(Pagbibigay ng serbisyo ng laboratory para sa mga pasyente sa Out-Patient Department ng hospital at iba pang institusyon na nangangailangan nito. Bukas ng 24 oras, araw-araw.)

Tandaan: Ang resulta po ng Clinical Chemistry ay makukuha simula 2:00 hanggang 5:00 ng hapon.)

Office or Division:	Laboratory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Out-Patient needing laboratory service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request (1 original)		Attending Physician/ Requesting Party		
2. Triage Form (1 original)		Triage - OMCDH		
3. Official Receipt (1 original)		Cashier - OMCDH		
4. Medical Social Service Classification for Indigent Patient (1 original)		Medical Social Service - OMCDH		
5. Client satisfaction Survey (1 original)		Laboratory - OMCDH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. COVID Form at the Triage area and fill it out honestly for everyone's safety and security <i>(Kumuha ng Covid Form sa TRIAGE area at sagutan ito ng matapat at totoo lamang para sa kaligtasan at seguridad ng bawat isa)</i>	1. Give the client the COVID Form and have the client/patient fill it in and check if all the questions are answered correctly <i>(Ibigay sa kliyente ang (Form) at pasagutan ito sa pasyente/kliyente at suriin kung kompleto ng sagutan)</i>	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	<i>Radinel Marasigan, Security Guard I</i> Civil Security Unit OMCDH



	<i>ang lahat ng katanungan)</i>			
2. Present laboratory request and Triage Form with complete details <i>(Ipakita ang laboratory request at triage form na may kumpletong detalye.)</i>	2. Accept the laboratory request and Triage For <i>(Tanggapin ang laboratory request at triage form)</i> 2.2 Give the patient charge slip for payment <i>(Bigyan ng charge slip ang pasyente para sa bayaran)</i>	None <i>(Wala)</i>	5 Minutes <i>(5 Minuto)</i>	<i>Mathet R. Claveria, Laboratory Technician I Laboratory OMCDH</i>
3. Provide the specimen as needed or have blood drawn <i>(Magbigay ng specimen na kailangan o magpakuha ng dugo)</i>	3. Accept the sample needed or draw the patient's blood <i>(Tanggapin ang sample na kailangan o kuhanan ng dugo ang pasyente)</i> 3.1 Label the sample with a name and laboratory number <i>(Lagyan ng pangalan at laboratory number ang sample)</i> 3.2 Record the examination being requested	None <i>(Wala)</i>	30 minutes <i>(30 minuto)</i>	<i>Mathet R. Claveria, Laboratory Technician I Laboratory OMCDH</i>



	<p><i>(Itala ang eksaminasyon na ipinapagawa)</i></p> <p>3.3 Take the sample to the laboratory and process it <i>(Dalhin sa laboratory ang sample at i-proseso ito.)</i></p>		<p>2 Hours Note: Clinical Chemistry results will be released at 2:00 – 5:00 PM</p> <p><i>(2 Oras Tandaan: Ang resulta ng Clinical Chemistry ay makukuha simula 2:00 - 5:00 ng hapon)</i></p>	<p><i>Daryl D. Carandan, Medical Technologist II</i> <i>Sheryll Ronilor J. Jaen, Medical Technologist I</i> Laboratory OMCDH</p>
4. Settle payment and pay appropriate fee at the cashier <i>(Ayusin ang bayarin at magbayad sa kahera)</i>	4. Accept laboratory charges, fees and issue an Official Receipt <i>(Tanggapin ang laboratory charges, bayad at mag-isyu ng opisyal na resibo)</i>	Amount specified to be charged. See Laboratory Pricelist <i>(Halagang tinukoy na singilin (Tingnan sa talaan ng pagbabayaran))</i>	5 minutes <i>(5 minuto)</i>	<i>Leonila P. Laurel, Cash Clerk</i> Cashier OMCDH
4.1 For indigent patient: Go to Medical Social Service Office <i>(Para sa mga indigent na pasyente – magtungo sa opisina ng Medical Social Service)</i>	4.1 Accept laboratory charges, assess the patient and provide appropriate certification or evaluation	None <i>(Wala)</i>	10 Minutes <i>(10 Minuto)</i>	<i>Charo Mae T. De Mesa, SWO I,</i> OMCDH



	<i>(Tanggapin ang laboratory charges, tayahin ang pasyente at magbigay ng kaukulang sertipikasyon o ebalwasyon)</i>			
5. Return for the official result on the time specified by the laboratory and present proof of payment or the certification from the Medical Social Service Office <i>(Balikan ang resulta sa oras na itinakda ng laboratory at ipakita ang resibo ng pinagbayaran o sertipikasyon galing sa Medical Social Service Office)</i>	5. Prepare and record official result <i>(Ihandang itala ang opisyal na resulta)</i> 5.1 Check the proof of payment or the certification from the Medical Social Service Office <i>(Suriin ang katunayan ng pinagbayaran o sertipikasyon galing sa Medical Social Service Office)</i>	None <i>(Wala)</i>	5 Minutes <i>5 Minuto</i>	<i>Daryl D. Carandan, Medical Technologist II</i> <i>Sheryll Ronilor J. Jaen, Medical Technologist Laboratory OMCDH</i>
6. Sign the Release Record and complete the Client Satisfaction Survey	6. Give the Record book and let the patient fill the Client	None <i>(Wala)</i>	2 minutes <i>2 minuto</i>	<i>Daryl D. Carandan, Medical Technologist II</i>



<p><i>(Pirmahan ang record ng pagrelease at sagutan ang Client Satisfaction Survey)</i></p>	<p>Satisfaction Survey Form <i>(Ibigay ang record book at pasagutan ang Client Satisfaction Survey)</i></p> <p>6.1 Give the laboratory result to the patient <i>(Ibigay ang resulta sa pasyente)</i></p> <p>6.2 Receive the Client Satisfaction Survey <i>(Tanggapin ang Client Satisfaction Survey)</i></p>			<p>Sheryll Ronilor J. Jaen, Medical Technologist I Mathet R. Claveria, Laboratory Technician I Laboratory OMCDH</p>
	<p>Total</p>	<p>Depends on the amount specified to be charged. See Laboratory Pricelist</p> <p><i>(Depende sa halagang tinukoy na singilin (Tingnan sa talaan ng</i></p>	<p>3 Hours and 2 minutes (3 oras at 3 minuto)</p>	



		<i>pagbabayaran))</i>		
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COMPREHENSIVE LIST OF SERVICES

SERVICES	DOCUMENTARY REQUIREMENT	FEE	PROCESSING HOURS
1 Complete Blood Count	Laboratory Request	180.00	5 Hours
2 Prothrombin Time	Laboratory Request	350.00	5 Hours
3 Activated Partial Thromboplastin Time	Laboratory Request	350.00	5 Hours
4 Clotting Time / Bleeding Time	Laboratory Request	100.00	5 Hours
5 Malarial Smear	Laboratory Request	100.00	5 Hours
CLINICAL MICROSCOPY			
6 Routine Urinalysis	Laboratory Request	50.00	5 Hours
7 Fecalalysis	Laboratory Request	40.00	5 Hours
8 Kato Katz Method	Laboratory Request	40.00	5 Hours
SEROLOGY / IMMUNOLOGY			
9 HBsAg	Laboratory Request	120.00	5 Hours
10 Syphilis / Anti-TP	Laboratory Request	170.00	5 Hours
11 Typhidot	Laboratory Request	350.00	5 Hours
12 Dengueblot	Laboratory Request	1200.00	5 Hours
13 Blood Typing – Forward Card Method	Laboratory Request	180.00	5 Hours
14 Pregnancy Test	Laboratory Request	150.00	5 Hours
15 C – Reactive Protein	Laboratory Request	600.00	5 Hours
16 TSH	Laboratory Request	600.00	5 Hours
17 FT3	Laboratory Request	600.00	5 Hours



1 8	FT4	Laboratory Request	600.00	5 Hours
1 9	TROP I	Laboratory Request	1200.00	5 Hours
2 0	CKMB	Laboratory Request	900.00	5 Hours
2 1	PSA	Laboratory Request	850.00	5 Hours
CLINICAL CHEMISTRY				
2 2	Fasting Blood Sugar	Laboratory Request	100.00	7 Hours
2 3	Random Blood Sugar	Laboratory Request	100.00	5 Hours
2 4	Total Cholesterol	Laboratory Request	100.00	7 Hours
2 5	Triglycerides	Laboratory Request	100.00	7 Hours
2 6	HDL/LDL – Cholesterol	Laboratory Request	250.00	7 Hours
2 7	Blood Uric Acid	Laboratory Request	150.00	7 Hours
2 8	Blood Urea Nitrogen	Laboratory Request	100.00	7 Hours
2 9	Creatinine	Laboratory Request	100.00	7 Hours
3 0	SGOT	Laboratory Request	200.00	7 Hours
3 1	SGPT	Laboratory Request	200.00	7 Hours
3 2	Alkaline Phosphatase	Laboratory Request	300.00	7 Hours
3 3	Bilirubin	Laboratory Request	300.00	7 Hours
3 4	Oral Glucose Tolerance Test	Laboratory Request	500.00	7 Hours
3 5	Serum Electrolytes (Na K Cl)	Laboratory Request	500.00	7 Hours
3 6	HbA1c	Laboratory Request	650.00	7 Hours
BLOOD STATION				
3 7	Blood Typing Tube Method	Laboratory Request	250.00	7 Hours
3 8	Compatibility Testing	Laboratory Request	500.00	7 Hours
3 9	Packed Red Blood Cell	Laboratory Request	1500.00	-



4 0	Whole Blood	Laboratory Request	1800.00	-
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16. RADIOLOGIC SERVICE

Providing radiology services for patients of the hospital that need it. Service available 24 hours, every day.

(Pagbibigay ng serbisyo ng radiology para sa mga pasyente ng hospital na nangangailangan nito. Bukas 24 oras, araw-araw.)

Office or Division:	Radiology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	In and Out-Patient needed radiologic service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Radiology Request Form (1 original)		Attending Physician/ Out-Patient Department		
2. Charge Slip (1 original)		Radiology Information Area		
3. Official Receipt (1 original)		Cashier		
4. Triage Form (1 original)		Triage		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and honestly fillout Covid Form at the triage area. <i>(Kumuha ng Covid Form sa TRIAGE area at sagutan ito ng matapat at totoo lamang para sa kaligtasan at seguridad ng bawat isa.)</i>	1. Provide the form to the client and retrieve the same after accomplishment. <i>(Ibigay sa kliyente ang (Form) at pasagutan ito sa pasyente/kliyente at kuhanin kapag ito ay kompleto ng sagutan ang lahat ng katanungan.)</i>	None (Wala)	5 minutes (5 minuto)	<i>Radinel Marasigan, Security Guard</i> Security Services OMCDH
2. Present Radiology request with complete data. <i>(Ipakita ang request at triage form na may</i>	2. Receive and sort request for the x-ray procedure to be performed.	None (Wala)	3 minutes (3 minuto)	<i>Ronaldo S. Espiritu, Radiologic Technologist I</i> Radiology OMCDH



<i>kumpletong detalye.)</i>	<i>(Tanggapin at suriin ang request at triage form para sa isasagawang x-ray procedure.)</i> 2.1 Issue charge slip for payment. <i>(Bigyan ng charge slip.)</i>			
3. Pay radiology charges to the cashier. <i>(Magbayad ng kaukulang bayarin sa kahera.)</i>	3. Receive charge slip, payment and issue official receipt. <i>(Tanggapin ang radiology charges, bayad at mag-isyu ng opisyal na resibo)</i>	Amount specified on the charge slip <i>(Halagan g tinukoy na singilin)</i>	5 minutes <i>(5 minuto)</i>	<i>Leonila P. Laurel,</i> Cash Clerk I Cashiering OMCDH
3.1 For indigent patient: Go to Medical Social Service Office. <i>(Para sa mga indigent na pasyente – magtungo sa opisina ng Medical Social Service.)</i>	3.1. Receive Radiology charges, evaluate patient and issue certification or evaluation. <i>(Tanggapin ang radiology charges, i-evaluate ang pasyente at magbigay ng kaukulang sertipikasyon o ebalwasyon.)</i>	none <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	<i>Charo Mae Tabares,</i> SWO I Social Welfare Services OMCDH
4. Return to Radiology Department and present official receipt of payment or certification from	4. Get and check the proof of payment or the certification issued by the Medical Social Service Office.	None <i>(Wala)</i>	1 Minute <i>(1 Minuto)</i>	<i>Ronald S. Espiritu,</i> Radiologic Technologist I Radiologic OMCDH



the Medical Social Service Office. (Bumalik sa Radiology Department at ipakita ang resibo pinagbayaran o sertipikasyon galling sa Medical Social Service Office.)	(Kunin at suriin ang resibo ng pinagbayaran o sertipikasyon galling sa Medical Social Service Office.)			
5. Undergo radiologic procedure needed. (Ipagawa ang radiologic procedure na kailangan.)	5. Process the radiologic procedure needed. (Isagawa ang radiologic procedure na kailangan.)	None (Wala)	3 minutes (3 Minuto)	Ronaldo S. Espiritu, Radiologic Technologist I Radiologic OMCDH
6. Return for the official result on the date specified by the Radiology Department. (Balikan ang resulta sa araw na itinakda ng Radiology Department.)	6. Prepare official result. (Ihanda ang opisyal na resulta.) 6.1 Record official result. (Itala ang opisyal na resulta.)	None (wala)	2 days (2 araw)	Ronaldo S. Espiritu, Radiologic Technologist I Radiologic OMCDH
7. Sign in the releasing record (Pirmahan ang record ng pagrelease.)	7. Give the record book to the patient. (Ibigay ang record book sa pasyente.) 7.1. Release the result to the patient. (Ibigay ang resulta sa pasyente.)	None (Wala)	1 Minute (1 Minuto)	Ronaldo S. Espiritu, Radiologic Technologist I Radiologic OMCDH
8. Answer the client satisfaction survey.	8. Give the client satisfaction survey form.	None (Wala)	1 Minute (1 Minuto)	Ronaldo S. Espiritu, Radiologic



<i>(Sagutan and client satisfaction survey)</i>	<i>(Ibigay ang form ng client satisfaction survey)</i>			Technogist / Radiologic OMCDH
	Total	Depends on the amount specified to be charged. See Comprehensive List of Services <i>(Depend e sa halagan g tinukoy na singilin. Tingnan sa talaan ng pagbaba yaran)</i>	2 days and 20 minutes <i>(2 araw at 20 minuto)</i>	

COMPREHENSIVE LIST OF SERVICES

SERVICES		Actual Charges	PROCESSING TIME	
		PHP	PROCEDURE	RESULTS
1.	Chest / Lung Adult X-ray	280.00	3 Minutes	2 days
2.	Chest / Lung Pedia X-Ray	560.00	3 Minutes	2 days
3.	Skull APL	560.00	4 Minutes	2 days
4.	Upper and Lower Extremeties	330.00	3 Minutes	2 days
5.	Abdomen	280.00	3 Minutes	2 days
6.	Spine	280.00	3 Minutes	2 days
7.	Pelvis	280.00	3 Minutes	2 days



19. WARD

Ward is open 24 hours daily. It provides facilities and medical services to admitted patients that require treatment and medical care. OMCDH has regular ward and isolation ward. Patients with communicable diseases are carefully placed in Isolation Ward.

(Ang Ward ay bukas 24 oras. Ito ay nagbibigay ng pasilidad at serbisyo na nangangailangan ng paggamot at pangangalagang medical. Ang OMCDH ay mayroong Regular Ward at Isolation Ward. Ang mga pasyenteng may nakahahawang sakit ay maingat na inilalagay sa Isolation Ward.)

A. ADMISSION IN REGULAR WARD AND ISOLATION (*Pagtigil ng pasyente sa Regular Ward at Isolation Ward*)

Office or Division:	Ward			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient chose to be admitted in the ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- previously issued hospital number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Transfer patient to ward for confinement <i>(Lumipat sa Ward area para sa pagtigil sa pagamutan)</i>	1. Admit patient endorsement from ER Nurse and follow standard protocol in patient admission <i>(Tanggapin ang endorsement galing sa ER Nars)</i>	None <i>(Walang Bayad)</i>	7 minutes <i>(7 minuto)</i>	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
	1.1. Assess patient condition. and take vital signs <i>(Suriin ang kondisyon at kunan ng vital signs ang pasyente)</i>	None <i>(Walang Bayad)</i>	5 minutes <i>(5 minuto)</i>	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH



	<p>1.2. Verify physician's order for the continuity of care (<i>Surin ang order ng doktor para sa patuloy gamutan.</i>)</p>	None (<i>Walang Bayad</i>)	5 minutes (<i>5 minuto</i>)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
	<p>1.3. Give instruction about diagnostic procedures and record patient's name in daily census (e.g. proper collection of stools, urine etc.) (<i>Bigyan ng mga tagubilin sa mga pagsusuri na gagawin at isulat ang pangalan sa daily census</i>)</p>	None (<i>Walang Bayad</i>)	3 minutes (<i>3 minuto</i>)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
	<p>1.4. Coordinate with the Nutrition and Dietetic Section for patient's appropriate meal (<i>Makipag ugnayan sa Nutrition and Dietetic Section para sa pagkain ng pasyente.</i>)</p>	None (<i>Walang Bayad</i>)	2 Minutes (<i>2 minuto</i>)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
	<p>1.5. Coordinate with other institution or clinic for other diagnostic procedure needed. (<i>Makipag ugnayan sa ibang institusyon o klinika para sa iba</i>)</p>	None (<i>Walang Bayad</i>)	5 Minutes (<i>5 minuto</i>)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH



	<p><i>pang examination. (Ultrasound, CT-Scan, etc.)</i></p> <p>1.6. Monitor patient's condition and refer to resident on duty any untoward signs and symptoms (<i>Subaybayan ang kondisyon ng pasyente at isangguni sa doktor ang mga sintomas na nakita.</i>)</p> <p>1.7. Endorse patient's condition and continuity of care to in-coming nurse on duty (<i>Ipagbigay- alam sa kasunod na nars and kondisyon ng pasyente, at ang pagpapatuloy ng gamutan</i>)</p>	<p>None (<i>Walang Bayad</i>)</p> <p>None (<i>Walang Bayad</i>)</p>	<p>If critically ill- every 15 minutes to 1 hour. If stable - every 4 hours (<i>Kung malubha ang sakit, tuwing ika-15 minuto hanggang 1 oras: kung stable, tuwing ika-4 na oras</i>)</p> <p>3 Minutes (<i>3 minuto</i>)</p>	<p><i>Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH</i></p> <p><i>Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH</i></p>
2. Answer the client satisfaction survey. (<i>Sagutan and client satisfaction survey</i>).	2. Give the client satisfaction survey form. (<i>Ibigay ang form ng client satisfaction survey</i>)	None (<i>Wala</i>)	1 Minute (<i>1 Minuto</i>)	<i>Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH</i>
	Total	None (Walang Bayad)	4 hours and 32 minutes (4 na oras at 32 minuto)	



B. DISCHARGING PATIENT

(Pagpapauwi ng pasyente)

Office or Division:	Ward			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients recovered from illness			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		Billing Section		
Discharge Clearance Slip		Cashier		
Gate Pass		Ward		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive instruction on discharge order (Tumanggap ng tagubilin para sa pag-uwi)	1. Write on patient chart the discharge order (<i>Isulat sa chart ng pasyente ang utos ng pag-uwi</i>)	None (<i>Walang Bayad</i>)	5 Minutes (<i>5 minuto</i>)	Jefferson B. Birung, MD (<i>Medical Internest</i>) John Lloyd F. Fonte, MD (<i>Surgeon</i>) Raquel P. Adolfo, MD, FPOGS (OB-Gyne) Giezibel H. Arago, MD, DPPS (<i>Pediatrician</i>) WARD OMCDH
	1.2. Verify physician's order for patient's discharge (<i>Suriin ang tagubilin ng doktor para sa pag uwi ng pasyente</i>)	None (<i>Walang Bayad</i>)	5 minutes (<i>5 minuto</i>)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH



	1.3. Explain the discharge order of the physician to the patient and/or relatives. <i>(Ipaliwanag sa pasyente o kamag-anak ang pag uwi.)</i>	None (Walang Bayad)	3 minutes (3 minuto)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
	1.4. Bring the discharge clearance slip together with patient's chart Pharmacy <i>(Dalhin sa Botika ang discharge clearance slip kasama ang chart ng pasyente)</i>	None (Walang Bayad)	3 minutes (3 minuto)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
	1.5. Encode the patient for discharge on i-HOMIS <i>(Itala sa i-HOMIS ang pasyente na uuwi)</i>	None (Walang Bayad)	1 minute (1 minuto)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
2. For watcher or relative: proceed to Billing Section to settle Hospital Bill <i>(Para sa bantay o kamag-anak: pumunta sa Billing Section para pagsasaayos ng Hospital Bill.)</i>	2. Settle the bills of the patient for discharge if with Philhealth Insurance <i>(Ayusin ang Hospital Bill ng pasyente.)</i>	PhilHealth Coverage	5 minutes (5 minuto)	Jaylord O. Sapusao Administrative Aide IV PHILHEALTH OFFICE OMCDH
	2.1 Proceed to Social Service for availment of Indigency If no	None (Walang Bayad)	5 Minutes (5 minuto)	Charo Mae T. De Mesa, RSW SWO I,



	Philhealth Insurance (<i>Pumunta sa Social Service para kumuha ng Indigency kung walang Philhealth Insurance</i>)			Social Services Office, OMCDH
3. Receive the Statement of Account and Discharge Clearance slip and give to ward nurse (<i>Tanggapin ang Statement of Account at Discharge Clearance slip at ibigay sa ward nars</i>)	3. Give Statement of Account and Discharge Clearance slip to patient's relative (<i>Bigyan ng Statement of Account and Discharge Clearance slip ang kamag-anak ng pasyente</i>)	None (<i>Wala</i>)	5 minutes (<i>5 minuto</i>)	Jaylord O. Sapusao Administrative Aide IV PHILHEALTH OFFICE OMCDH
4. Give the Statement of Account and Discharge Clearance slip to the Ward Nurse (<i>Ibigay ang Statement of Account at Discharge Clearance slip to the Ward Nurse para sa pag-uwi</i>)	4. Receive the Statement of Account and Discharge Clearance slip, then attach to patient's chart. (<i>Tanggapin ang Statement of Account and Discharge Clearance slip at ilakip sa chart ng pasyente.</i>)	None (<i>Wala</i>)	3 minutes (<i>3 minuto</i>)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
6. Receive instructions on home medication, prevention of recurrence of illness and follow-up visit. (<i>Tumanggap ng tagubilin para sa pag-</i>	6. Give instruction on home medication, prevention of recurrence of illness and follow-up visit.	None (<i>Wala</i>)	5 minutes (<i>5 minuto</i>)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH



<i>inom ng gamot sa bahay at mga dapat gawin upang maiwasan ang pagbalik ng sakit at skedyul ng muling pagkonsulta)</i>	<i>(Ipaliwanag ang mga gamot na iinummin sa bahay, tagubilin para muling magkasakit at skedyul ng muling pagkonsulta)</i> 6.1. Give a gate pass for discharge, record patient's name in the logbook and hospital daily census. <i>(Bigyan ng gate pass at Isulat ang pangalan ng umuwing pasyente sa logbook at hospital daily census)</i>	None (Wala)	2 minutes (2 minuto)	Jean Catherine M. Dimaano, RN, MAN Nurse I WARD OMCDH
7. Give the gate pass and the Watcher's ID <i>(Ibigay ang gate pass at isauli ang Watcher's ID)</i>	7. Receive the gate pass and Watcher's ID and record discharged patient's name in the logbook <i>(Tanggapin ang gate pass at Watcher's ID at isulat ang pangalan ng umuwing pasyente sa logbook)</i>	None (Walang Bayad)	2 minutes (2 minuto)	Radinel Marasigan Security Guard OPD OMCDH
8. Answer the client satisfaction survey. <i>(Sagutan and client satisfaction survey).</i>	8. Give the client satisfaction survey form.	None (Wala)	1 minute (1 minuto)	Radinel Marasigan Security Guard



	<i>(Ibigay ang form ng client satisfaction survey)</i>			OPD, OMCDH
	Total	None (Wala)	45 minutes (45 minuto)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM, or if applicable, the customized printed client survey forms. 2. Contact info: (043) 738-9362 or 09934110125 and/or via omcdh@ormindoro.gov.ph
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development Performance Management Division (PA - ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers/response, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA – ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow – ups, client may contact (043) 738-9362 or 0993 411 0125 and/or omcdh@ormindoro.gov.ph.
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint of filling up the digital CSS form at the Public Assistance and Complaints Desk located at the 2nd Floor, Provincial Administrator's Office, Main Bldg., Provincial Capitol Complex, Camilmil, Calapan City. 2. The name, designation and the office of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint.



	3. For inquiries and follow – ups, client may contact (043) 738-9362 or 0993 411 0125 and/or omcdh@ormindoro.gov.ph
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial's Administrator's Office, through its Organizational Development Performance Management Division (PA - ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA – ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible. 5. The client shall be notified of the progress of the complaint. 6. For inquiries and follow – ups, client may contact (043) 738-9362 or 0993 411 0125 and/or omcdh@ormindoro.gov.ph
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

Office Directory

Office	Address	Contact Information
Oriental Mindoro Central District Hospital (OMCDH)	Strong Nautical Highway, Papandayan, Pinamalayan, Oriental Mindoro	(043)738-9362 0993 411 0125
	Email	omcdh@ormindoro.gov.ph



Oriental Mindoro Southern District Hospital (OMSDH)

External Services



1. HOSPITAL BILL FOR EMERGENCY ROOM (ER) CLIENT WITH PHILHEALTH FOR MINOR SURGICAL PROCEDURES

Processing payments and other financial transactions for services rendered at the emergency room and ensuring that patients understand their financial obligations. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Clearance Slip (1 copy)		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a signed CF4 form and ER Clearance slip at the PhilHealth office	1. Receive signed CF4 form and release countersigned ER Clearance slip with PhilHealth stamp	None	5 minutes	Ma. Shiela R. Silang, MHA Administrative Officer IV PHILHEALTH Section OMSDH
2. Present the signed ER Clearance slip with PhilHealth stamp to Billing and sign the two (2) copies of SOA and CF2	2. Explain the bill to patient and release two (2) copies of SOA, and the countersigned ER Clearance slip	None	5 minutes	Ma. Shiela R. Silang, MHA AO IV Billing Section OMSDH
3. Submit two (2) copies of SOA and the ER Clearance slip to Cashier	3. Release one (1) copy of SOA and the countersigned ER Clearance slip	None	5 minutes	Concepcion C. Geniza, MPA Cashier I Cashier Section OMSDH
TOTAL		None	15 minutes	



1.HOSPITAL BILL FOR EMERGENCY ROOM (ER) CLIENT WITHOUT PHILHEALTH AND WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the emergency room and ensuring that patients understand their financial obligations.

Availability of Service: Monday to Sunday (24 hours)

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Clearance Slip (1 copy)		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished ER Clearance slip	1. Release two (2) copies of Statement of Account (SOA); countersigned ER clearance slip.	None	5 minutes	<i>Ma. Shiela R. Silang, MHA AO IV</i>
2. Submit the two (2) copies of SOA and countersigned ER Clearance slip to Cashier	2. Receive the two (2) copies of SOA, the clearance slip and the payment; 2.1. Return one (1) copy of SOA, and the countersigned ER clearance slip; 2.2. Release an Official Receipt (OR)	Total Cost of Services *See schedule of fees	5 minutes	<i>Concepcion C. Geniza, MPA Cashier I</i>
TOTAL		Total Cost of Services *See schedule of fees	10 minutes	



2.HOSPITAL BILL FOR EMERGENCY ROOM (ER) CLIENT WITHOUT PHILHEALTH BUT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the emergency room and ensuring that patients understand their financial obligations.

Availability of Service: Monday to Sunday (24 hours)

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Clearance Slip (1 copy)		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished ER Clearance slip	1. Explain the bill to patient and release the first copy of Statement of Account (SOA)	None	5 minutes	Ma. Shiela R. Silang, MHA AO IV Billing Section OMSDH
2. Present the 1 st SOA to Medical Social Welfare (MSW) Office and to sign at the MSW logbook	2. Release the Certificate of Indigency and the MAIP slip	None	5 minutes	Meriam Gene Perez, RSW Medical Social Welfare Officer Medical Social Welfare Section OMSDH
3. Return the 1 st SOA, submit the Certificate of Indigency and the MAIP slip; and sign the final two (2) copies of SOA	3. Explain the final bill to patient and release two (2) copies of SOA, and the countersigned ER Clearance slip	None	5 minutes	Ma. Shiela R. Silang, MHA AO IV OMSDH
4. Submit two (2) copies of SOA, and ER Clearance slip to Cashier	4. Release (1) copy of SOA, the countersigned ER Clearance slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP	5 minutes	Concepcion C. Geniza, MPA Cashier I OMSDH



TOTAL	None if fully covered by MAIP or the excess of MAIP	20 minutes	
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3. HOSPITAL BILL FOR INPATIENT CLIENT WITH EXCESS FROM PHILHEALTH CASE RATE BUT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the ward and ensuring that patients understand their financial obligations. The procedure commences after the billing clerk announces the names of the clients on process. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit both signed CF2/CF4 forms and the first copy of Statement of Account (SOA) to PhilHealth	1. Receive signed CF2/CF4 forms and release the first copy of SOA and the PhilHealth stab	None	5 minutes	<i>Ma. Shiela R. Silang, MHA AO IV- OMSDH</i>
2. Present the 1 st SOA to Medical Social Welfare (MSW) Office and to sign at the MSW logbook	2. Release the Certificate of Indigency and the MAIP slip	None	5 minutes	<i>Meriam Gene Perez, RSW MSWO- OMSDH</i>
3. Return the first SOA, submit the PhilHealth stab, the Certificate of Indigency, and the MAIP slip and sign the final two (2) copies of SOA	3. Explain the final bill to patient and release two (2) copies of SOA and the countersigned Admission Clearance	None	5 minutes	<i>Ma. Shiela R. Silang, MHA AO IV- OMSDH</i>



4. Submit two (2) copies of SOA, and Admission slip to Cashier	4. Release (1) copy of SOA, the countersigned Admission Clearance slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP	5 minutes	<i>Concepcion C. Geniza, MPA Cashier I</i>
TOTAL		None if fully covered by MAIP or the excess of MAIP	20 minutes	

5. HOSPITAL BILL FOR INPATIENT CLIENT WITHOUT EXCESS FROM PHILHEALTH CASE RATE

Processing payments and other financial transactions for services rendered at the ward and ensuring that patients understand their financial obligations. The procedure commences after the billing clerk announces the names of the clients on process. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed CF2/CF4 forms and the first copy of Statement of Account (SOA) to PhilHealth	1. Receive signed CF2/CF4 forms and release the first copy of SOA and the PhilHealth stab	None	5 minutes	<i>Ma. Shiela R. Silang, MHA AO IV</i> OMSDH
2. Present the first copy of SOA and the PhilHealth stab	2. Explain the bill to patient and release the second copy of SOA and the Admission Clearance	None	5 minutes	<i>Ma. Shiela R. Silang, MHA AO IV</i> OMSDH



3. Submit the (2) copies of SOA, the PhilHealth stab and the Admission Clearance to Cashier	3. Release the countersigned (1) copy of SOA and the countersigned Admission Clearance	None	5 minutes	<i>Concepcion C. Geniza, MPA</i> Cashier I OMSDH
TOTAL		None	15 minutes	

6. HOSPITAL BILL FOR INPATIENT CLIENT WITHOUT PHILHEALTH WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the ward and ensuring that patients understand their financial obligations. The procedure commences after the billing clerk announces the names of the clients on process. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Billing to get a copy of Statement of Account (SOA)	1. Explain the bill to patient and release the first SOA	None	5 minutes	<i>Ma. Shiela R. Silang, MHA</i> AO IV OMSDH
2. Present the 1 st SOA to Medical Social Welfare (MSW) Office and to sign at the MSW logbook	2. Release the Certificate of Indigency and the MAIP slip	None	5 minutes	<i>Meriam Gene Perez, RSW</i> MSWO OMSDH
3. Return the 1 st SOA, submit the Certificate of Indigency and the MAIP slip to Billing and sign the final two (2) copies of SOA	3. Explain the final bill to patient, release two (2) copies of SOA, and the countersigned ER Clearance slip	None	5 minutes	<i>Ma. Shiela R. Silang, MHA</i> AO IV OMSDH



4. Submit two (2) copies of SOA, and ER Clearance slip to Cashier	4. Release (1) copy of SOA, the countersigned ER Clearance slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP	5 minutes	<i>Concepcion C. Geniza, MPA Cashier I</i> OMSDH
TOTAL		None if fully covered by MAIP or the excess of MAIP	20 minutes	

7. HOSPITAL BILL FOR INPATIENT CLIENT WITHOUT PHILHEALTH AND WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the ward and ensuring that patients understand their financial obligations. The procedure commences after the billing clerk announces the names of the clients on process. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to sign and submit one copy of Statement of Account (SOA)	1. Explain the final bill to patient and release two (2) copies of SOA, and countersigned Admission Clearance slip	None	5 minutes	<i>Ma. Shiela R. Silang, MHA AO IV</i> OMSDH
2. Submit two (2) copies of SOA, and the Admission	2. Release one (1) copy of SOA and the countersigned	Total Cost of Services	5 minutes	<i>Concepcion C. Geniza, MPA Cashier I</i> OMSDH



Clearance slip to Cashier	Admission Clearance slip	*See schedule of fees		
TOTAL		Total Cost of Services *See schedule of fees	10 minutes	

8.HOSPITAL BILL FOR OUTPATIENT CLIENT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the outpatient department and ensuring that patients understand their financial obligations.

Availability of Service: Mondays to Sundays (24 hours)

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		OPD iHOMIs Pharmacy; CSSR;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the charge slip	1. Explain the bill to client and release the first copy of Statement of Account (SOA)	None	5 minutes	<i>Ma. Shiela R. Silang, MHA</i> AO IV OMSDH
2. Present the 1 st SOA to Medical Social Welfare (MSW) Office and sign at the MSW logbook	2. Release the Certificate of Indigency and the MAIP slip	None	5 minutes	<i>Meriam Gene Perez, RSW</i> MSWO OMSDH



3. Return the 1 st SOA, submit the Certificate of Indigency and the MAIP and sign the final two (2) copies of SOA	3. Explain the final bill to patient and release two (2) copies of SOA and the MAIP	None	5 minutes	Ma. Shiela R. Silang, MHA AO IV OMSDH
4. Submit two (2) copies of SOA and the MAIP slip to Cashier	4. Release (1) copy of SOA, the countersigned MAIP slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP	5 minutes	Concepcion C. Geniza, MPA Cashier I OMSDH
TOTAL		None if fully covered by MAIP or the excess of MAIP	20 minutes	

9. PAYMENT OF HOSPITAL BILL FOR OUTPATIENT CLIENT WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the outpatient department and ensuring that patients understand their financial obligations.

Availability of Service: Mondays to Sundays (24 hours)

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		OPD iHOMIS Pharmacy. CSSR;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the charge slip and sign the	1. Explain the bill to client and release one (1) copy of SOA	None	5 minutes	Ma. Shiela R. Silang, MHA AO IV



Statement of Account (SOA)				OMSDH
2. Submit one (1) copy of SOA to Cashier	2. Release one (1) copy of Official Receipt (OR)	Total Cost of Services *See schedule of fees	5 minutes	<i>Concepcion C. Geniza, MPA Cashier I</i> OMSDH
TOTAL		Total Cost of Services *See schedule of fees	10 minutes	

CENTRAL SUPPLY ROOM (CSR) SERVICES

10. PRESCRIPTION FOR OUTPATIENT DEPARTMENT CLIENT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENT (MAIP)

The medical supplies used for the patients are obtained from this unit. **Availability of Service:** Mondays to Sundays (24 hours).

Office or Division:	Central Supply Room			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Central Supply Room (CSR)	1. Release CSR charge slip	None	5 minutes	<i>Flordeline V. Escueta NA, OSDH</i>
2. Present the CSR charge slip to Medical Social Welfare Office and sign the MSW logbook	2. Release the discounted CSR charge slip with MAIP stamp and Certificate of Indigency	None	5 minutes	<i>Meriam Gene Prez, RSW Medical Social Welfare Office</i>



3. Submit the discounted CSR charge slip with MAIP stamp and Certificate of Indigency to Billing	3. Release two (2) copies of SOA and the MAIP slip	None	5 minutes	<i>Ma. Shiela R. Silang, MHA AO IV, OMSDH</i>
4. Submit two (2) copies of SOA and the MAIP slip to Cashier	4. Release (1) copy of SOA, the countersigned MAIP slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP *See schedule of fees	5 minutes	<i>Concepcion C. Geniza, MPA Cashier I, OMSDH</i>
5. Present the countersigned MAIP slip plus the OR if not fully covered by MAIP to the CSR	5. Dispense the medical supplies	None	5 minutes	<i>Flordeline V. Escueta NA, OMSDH</i>
TOTAL		None if fully covered by MAIP or the excess of MAIP *See schedule of fees	25 minutes	

11. PRESCRIPTION FOR OUTPATIENT DEPARTMENT CLIENT WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENT (MAIP)

The medical supplies used for the patients are obtained from this unit. **Availability of Service:** Mondays to Sundays (24 hours).



Office or Division:	Central Supply Room			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Central Supply Room	1. Release CSR charge slip	None	5 minutes	<i>Flordeline V. Escueta</i> NA, OMSDH
2. Submit CSR charge slip to Billing	2. Release one (1) copy of Statement of Account (SOA);	None	5 minutes	<i>Ma. Shiela R. Silang, MHA</i> AO IV, OMSDH
3. Submit one (1) copy of SOA to Cashier	3. Release the Official Receipt (OR)	Total Cost of Services *See schedule of fees	5 minutes	<i>Concepcion C. Geniza, MPA</i> Cashier I, OMSDH
4. Present the OR to the CSR	4. Dispense the medical supplies	None	5 minutes	<i>Flordeline V. Escueta</i> NA, OMSDH
TOTAL		Total Cost of Services *See schedule of fees	20 minutes	

EMERGENCY ROOM (ER) SERVICES

12. ADMISSION OF CLIENT WITH PHILHEALTH

The process of admitting a patient for an extended period of medical care and treatment to help the patient recover and regain their health. **Availability of Service:** Mondays to Sundays (24 hours)



Office or Division:	Emergency Room (ER) Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide demographic and pertinent data to IHOMIS at the Emergency Room (ER)	1. Record demographic and pertinent data	None	5 minutes	<i>Harrold V. Atienza</i> AA I-OMSDH
2. Sign the Consent for Admission form	2. Assess the clinical condition of the client, secure the signed Consent for Admission form, and complete charting for admission	None	30 minutes	<i>Robert G. Gonzales, MD</i> Medical Officer IV OMSDH
3. Secure prescribed medicines and supplies to Pharmacy and Central Supply Room	3. Carry out doctor's orders	None	4 hours	<i>Rocelle Go, RN</i> Supervising Nurse OMSDH
4. Secure PhilHealth stub at PhilHealth	4. Release PhilHealth stub	None	5 minutes	<i>Ma. Shiela R. Silang, MBA</i> AO IV OMSDH
5. Prepare the client's belonging	5. Transferred the client in the ward	None	5 minutes	<i>Rocelle Go, RN</i> SN OMSDH
TOTAL		None	4 hours, 45 minutes	

13. ADMISSION OF CLIENT WITHOUT PHILHEALTH

The process of admitting a client for an extended period of medical care and treatment to help the patient recover and regain their health. **Availability of Service:** Mondays to Sundays (24 hours)



Office or Division:	Emergency Room (ER) Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide demographic and pertinent data to IHOMIS at the Emergency Room (ER)	1. Record demographic and pertinent data	None	5 minutes	<i>Harrold V. Atienza</i> AA I/Sys. Admin OMSDH
2. Sign the Consent for Admission form	2. Assess the clinical condition of the client, secure the signed Consent for Admission form and complete charting	None	30 minutes	<i>Robert G. Gonzales, MD</i> MO IV OMSDH
3. Secure prescribed medicines and supplies to Pharmacy and Central Supply Room	3. Carry out doctor's orders	None	4 hours	<i>Rocelle Go,</i> RN SN OMSDH
4. Secure PhilHealth stub at PhilHealth	4. Release PhilHealth stub	None	5 minutes	<i>Ma. Shiela R. Silang</i> AO IV OMSDH
5. Proceed to Medical Social Welfare (MSW) Office and sign at the MSW logbook	5. Enroll the client to PhilHealth Point of Servicer	None	10 minutes	<i>Meriam Gene Perez, RSW</i> MSWO OMSDH
6. Prepare the client's belonging	6. Transferred the client in the ward	None	5 minutes	<i>Rocelle Go,</i> RN SN OMSDH
TOTAL		None	4 hours, 55 minutes	



14. EMERGENCY ROOM CONSULTATION

The doctor promptly assesses patients who cannot wait in the Outpatient Department (OPD) and those who arrive at the hospital when the OPD is closed but need immediate attention. However, they do not necessarily need to be admitted and the doctor will eventually send them home. **Availability of Service:** Mondays to Sundays (24 hours)

Office or Division:	Emergency Room (ER) Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide demographic and pertinent data to IHOMIS at the Emergency Room (ER)	1. Record demographic and pertinent data	None	5 minutes	Harrold V. Atienza AA I/Sys. Admin OMSDH
2. Subject the self for medical evaluation	2. Assess the clinical condition of the client	None	30 minutes	Rogelio R. Untalan, MD Arthur Villafuerte, MD Kristina Regina Talens-Galindez, MD Kristine Bernadette Colis-Amuguis, MD Medical Specialist Robert Gonzales, MD Medical Office IV Mae Athina Balquin, MD. Jhon Paul Hora, MD Medical Officer III Out Patient Department



3. Secure prescribed medicines and supplies to Pharmacy and Central Supply Room	3. Carry out doctor's orders	None	4 hours	Rocelle Go, RN SN OMSDH
4. Secure ER Clearance slip and have it signed by Laboratory, Radiology, CSSR, and Pharmacy	4. Order patient for discharge	None	15 minutes	Rocelle Go, RN SN OMSDH
TOTAL		Total Cost of Services *See schedule of fees	4 hours, 50 minutes	

*Follow the procedure of payment of hospital bills for Emergency Room client accordingly.

LABORATORY SERVICES

15. LABORATORY FOR EMERGENCY ROOM (ER) AND INPATIENT CLIENTS

The hospital laboratory performs various diagnostic tests and analyses. Patients typically provide samples or undergo tests as directed by the doctors, and the results are then interpreted by healthcare professionals to make informed decisions about treatment and care. **Availability of Service:** Monday to Sunday (24 hours)

Office or Division:	Diagnostic Laboratory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request thru IHOMIS interface		Emergency Room IHOMIS interface Ward Nurse Station IHOMIS interface		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit for collection of specimens	1. Extract specimen sample, subject the specimen to laboratory examination and release of results directly to ER nurse station and/or Ward nurse station	None	*See the table of turnaround time	<i>Mark Edison Martinez, RMT. Chief Medical Technologist Laboratory</i>
TOTAL		None	*See the table of turnaround time	

*Table of Turnaround time

*Payment shall be included in hospital bill when patient is about to secure clearance for discharge.

16.LABORATORY FOR OUTPATIENT CLIENT

The hospital laboratory performs various diagnostic tests and analyses. Patients typically provide samples or undergo tests as directed by the doctors, and the results are then interpreted by healthcare professionals to make informed decisions about treatment and care. **Availability of Service:** Monday to Sunday (24 hours)

Office or Division:	Diagnostic Laboratory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request/s (for submission)		OPD Nurse Station		
Official Receipt (for presentation) and/or countersigned MAIP (for submission)		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Laboratory Request/s and the Official Receipt and/or countersigned MAIP slip to the laboratory and submit for collection of specimens	1. Extract specimen sample and subject the specimen to laboratory examination	None	5 minutes *See the table of turnaround time	<i>Mark Edison Martinez, RMT. CMT OMSDH</i>
2. Get the result	2. Release of results	None	5 minutes	<i>Mark Edison Martinez, RMT. CMT OMSDH</i>



TOTAL	None	10 minutes plus the turnaround time	
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*No additional charges except for the already paid diagnostic procedure/s or test

*See schedule of fees

MEDICAL SOCIAL SERVICES

17.PROVISION OF MEDICAL ASSISTANCE FOR INDIGENT PATIENT

This unit provide support and assistance to patients and their families. **_Availability of Service:** Mondays to Fridays (8:00 am to 5:00 pm except Holidays)

Office or Division:	Medical Social Welfare Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account (SOA)		Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present SOA	1. Interview and release Certificate of Indigency and MAIP slip	None	5 minutes	<i>Meriam Gene Perez, RSW MSWO OMSDH</i>
TOTAL		None	5 minutes	

OUTPATIENT DEPARTMENT SERVICES

18. ANIMAL BITE TREATMENT CENTER SERVICES

A specialized healthcare clinic that focuses on the assessment, treatment, and management of individuals who have been bitten by animals. It is open from Mondays to Fridays at 8:00AM to 4:00PM.

Office or Division:	Outpatient Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:		All hospital clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient Demographic slip at OPD information desk	1. Provide Patient Demographic (PD) slip, submit accomplished PD slip to OPD IHOMIS and forward generated/retrieved patient's chart to OPD nursing staff	None	10 minutes	Jocelyn Gregorio, RN SN Narciso Cahigao Security Guard OMSDH
2. Proceed to OPD nurse station	2. Take history and vital signs and provide laboratory request to client (<i>if applicable</i>)	None	10 minutes	Jocelyn Gregorio, RN SN OMSDH
3. Proceed to Animal Bite Treatment Center (ABTC)	3. Evaluate and categorize the wound and provide prescription for medicines and supplies	None	5 minutes	Maricel Ilagan Nurse II ABTC Room OMSDH
4. Pay the fees and fill-up prescription	4. Release the Statement of Account (SOA) and the Official Receipt (OR) and/or the countersigned MAIP slip and release medicine and medical supplies from the Pharmacy and Central Supply Room	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	30 minutes	Ma. Shiela R. Silang AO IV Concepcion C. Geniza Cashier I OMSDH
5. Bring the medicine and	5. Proceed with the ABTC procedure/s and advises the	None	45 minutes	Maricel Ilagan N II



medical supplies to the ABTC	patient about home medication			OMSDH
TOTAL		Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	1 hour, 40 minutes	

19. CONSULTATION IN PEDIATRICS, MEDICINE, SURGERY AND OBSTETRICS AND GYNECOLOGY

The designated area where medical services are provided to patients who do not require hospitalization. It is open from Mondays to Fridays at 8:00AM to 4:00PM.

Office or Division:	Outpatient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient Demographic (PD) slip at	1. Provide Patient Demographic (PD) slip, submit accomplished PD slip to OPD IHOMIS and forward generated/retrieved	None	10 minutes	<i>Jocelyn Gregorio, RN SN</i> <i>Narciso Cahigao SG OMSDH</i>



OPD information desk	patient's chart to OPD			
2. Proceed to OPD nurse station	2. Take history and vital signs and provide laboratory request to client (<i>if applicable</i>)	None	10 minutes	Jocelyn Gregorio, RN SH OMSDH
3. Present laboratory request to OPD IHOMIS	3. Return laboratory request and release charge slip to client	None	5 minutes	Harrold V. Atienza iHOMIS Head OMSDH
4. Pay hospital bills	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	20 minutes	Ma. Shiela R. Silang AO IV Concepcion C. Geniza Cashier I OMSDH
5. Submit the laboratory request and present the OR and/or countersigned MAIP slip to laboratory	5. Conduct diagnostic procedure and release result	None	*See the table of turnaround time	Mark Edison Martinez, RMT CMT OMSDH
6. Submit the result to OPD nursing staff	6. Call the name of client for clinical checkup and release prescription	None	15 minutes	Rogelio R. Untalan, MD Arthur Villafuerte, MD Kristina Regina Talens-Galindez, MD Kristine Bernadette Colis-Amuguis, MD MS Robert Gonzales, MD



				MO IV Mae Athina Balquin, MD. Jhon Paul Hora, MD MO III OMSDH
TOTAL		Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	Turnaround time plus 1 hour	

20. DENTAL SERVICES

A specialized unit in the hospital's outpatient department that provides dental care services to patients. It is open from Mondays to Fridays at 8:00AM to 4:00PM.

Office or Division:	Outpatient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient Demographic (PD) slip at OPD information desk	1. Provide Patient Demographic (PD) slip, submit accomplished PD slip to OPD IHOMIS and forward generated/ret	None	10 minutes	Jocelyn Gregorio, RN, SN Narciso Cahigao SG, OMSDH



	rieved patient's chart to OPD			
2. Proceed to OPD nurse station	2. Take history and vital signs and provide laboratory request to client (<i>if applicable</i>)	None	10 minutes	Jocelyn Gregorio, RN, SN OMSDH
3. Proceed to dental clinic	3. Evaluate dental status and provide prescription for medicines and supplies	None	30 minutes	Dr. Rogeline Noble Dentist II Dental Clinic
4. Pay hospital bills and fill-up prescription	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip, and release medicine and medical supplies	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	30 minutes	Ma. Shiela R. Silang AO IV Concepcion C. Geniza Cashier I OMSDH
5. Bring the medicine and medical supplies to the Dental Clinic	5. Proceed with the procedure/s	None	30 minutes	Dr. Rogeline Noble, Dentist II
TOTAL		Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the	1 hour, 50 minutes	



	excess of MAIP		
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21. TUBERCULOSIS - DIRECTLY OBSERVED TREATMENT, SHORT COURSE (TB-DOTS) SERVICES

A specialized healthcare facility that plays a crucial role in the diagnosis and treatment of tuberculosis (TB) using DOTS strategy. It is open Mondays to Fridays at 8:00AM to 4:00PM.

Office or Division:	TB-DOTS clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient Demographic (PD) slip at OPD information desk	1. Provide Patient Demographic (PD) slip, submit accomplished PD slip to OPD IHOMIS and forward generated / retrieved patient's chart to OPD	None	10 minutes	Jocelyn Gregorio, RN SN Narciso Cahigao SG
2. Proceed to OPD nurse station	2. Take history and vital signs, provide radiology and laboratory requests to client (<i>if applicable</i>)	None	10 minutes	Jocelyn Gregorio, RN SN - OMSDH
3. Present radiology and laboratory requests to OPD IHOMIS	3. Return radiology and laboratory requests and release charge slip to client	None	5 minutes	Harrold V. Atienza AAll/ Sys.Administrator Out Patient Dept.



4. Pay the hospital bill	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	20 minutes	Ma. Shiela R. Silang - AO IV Concepcion C. Geniza Cashier I OMSDH
5. Submit the radiology and laboratory requests and present the OR and/or countersigned MAIP slip to x-ray room and laboratory	5. Conduct diagnostic procedures and release results	None	*See the table of turnaround time	Mark Edison Martinez, RMT. CMT OMSDH
6. Submit the result to OPD nursing staff	6. Call the name of client for clinical checkup, release prescription to client and refer to hospital TB DOTS	None	15 minutes	Rogelio R. Untalan, MD Arthur Villafuerte, MD Kristina Regina Talens-Galindez, MD Kristine Bernadette Colis-Amuguis, MD Medical Specialist Robert Gonzales, MD Medical Office IV Mae Athina Balquin, MD. Jhon Paul Hora, MD Medical Officer III Out Patient Department
7. Proceed to hospital TB-DOTS clinic	7. Evaluate and prescribe other test before	None	10 minutes	TB DOTS Nurse TB DOTS Clinic



	initiation of treatment			
8. Pay the hospital bill	8. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	10 minutes	<i>Ma. Shiela R. Silang - AO IV</i> <i>Concepcion C. Geniza</i> <i>Cashier I</i> <i>Cashier Section</i>
9. Submit the laboratory requests and present the OR and/or countersigned MAIP slip to laboratory	9. Conduct diagnostic procedures and release results	None	2 days	<i>Mark Edison Martinez, RMT.</i> <i>CMT</i> <i>OMSDH</i>
10. Submit the result to TB DOTS Clinic	10. Start anti-TB medications	None	15 minutes	<i>Agnes Alfaro, RN</i> <i>Nurse I</i> <i>TB DOTS Clinic</i>
TOTAL		Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	Turnaround time plus 2 days, 1 hour, 35 minutes	



PHARMACY SERVICES

22. PRESCRIPTION FOR OUTPATIENT DEPARTMENT CLIENT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENT (MAIP)

The medication is handed to the patient, and any additional counseling or instructions are provided. It is open 24/7.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Pharmacy	1. Release Pharmacy charge slip	None	5 minutes	<i>Girlie Ferias, RPh.</i> <i>Chief Pharmacist Pharmacy</i>
2. Present the Pharmacy charge slip to Medical Social Welfare (MSW) Office and to sign at the MSW logbook	2. Release the discounted Pharmacy charge slip with MAIP stamp and Certificate of Indigency	None	5 minutes	<i>Meriam Gene Perez, RSW.</i> <i>MSWO</i>
3. Submit the discounted Pharmacy charge slip with MAIP stamp and Certificate of Indigency to Billing	3. Release two (2) copies of SOA and the MAIP slip	None	5 minutes	<i>Ma. Shiela R. Silang - AO IV</i>
4. Submit two (2) copies of SOA and the MAIP slip to Cashier	4. Release (1) copy of SOA, the countersigned MAIP slip plus the Official Receipt (OR) if not fully	None if fully covered by MAIP or the excess of MAIP	5 minutes	<i>Concepcion C. Geniza</i> <i>Cashier I</i> OMSDH



	covered by MAIP	*See schedule of fees		
5. Present the countersigned MAIP slip plus the OR if not fully covered by MAIP to the Pharmacy	5. Dispense the medicines	None	5 minutes	<i>Girlie Ferias, RPh.</i> Chief Pharmacist Pharmacy
TOTAL		None if fully covered by MAIP or the excess of MAIP *See schedule of fees	25 minutes	

23. PRESCRIPTION FOR OUTPATIENT DEPARTMENT CLIENT WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENT (MAIP)

The medication is handed to the patient, and any additional counseling or instructions are provided. It is open 24/7.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the pharmacy	1. Release Pharmacy charge slip	None	5 minutes	<i>Girlie Ferias, RPh.</i> Chief Pharmacist Pharmacy
2. Submit Pharmacy	2. Release one (1) copy of	None	5 minutes	<i>Ma. Shiela R. Silang - AO IV</i>



charge slip to Billing	Statement of Account (SOA)			
3. Submit one (1) copy of SOA to Cashier	3. Release the Official Receipt (OR)	Total Cost of Services *See schedule of fees	5 minutes	<i>Concepcion C. Geniza Cashier I Cashier Section</i>
4. Present the OR to the Pharmacy	4. Dispense the medicines	None	5 minutes	<i>Girlye Ferias, RPh. Chief Pharmacist Pharmacy</i>
TOTAL		Total Cost of Services *See schedule of fees	20 minutes	

PHILHEALTH SERVICES

24. PHILHEALTH AVAILMENT FOR INPATIENT CLIENT

The process of accessing the benefits and coverage provided by PhilHealth to help offset the cost of healthcare services received from the hospital. It is open 8:00AM to 5:00PM daily.

Office or Division:	PhilHealth
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All hospital clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Member Data Record (1 copy for presentation)	PhilHealth
Valid ID (1 photocopy back to back for submission if no other document to present)	Any agency releasing valid ID
Birth certificate of client (if not declared) (1 photocopy for submission)	PSA, LCR



Marriage contract (if client is not declared) (1 photocopy for submission);		LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check benefit eligibility to PhilHealth Section 1.1. Proceed to step 2 if "yes" 1.2. Proceed to Medical Social Welfare (MSW) Office if "No"	1. Check benefit eligibility through iHOMIS	None	15 minutes	<i>Ma. Shiela R. Silang - AO IV</i> <i>Meriam Gene Perez, RSW</i> <i>MSWO-OMSDH</i>
2. Submit verified diagnosis	2. Release PhilHealth stub	None	5 minutes	<i>Ma. Shiela R. Silang - AO IV</i>
TOTAL		None	20 minutes	

RADIOLOGY SERVICES

25. RADIOLOGIC PROCEDURE FOR EMERGENCY ROOM (ER) AND INPATIENT CLIENTS

A critical component of the hospital, providing various imaging services that aid in the diagnosis, treatment, and monitoring of medical conditions and injuries. It is open 8:00AM to 5:00PM from Mondays to Fridays and on-call on Saturdays and Sundays for critically ill patients.

Office or Division:	Radiology
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All hospital clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Radiologic Request thru IHOMIS interface	Emergency Room (ER) IHOMIS interface Ward Nurse Station IHOMIS interface



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for radiologic procedure at x-ray room	1. Subject client to radiologic procedure and release results directly to Emergency Room (ER) IHOMIS interface and/or Ward Nurse Station IHOMIS interface	None	30 minutes	<i>Merlin Jetro Martinez Radiologic Technologist II X-ray Room</i>
TOTAL		None	30 minutes	

*Payment shall be included in hospital bill when patient is about to secure clearance for discharge.

26. RADIOLOGIC PROCEDURE FOR OUTPATIENT CLIENT

A critical component of the hospital, providing various imaging services that aid in the diagnosis, treatment, and monitoring of medical conditions and injuries. It is open 8:00AM to 5:00PM from Monday to Friday and on-call on Saturday and Sunday for critically ill patients.

Office or Division:	Radiology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Radiologic Request/s (for submission)		OPD Nurse Station		
Official Receipt (for presentation) and/or countersigned MAIP (for submission)		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for radiologic	1. Subject client to radiologic	None	30 minutes	<i>Merlin Jetro Martinez Radiologic Technologist II</i>



procedure at x-ray room	procedure and release unofficial result to Medical Team and OPD official GC			
2. Get the official result	2. Release of official results	None	2 days	<i>Merlin Jetro Martinez Radiologic Technologist II</i>
TOTAL		None	2 days, 30 minutes	

*No additional charges except for the already paid diagnostic procedure/s or test

*See schedule of fees

RECORDS SERVICES

27. ISSUANCE OF BIRTH CERTIFICATE (MARRIED PARENTS)

This is the provision of official birth certificate to requesting clients. This service is available 8:00AM to 5:00PM from Mondays to Fridays.

Office or Division:	Medical Records			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract (1 photocopy for submission)		Philippine Statistics Authority Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Birth Certificate Draft Form for validation	1. Receive and validate the filed-up Birth Certificate Draft Form	None	15 minutes	<i>Jose Catapang Medical Record Officer</i> Medical Records Section
2. Sign and submit final form of Birth Certificate	2. Forward signed birth certificate to Local Civil Registrar (T-	None	6 days	<i>Nerissa Quintinio Municipal Registrar Officer</i>



	TH) and retrieve the Register Birth Certificate			
3. Retrieve the Birth Certificate Draft Form from Medical Record and present to Billing	3. Release SOA	None	5 minutes	<i>Ma. Shiela R. Silang - AO IV</i>
4. Proceed to Cashier to submit two copies of SOA	4. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	<i>Concepcion C. Geniza Cashier I Concepcion C. Geniza, MPA Cashier I OMSDH</i>
5. Present the OR to Medical records	5. Release Birth Certificate	None	5 minutes	<i>Jose Catapang MRO OMSDH</i>
TOTAL		PHP 80	6 days, 30 minutes	

28. ISSUANCE OF BIRTH CERTIFICATE (MARRIED PARENTS) LATE REGISTRATION

This is the provision of official birth certificate to requesting clients. This service is available 8:00AM to 5:00PM from Mondays to Fridays.

Office or Division:	Medical Records			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract (1 photocopy for submission)		Philippine Statistics Authority Municipal Civil Registrar		
Community Tax Certificate (1 original copy for presentation of applicant)		Barangay		
Negative Birth Registration Certificate (original for submission)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit filled-up Birth Certificate Draft Form for validation	1. Receive and validate the filed-up Birth Certificate Draft Form	None	15 minutes	Jose Catapang MRO OMSDH
2. Sign and submit final form of Birth Certificate	2. Forward signed birth certificate to Local Civil Registrar (T-TH) and retrieve the Register Birth Certificate	None	15 days	Nerissa Quintinio Municipal Registrar Officer
3. Retrieve the Birth Certificate Draft Form from Medical Record and present to Billing	3. Release SOA	None	5 minutes	Ma. Shiela R. Silang - AO IV
4. Proceed to Cashier to submit two copies of SOA	4. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Concepcion C. Geniza Cashier I Cashier Section
5. Present the OR to Medical records	5. Release Birth Certificate	None	5 minutes	Jose Catapang MRO OMSDH
TOTAL		PHP 80	15 days, 30 minutes	

29. ISSUANCE OF BIRTH CERTIFICATE (UNMARRIED PARENTS)

This is the provision of official birth certificate to requesting clients. This service is available 8:00AM to 5:00PM from Mondays to Fridays.

Office or Division:	Medical Records
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All hospital clients
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Valid ID (Photocopy for submission of both parents)		Any agency releasing valid ID		
Barangay Clearance (2) original copies for submission of both parents)		Barangay		
Community Tax Certificate (both parents for presentation)		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Birth Certificate Draft Form for validation	1. Receive and validate the filed-up Birth Certificate Draft Form and release the Birth Certificate Draft Form with OMSDH Medical Record slip	None	15 minutes	<i>Jose Catapang</i> MRO OMSDH
2. Proceed to MCR to secure affidavit to use the surname of the father	2. Provide affidavit to use the surname of the father and Official Receipt	PHP 200	2 hours (Outside OMSDH)	<i>Nerissa Quintinio</i> Municipal Registrar Officer
3. Submit the affidavit to use the surname of the father, sign and submit the final form of Birth Certificate	3. Forward signed birth certificate to Local Civil Registrar (T-TH) and retrieve the Register Birth Certificate	None	6 days	<i>Nerissa Quintinio</i> Municipal Registrar Officer
4. Retrieve the Birth Certificate Draft Form from Medical Record and present to Billing	4. Release SOA	None	5 minutes	<i>Ma. Shiela R. Silang</i> - AO IV
5. Proceed to Cashier to submit two copies of SOA	5. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	<i>Concepcion C. Geniza</i> Cashier I OMSDH
6. Present the OR to Medical records	6. Release Birth Certificate	None	5 minutes	<i>Jose Catapang</i> MRO OMSDH



TOTAL	PHP 280	6 days, 2 hours, 30 minutes	
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30. ISSUANCE OF BIRTH CERTIFICATE (UNMARRIED PARENTS) LATE REGISTRATION

This is the provision of official birth certificate to requesting clients. This service is available 8:00AM to 5:00PM from Mondays to Fridays.

Office or Division:	Medical Records			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (Photocopy for submission of both parents)		Any agency releasing valid ID		
Barangay Clearance two (2) original for submission of both parents)		Barangay0		
Community Tax Certificate (both parents for presentation)		Barangay		
Negative Birth Registration Certificate one (1) original for submission)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Birth Certificate Draft Form for validation	1.Receive and validate the filed-up Birth Certificate Draft Form and release the Birth Certificate Draft Form with OMSDH Medical Record slip	None	15 minutes	Jose Catapang MRO OMSDH



2. Proceed to MCR to secure affidavit to use the surname of the father	2. Provide affidavit to use the surname of the father and official Receipt	PHP 200	2 hours (outside OMSDH)	<i>Municipal Civil registrar</i> Municipal Civil Registrar Officer
3. Submit the affidavit to use the surname of the father, sign and submit the final form of Birth Certificate	3. Forward signed birth certificate to Local Civil Registrar (T-TH) and retrieve the Register Birth Certificate	None	15 days	<i>Municipal Civil Registrar</i> Municipal Civil Registrar Officer
4. Retrieve the Birth Certificate Draft Form from Medical Record and present to Billing	4. Release SOA	None	5 minutes	<i>Ma. Shiela R. Silang - AO IV</i>
5. Proceed to Cashier to submit two copies of SOA	5. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	<i>Concepcion C. Geniza</i> Cashier I Cashier Section
6. Present the OR to Medical records	6. Release Birth Certificate	None	5 minutes	<i>Jose Catapang MRO</i> OMSDH
TOTAL		PHP 280	15 days, 2 hours, 30 minutes	

31. ISSUANCE OF CLINICAL ABSTRACT FROM CONFINEMENT

This service provides summarized, comprehensive document that contains essential information about a patient's medical history, treatment, and current health status. This service is available 8:00AM to 5:00PM from Mondays to Fridays.

Office or Division:	Medical Records
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All hospital clients



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (for presentation) and/or		Any agency releasing valid ID		
Authorization Letter (1 original copy for submission)		Patient or immediate legal next of kin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out request form	1. Prepare certified true copy of Clinical Abstract	None	15 minutes	<i>Jose Catapang MRO OMSDH</i>
2. Present to Billing the retrieved request form for Clinical Abstract	2. Release 2 copies of SOA	None	5 minutes	<i>Ma. Shiela R. Silang - AO IV</i>
3. Proceed to Cashier to submit two copies of SOA	3. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	<i>Concepcion C. Geniza Cashier I</i>
4. Present the OR to Medical records	4. Release the certified true copy of Clinical Abstract	None	5 minutes	<i>Jose Catapang MRO OMSDH</i>
TOTAL		PHP 80	30 minutes	

32. ISSUANCE OF DEATH CERTIFICATE

The service of providing a legal document that confirms and records the death of an individual. This service is available 8:00AM to 5:00PM from Mondays to Fridays.

Office or Division:	Medical Records		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All hospital clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Birth Certificate or marriage contract of deceased (1 photocopy for submission)		PSA or MCR	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Death Certificate Draft Form for validation	1. Receive and validate the filed-up Death Certificate Draft Form and release draft of Death Certificate	None	15 minutes	<i>Jose Catapang MRO</i> OMSDH
2. Proceed to MHO for submission of draft of Death Certificate	2. Review the draft of Death Certificate	None	4 hours (outside OMSDH)	<i>Municipal Health Officer</i> Municipal Health Officer
3. Submit the reviewed draft of Death Certificate	3. Receive and prepare the final form of Death Certificate	None	15 minutes	<i>Jose Catapang MRO</i> OMSDH
4. Present to Billing the retrieved Death Certificate Draft Form from Medical Records	4. Release 2 copies of SOA	None	5 minutes	<i>Ma. Shiela R. Silang -</i> AO IV
5. Proceed to Cashier to submit two copies of SOA	5. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	<i>Concepcion C. Geniza</i> Cashier I Cashier Section
6. Present the OR to Medical records	6. Release the final form of Death Certificate	None	5 minutes	<i>Jose Catapang MRO</i> OMSDH
TOTAL		PHP 80	4 hours, 45 minutes	

33. ISSUANCE OF MEDICAL CERTIFICATE FOR EMPLOYMENT / ON-THE-JOB TRAINING AND ENROLLMENT TO SCHOOL

The provision of an official document that verifies an individual's health status and fitness for a specific purpose. This service is available 8:00AM to 5:00PM from Mondays to Fridays.



Office or Division:	Chief of Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Radiologic and Laboratory Results		Any Accredited Diagnostic Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient Demographic (PD) slip at OPD information desk	1. Provide Patient Demographic (PD) slip, submit accomplished PD slip to OPD IHOMIS and forward generated / retrieved patient's chart to Chief of Hospital (COH) Office	None	10 minutes	<i>Jocelyn Gregorio, RN Supervising Nurse Narciso Cahigao Security Guard Out Patient Dept.</i>
2. Proceed to COH	2. Release diagnostic requests	None	5 minutes	<i>Jocel C. Caranzo, MD. Chief of Hospital</i>
3. Present laboratory request to OPD IHOMIS	3. Return laboratory request and release charge slip to client	None	5 minutes	<i>Harrold V. Atienza Admin Aide II. iHOMIS OMSDH</i>
4. Pay the hospital bill	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip	Total Cost of Services *See schedule of fees	20 minutes	<i>Ma. Shiela R. Silang - AO IV Concepcion C. Geniza Cashier I</i>



		*None if fully covered by MAIP or the excess of MAIP		
5. Submit the laboratory request and present the OR and/or countersigned MAIP slip to laboratory	5. Conduct diagnostic procedures and release result	None	*See the table of turnaround time	<i>Mark Edison Marinez, Chief Medical Technologist Laboratory</i> <i>Merlin Jetro Martinez Chief Radiologic Technologist X-ray Room</i>
6. Submit the result to COH office	6. Forward Medical Certificate to Cashier	None	10 minutes	<i>Jocel C. Caranzo, MD. Chief of Hospital</i>
7. Follow procedure of payment	7. Release two (2) copies of Medical Certificate	PHP 80	10 minutes	<i>Ma. Shiela R. Silang - AO IV</i> <i>Concepcion C. Geniza Cashier I</i> <i>Jocel C. Caranzo, MD Chief of Hospital</i>
TOTAL		Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP plus PHP 80	Turnaround time plus 1 hour	



34. ISSUANCE OF MEDICAL CERTIFICATE FOR CONFINEMENT, OPD CONSULTATION, AND EMERGENCY ROOM CONSULTATION

The provision of official document that verifies a patient's medical condition, treatment plan, and the necessity for confinement or a medical consultation. This service is available 8:00AM to 5:00PM from Mondays to Fridays.

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (for presentation) and/or		Any agency releasing valid ID		
Authorization Letter (1 original copy for submission)		Patient or immediate legal next of kin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out request form	1. Prepare Medical Certificate	None	4 hours	<i>Jose Catapang MRO OMSDH</i>
2. Present to Billing the retrieved request form for Medical Certificate	2. Release 2 copies of SOA	None	5 minutes	<i>Ma. Shiela R. Silang - AO IV</i>
3. Proceed to Cashier to submit two copies of SOA	3. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	<i>Concepcion C. Geniza Cashier I Cashier Section</i>
4. Present the OR to Medical records	4. Release the Medical Certificate	None	5 minutes	<i>Jose Catapang MRO OMSDH</i>
TOTAL		PHP 80	4 hours, 15 minutes	

35. ISSUANCE OF MEDICO-LEGAL CERTIFICATE

The creation and provision of an official document that contains medical information and findings related to a patient's condition or injuries, particularly in cases with legal implications. It is open during office hours from Monday to Friday.

Office or Division:	Oriental Mindoro Southern District Hospital
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (for presentation) and/or		Any agency releasing valid ID		
Authorization Letter (1 original copy for submission)		Patient or immediate legal next of kin		
Police Request (1 original copy)		Police station of the town where the incident happened		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out request form	1. Prepare Medico-legal Certificate	None	4 hours	Jose Catapang MRO OMSDH
2. Present to Billing the retrieved request form for Medico-legal Certificate	2. Release 2 copies of SOA	None	5 minutes	Ma. Shiela R. Silang - AO IV OMSDH
3. Proceed to Cashier to submit two copies of SOA	3. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Concepcion C. Geniza Cashier I OMSDH
4. Present the OR to Medical records	4. Release the Medico-legal Certificate	None	5 minutes	Jose Catapang MRO OMSDH
TOTAL		PHP 80	4 hours, 15 minutes	

LABORATORY TEST TURN-AROUND TIME

LABORATORY TEST	TURN AROUND TIME (TAT)	
	ROUTINE (OPD, In-patient)	STAT and ER
ABO/rH blood Typing	2 hours	1 hour
Activated Partial Thromboplastin Time (aPTT)	2 hours	1 hour
ASO	2 hours	1 hour
Blood Culture (Pedia)**	7 days	N/A
Blood Urea Nitrogen (BUN)	1 day	3 hours
Blood Uric Acid (BUA)	1 day	3 hours
Capillary Blood Glucose (CBG/HGT)	1 hour	30 mins
CBC with Platelet Count	2 hours	1 hour
CHEM 10	1 day	3 hours
Cholesterol (Total)	1 day	3 hours



Clotting Time / Bleeding Time (CT/BT)	2 hours	1 hour
Covid Rapid Antigen Test	2 hours	1 hour
Creatine	1 day	3 hours
Creatine kinase -MB (CK-MB)	2 hours	1 hour
Cross-Matching*	3 hours	2 hours
CRP	2 hours	1 hour
Dengue Dou	2 hours	1 hour
DSSM (Direct Sputum Smear Microscopy)***	3 days	1 day
Erythrocyte sedimentation Rate (ESR)	3 hours	2 hours
Fecalysis	2 hours	1 hour
GeneXpert (Rapid TB Diagnostic Test)***	3 days	1 day
Glucose (FBS/RBS)	1 day	3 hours
Gram Staining	3 hours	2 hours
HDL- Cholesterol	1 day	3 hours
Hemoglobin A 1c (HBA1c)	2 hours	1 hour
Hepatitis B Screening (HBsag)	2 hours	1 hour
HIV 1&2 Screening****	2 hours	1 hour
LIPID PROFILE	1 day	3 hours
Malarial Smear	3 hours	2 hours
Occult Blood	2 hours	1 hour
Pregnancy Test (B-hcg) Serum	2 hours	1 hour
Pregnancy Test (B-hcg) Urine	2 hours	30 mins
Procalcitonin (PCT)	2 hours	1 hour
Prostate Specific Antigen (PSA)	2 hours	1 hour
Prothrombin Time (Pro Time, PT)	2 hours	1 hour
Serum Electrolyte (Na, K, Cl)	2 hours	1 hour
SGOT (AST)	1 day	3 hours
SGPT (ALT)	1 day	3 hours
Syphilis Screening	2 hours	1 hour
Triglyceride	1 day	3 hours
Troponin I (Trop-I)	2 hours	1 hour
Typhi dot	2 hours	1 hour
Urinalysis	2 hours	1 hour
Fecalysis for Sanitary	Cut-off of specimen receiving @ 10 AM; Releasing of result @ 3PM (Mon to Friday)	
Laboratory test/s for OB	Cut-off of specimen receiving @ 12 PM; Releasing of result @ 3PM (Mon to Friday)	
Laboratory test/s for Medical Exam	1 day	N/A

LEGEND:* Available for in-patient only

** Available for in-patient only, send-out

*** Requires Enrollment in TB Program



**** Requires consultation with HIV Councilor
STAT/ER results are relayed verbally, official results to follow as soon as possible.

STAT crossmatching follows the prescribed procedure of Blood Station.

Updated September 2023

SCHEDULE OF FEES LABORATORY

- CBC with Platelet Count 180
 - ABO/rH Blood Typing 100
 - Erythrocyte Sedimentation Rate (ESR) 200
 - Peripheral Blood Smear (PBS) 150
 - Clotting Time / Bleeding Time (CT/BT) 60
 - Urinalysis 50
 - Fecalalysis 50
 - Occult Blood 100
 - Malarial Smear (BSMP) 150
 - Gram Staining 150
 - Pregnancy Test (B-hcg) 150
 - Capillary Blood Glucose (CBG/HGT) 100
 - Serum Electrolyte (Na, K, Cl) 480
 - Typhidot 525
 - Dengue Duo (NS1, IgM, IgG) 1,200
 - Hemoglobin A1c (HBA1c) 650
 - CRP 500
 - ASO 500
 - Hepatitis B Screening (HBsAg) 250
 - Syphilis Screening 150
 - HIV 1 & 2 Screening 250
 - Cross-Matching 200
 - Troponin I (Trop-I) 1,200
 - Creatine Kinase – MB (CK-MB) 800
 - Procalcitonin (PCT) 1,200
 - Prothrombin Time (Pro Time, PT) 500
 - Activated Partial Thromboplastin Time (aPTT) 500
 - Prostate-Specific Antigen (PSA) 600
 - Covid Rapid Antigen 660
- Blood Chemistry**
- Glucose (FBS/RBS) 100
 - Cholesterol (Total) 100
 - Blood Uric Acid (BUA) 100
 - Blood Urea Nitrogen (BUN) 100
 - Creatine 100
 - Triglyceride 100
 - HDL -cholesterol 250
 - SGPT (ALT) 120
 - SGOT (AST) 120
 - **CHEM 10** 1,190

SCHEDULE OF FEES



MEDICAL SUPPLIES

PRODUCT DESCRIPTION		PRICE
ABDOMINAL BINDER	PHP	181.00
ASEPTO SYRINGE	PHP	51.00
ANESTHESIA BREATH CIRCUIT ADULT	PHP	2,730.00
ANESTHESIA BREATH CIRCUIT PEDIA	PHP	1,297.00
ANESTHESIA MASK ADULT #3	PHP	26.00
ANESTHESIA MASK ADULT #4	PHP	26.00
ANESTHESIA MASK PEDIA #2	PHP	26.00
ANESTHESIA MASK INFANT (NEONATE) #1	PHP	26.00
ALCOHOL	PHP	89.00
AIR CUSHION MASK #3	PHP	26.00
AIR CUSHION MASK #4	PHP	26.00
AP BIG 4X4	PHP	170.00
ATRAUMATIC SILK 2-0	PHP	416.00
ATRAUMATIC SILK 3-0	PHP	416.00
ATRAUMATIC SILK 4-0	PHP	416.00
BETADINE	PHP	40.00
BONE WAX	PHP	494.00
BUTTON SWITCH PENCIL (COVIDEN)	PHP	1,092.00
BUOFFANT CAP	PHP	5.00
CAUTERY PENCIL	PHP	975.00
CHERRY BALLS	PHP	10.00
CHROMIC – O ROUND	PHP	168.00
CHROMIC – 1-0 SESE	PHP	192.00
CHROMIC 2-0 ROUND	PHP	192.00
CHROMIC 3-0 ASSUT	PHP	257.00
CHROMIC 4-0	PHP	264.00
CANVATEC COLOSTOMY BAG	PHP	871.00
DISPOSABLE SYRINGE 10CC TECH	PHP	13.00
DISPOSABLE SYRINGE 1CC TERUMO	PHP	7.00
DISPOSABLE SYRINGE 3CC TECH	PHP	6.00
DISPOSABLE SYRINGE 20CC TECH	PHP	22.00
DISPOSABLE SYRINGE 5CC TECH	PHP	7.00
DISPOSABLE SYRINGE 30CC TECH	PHP	55.00
DISPOSABLE ELECTRO SURGICAL CONTROL PENCIL	PHP	165.00
DISPOSABLE NEUTRAL ELECTRODES CAUTERY PADS	PHP	557.00
DISTILLED WATER 100ML	PHP	144.00
DISTILLED WATER 50ML	PHP	88.00



ECG ELECTRODES	PHP	20.00
ETHILON 3.0	PHP	546.00
ETHILON 4.0	PHP	227.00
EPIDURAL G-18	PHP	1,580.00
FACE MASK	PHP	12.00
FLEET ENEMA	PHP	683.00
FOLEY CATHERTER Fr. 16	PHP	78.00
FOLEY CATHERTER Fr. 18	PHP	78.00
GEL FOAM	PHP	975.00
GAUZE PAD 4X4	PHP	5.00
GAUZE PAD 4X8	PHP	12.00
GLOVES GAMMEX S. 6 1/2	PHP	63.00
GLOVES GAMMEX S. 7	PHP	63.00
GLOVES GAMMEX S. 7 1/2	PHP	63.00
GLOVES ULTRA NULIFE (ELBOW GLOVES)	PHP	156.00
GLOVES INDO PLAS S.7.0	PHP	63.00
GUEDEL AIRWAY 80MM	PHP	115.00
GUEDEL AIRWAY 90MM	PHP	115.00
GUEDEL AIRWAY 100MM	PHP	115.00
HEAFLON I.V. CATH G16	PHP	46.00
HEAFLON I.V. CATH G18	PHP	55.00
HEAFLON I.V. CATH G20	PHP	46.00
HEAFLON I.V. CATH G22	PHP	46.00
HEAFLON I.V. CATH G24	PHP	46.00
HEAFLON I.V. CATH G26	PHP	46.00
HYDROGEN PEROXIDE 120ML	PHP	50.00
JP PRATOR WOUND DRAIN	PHP	2,275.00
KN95	PHP	62.00
LAP SPONGE 12X12	PHP	215.00
LEUKOPLAST 2.5CM X 5CM	PHP	130.00
LEUKOPLAST 10CM X 5CM	PHP	1,014.00
MICROPORE 1 INCH	PHP	43.00
MONOCRYL 4.0	PHP	835.00
NASAL 02 CANNULA ADULT	PHP	62.00
NASAL 02 CANNULA ADULT With MASK	PHP	156.00
NON-REBREATER MASK ADULT	PHP	498.00
NYLON 3-0	PHP	442.00
NYLON 2-0	PHP	442.00
OPSITE POST-OP DRESSING 25CM X 10CM	PHP	377.00
OPSITE POST-OP 15.5CM X 8.5CM	PHP	377.00



OXYGEN TUBING/CONNECTOR	PHP	78.00
PENROSE DRAIN 1/2	PHP	39.00
PENROSE DRAIN 1/4	PHP	39.00
PEAK FLOW METER ADULT SS	PHP	628.00
PEAK FLOW METER PEDIA SS	PHP	628.00
POST OPSITE DRESSING 15.5CM X 8.5CM	PHP	377.00
PROLENE MESH 3X6	PHP	346.00
PROLENE 2-0 ROUND	PHP	592.00
PROLENE 2-0 CUTTING	PHP	592.00
PROLENE 4-0 ROUND	PHP	592.00
PROLENE 4-0 CUTTING	PHP	592.00
PROLENE 5-0 ROUND	PHP	634.00
PROLENE 5-0 CUTTING	PHP	592.00
PROLENE 5-0 (DOUBLE ARM)	PHP	592.00
PROLENE 6-0 ROUND	PHP	592.00
PDS PLUS 0	PHP	592.00
ROLL GAUZE	PHP	50.00
SPINAL NEEDLE	PHP	121.00
SCRUB BRUSH WITH CHLORHEXIDINE	PHP	136.00
SILK 1-0 STRANDS	PHP	240.00
SILK 2-0 STRANDS	PHP	240.00
SILK 2-0 THREAD	PHP	238.00
SILK 2-0 CUTTING	PHP	238.00
SILK 2-0 SINGLE STRAND	PHP	238.00
SILK 2-0 CUTTING (SILKAM)	PHP	238.00
SILK 3-0	PHP	255.00
SILK 4-0	PHP	254.00
SILK 4-0 CUTTING	PHP	254.00
SILK 5-0 CUTTING	PHP	254.00
SILK 5-0 CUTTING (SILKAM)	PHP	254.00
SILK 6-0	PHP	254.00
SKIN STAPLER SESE	PHP	477.00
SKIN STAPLER REMOVER	PHP	228.00
SURGEON MARKING	PHP	163.00
STERILE GAUZE SWABS 4X8	PHP	60.00
STOP COCK 3 WAY	PHP	21.00
SUCTION SET (YANKAUER HANDLE W/ CONTROL	PHP	21.00
SUCTION TUBING TIP	PHP	495.00
SURGICAL BLADE FEATHER 100'S – MC #10	PHP	27.00
SURGICAL BLADE FEATHER 100'S – MC #11	PHP	27.00



SURGICAL BLADE FEATHER 100'S – MC #15	PHP	20.00
SURGICAL BLADE FEATHER 100'S – MC #20	PHP	20.00
SURGICAL BLADE FEATHER 100'S – MC #21	PHP	20.00
TROCAR JP DRAIN	PHP	2,275.00
T-TUBE FR.16	PHP	287.00
T-TUBE FR.18	PHP	287.00
TEGEDERM 2X2	PHP	78.00
TEGEDERM 10CM X 12CM	PHP	69.00
THORACIC CATHETER S.32	PHP	655.00
THORACIC CATHETER F.28	PHP	655.00
THORACOSTOMY BATTLE	PHP	1,065.00
UNDERPAD	PHP	20.00
URINE BAG ADULT	PHP	20.00
VACOSSET ADULT MEDICPRO	PHP	87.00
VALLEYLAB POLYHESIVE RETURN ELECTRO PADS	PHP	1,528.00
VALLEYLAB ELECTRO SURGICAL PENCIL	PHP	165.00
VENOSET PEDIA MEDICPRO	PHP	52.00
VICRYL 0 CT-CO	PHP	354.00
VICRYL 0 MH PLUS	PHP	354.00
VICRYL 0 PDS PLUS	PHP	354.00
VICRYL 1.0 W9121	PHP	420.00
VICRYL 1.0 CPX	PHP	420.00
VICRYL 2.0 W9121	PHP	354.00
VICRYL 2.0 UR-6	PHP	354.00
VICRYL 2.0 SH PLUS	PHP	354.00
VICRYL 3.0 FS-1	PHP	474.00
VICRYL 3.0 SH PLUS	PHP	474.00
VICRYL 3.0 CV-25	PHP	474.00
VICRYL 4-0 FS-2	PHP	382.00
VICRYL UR - 6	PHP	634.00
VICRYL CPX	PHP	676.00

SCHEDULE OF FEES MEDICINES

PRODUCT DESCRIPTION	PRICE	
Acetylcysteine 200mg	PHP	30.00
Acetylcysteine 600mg	PHP	53.00
Acetylcysteine 600mg	PHP	43.00
Acyclovir 200mg	PHP	7.00
Acyclovir 400mg	PHP	20.50



Adenosine vial	PHP	750.00
Allopurinol 100mg	PHP	6.00
Allopurinol 100mg tab	PHP	3.00
Allopurinol 300mg tab	PHP	2.00
Aluminum Magnesium 200mg/100mg	PHP	3.00
Aluminum OH + Magnesium OH 60ml	PHP	50.00
Aluminum OH syrup 120ml	PHP	115.00
Aluminum OH tab.	PHP	2.00
Aluminum OH w/ Simethicone 120ml	PHP	137.00
Amikacin 125mg vial	PHP	41.60
Amikacin 250mg vial	PHP	65.00
Amikacin Sulfate 125mg/ml (2ml)	PHP	174.00
Amikacin Sulfate 250mg/ml (2ml)	PHP	117.00
Amino Acid 20ml amp.	PHP	1,037.00
Amino Acids + Sorbitol 500ml	PHP	1,092.00
Aminophylline 25mg/ml (10ml)	PHP	136.00
Aminophylline amp.	PHP	41.00
Amiodarone 200mg	PHP	32.00
Amiodarone amp.	PHP	388.00
Amiodarone Hydrochloride 50mg/ml (3ml)	PHP	580.00
Amlodipine 10mg	PHP	2.00
Amlodipine 5mg	PHP	2.00
Amlodipine Besilate 10mg	PHP	5.00
Amlodipine Besilate 5mg	PHP	5.00
Amoxicillin 500mg	PHP	8.00
Amoxicillin 500mg cap.	PHP	3.50
Amoxicillin Trihydrate 100mg/ml (10ml)	PHP	65.00
Amoxicillin Trihydrate 125mg/ml (60ml)	PHP	97.00
Amoxicillin Trihydrate 250mg/ml (60ml)	PHP	117.00
Ampi + Sulbactam vial	PHP	90.00
Ampicillin + Sulbactam 1.5g	PHP	402.00
Ampicillin + Sulbactam 750mg	PHP	272.00
Ampicillin 1g vial	PHP	27.00
Ampicillin 250mg vial	PHP	22.00
Ampicillin 500mg vial	PHP	25.00
Ampicillin Sodium 1g	PHP	62.00
Ampicillin Sodium 250mg	PHP	49.00
Ampicillin Sodium 500mg	PHP	70.00
Ascorbic acid 100mg/ml (15ml)	PHP	63.00
Ascorbic acid 100mg/ml (60ml)	PHP	85.00



Ascorbic acid 250mg/ml (2ml)	PHP	52.00
Ascorbic Acid 500mg	PHP	5.00
Ascorbic acid 500mg tab	PHP	1.00
Ascorbic acid amp.	PHP	25.00
Ascorbic acid drops	PHP	27.00
Ascorbic acid syr. 60ml	PHP	26.00
Aspirin 100mg tab	PHP	1.00
Aspirin 80mg	PHP	5.00
Aspirin 80mg tab	PHP	3.30
Atenolol 50mg	PHP	2.50
Atorvastatin 20mg	PHP	18.00
Atorvastatin 20mg tab	PHP	5.00
Atorvastatin 40mg	PHP	22.00
Atorvastatin 40mg tab	PHP	9.00
Atracurium 10mg amp.	PHP	539.00
Atracurium 25mg/2.5ml amp.	PHP	315.00
Atropine So4 amp.	PHP	144.00
ATS 1500iu amp.	PHP	116.00
Azithromycin 500mg	PHP	103.00
Azithromycin 500mg tab	PHP	44.00
Azithromycin Dihydrate 500mg	PHP	652.00
Azithromycin Monohydrate 200mg/5ml	PHP	501.00
Azithromycin susp.	PHP	318.00
BCG vial	PHP	956.00
Benzathine Benzylpenicillin 1.2M	PHP	78.00
Benzylpenicillin 1m units	PHP	23.00
Benzylpenicillin vial	PHP	21.00
Betahistine 16mg	PHP	45.00
Betahistine 16mg tab.	PHP	15.00
Betahistine 24mg	PHP	55.00
Betahistine 24mg tab	PHP	34.00
Betahistine 8mg	PHP	31.00
Betahistine 8mg tab.	PHP	10.00
Bisacodyl 10mg	PHP	77.00
Bisacodyl 10mg supp.	PHP	50.00
Bisacodyl 5mg	PHP	13.00
Bisacodyl 5mg tab.	PHP	1.00
Budesonide 250mcg	PHP	89.00
Budesonide inhalation 500mcg/2ml	PHP	71.00
Bupivacaine Heavy amp.	PHP	1,180.00



Bupivacaine Heavy amp.	PHP	532.00
Butamirate 50mg tab.	PHP	16.00
Calcium Carbonate 500mg	PHP	8.00
Calcium Carbonate 500mg tab	PHP	13.00
Calcium Gluconate vial	PHP	170.00
Captopril 2mg	PHP	5.00
Captopril 25mg tab	PHP	5.00
Carbamazepine 200mg tab	PHP	10.00
Carbocisteine 125mg 60ml	PHP	38.00
Carboprost 125mcg amp.	PHP	471.00
Carboprost 250mcg amp.	PHP	890.00
Carvedilol 6.25mg tab	PHP	7.00
Cefalexin 100mg drop	PHP	68.00
Cefalexin 500mg cap	PHP	8.00
Cefalexin monohydrate 500mg	PHP	8.00
Cefazolin 1gm vial	PHP	42.00
Cefazolin sodium 1g	PHP	279.00
Cefixime 100mg/5ml	PHP	216.00
Cefixime 200mg tab	PHP	48.00
Ceftazidime 1g	PHP	272.00
Ceftazidime 1gm vial	PHP	272.00
Ceftriaxone 1g vial	PHP	396.00
Ceftriaxone 1g vial (B)	PHP	96.00
Ceftriaxone sodium 1g	PHP	477.00
Cefuroxime 125mg bot	PHP	300.00
Cefuroxime 250mg bot	PHP	433.00
Cefuroxime 250mg/ml	PHP	272.00
Cefuroxime 250mg/ml	PHP	272.00
Cefuroxime 500mg	PHP	57.00
Cefuroxime 500mg tab	PHP	38.00
Cefuroxime 750mg vial	PHP	240.00
Cefuroxime 750mg vial	PHP	33.00
Cefuroxime sodium 750mg	PHP	116.00
Celecoxib 200mg	PHP	24.00
Celecoxib 200mg tab.	PHP	9.00
Cetirizine 10mg tab	PHP	2.00
Cetirizine 15ml	PHP	90.00
Cetirizine 60ml	PHP	127.00
Cetirizine Syrup 60ml	PHP	126.00
Chlorpheniramine maleate 10mg/ml	PHP	20.00



Cinnarizine 25mg cap	PHP	2.00
Ciprofloxacin 200mg vial	PHP	390.00
Ciprofloxacin 200mg/100ml vial	PHP	127.00
Ciprofloxacin 500mg tab	PHP	5.00
Citicoline 1gm amp.	PHP	275.00
Citicoline 500mg	PHP	35.00
Clarithromycin 500mg tab.	PHP	22.00
Clarithromycin susp.	PHP	340.00
Clindamycin 150mg/300mg	PHP	183.00
Clindamycin 300mg cap.	PHP	6.00
Clindamycin 600mg/amp	PHP	396.00
Clindamycin phosphate 150mg/ml (4ml)	PHP	480.00
Clonidine 150mg amp.	PHP	116.00
Clonidine 150mg tab	PHP	45.00
Clonidine 75mg tab	PHP	17.00
Clopidogrel 75mg tab.	PHP	6.00
Cloxacillin 250mg/ml	PHP	58.00
Cloxacillin 500mg	PHP	12.00
Cloxacillin 500mg cap	PHP	5.00
Cloxacillin 500mg vial	PHP	54.00
Co-amoxiclav 625mg	PHP	24.00
Co-Amoxiclav 125/5ml .	PHP	206.00
Co-Amoxiclav 625mg tab.	PHP	25.00
Colchicine 500mcg tab	PHP	7.00
Cotrimoxazole 400mg tab	PHP	1.00
Cotrimoxazole 800mg cap	PHP	2.00
D. Irrigating Sol'n 1L	PHP	94.00
D.50% 50ml	PHP	93.00
D Mannitol 500ml	PHP	358.00
D.PLR 1L	PHP	96.00
D.PNSS 50ml	PHP	81.00
D10. W 1L	PHP	92.00
D10. W 500ml	PHP	112.00
D5 0.3 NACL 500ml	PHP	90.00
D5 IMB 500ml	PHP	97.00
D5 LR 1000ml	PHP	142.00
D5 LR 500ml	PHP	142.00
D5.03% NaCl 1L	PHP	112.00
D5.03% NaCl 500ml	PHP	94.00
D5.09% NaCl 1L	PHP	112.00



D5.IMB 500ml	PHP	112.00
D5.LR 1L	PHP	94.00
D5.NM 1L	PHP	88.00
D5.NR 1L	PHP	94.00
D5.Water 1L	PHP	88.00
D5.Water 250ml	PHP	199.00
D5.Water 500ml	PHP	88.00
D5NM 1000ml	PHP	181.00
D5NSS 1000ml	PHP	116.00
D5WATER 250ml	PHP	123.00
Dexamethasone 4mg/ml (2ml)	PHP	90.00
Dexamethasone 4mg vial	PHP	61.00
Dextromethorphan syrup	PHP	63.00
Dextrose 50% (50ml)	PHP	148.00
Diazepam 5mg	PHP	318.00
Diazepam 5mg amp	PHP	318.00
Diclofenac 50mg/ml	PHP	3.00
Diclofenac 75mg amp.	PHP	40.00
Diclofenac Sodium 25mg/ml (3ml)	PHP	52.00
Dicycloverine 10mg tab.	PHP	1.00
Dicycloverine 10mg/5ml (60 ml)	PHP	88.00
Dicycloverine Syr.	PHP	23.00
Digoxin 0.5amp.	PHP	430.00
Digoxin 250mcg	PHP	9.00
Digoxin 250mcg/ml (2ml	PHP	402.00
Digoxin 250mg tab.	PHP	12.00
Diphenhydramine 125/ml	PHP	27.00
Diphenhydramine 50mg	PHP	5.00
Diphenhydramine 50mg cap	PHP	2.00
Diphenhydramine 50mg/ml (3ml)	PHP	127.00
Diphenhydramine amp.	PHP	42.00
Dobutamine 125mg vial	PHP	368.00
Dobutamine 50mg/ml (5ml)	PHP	635.00
Domperidone 10mg tab	PHP	19.00
Domperidone 10mg tab.	PHP	2.00
Dopamine 200mg amp.	PHP	89.00
Dopamine Hydrochloride 40mg/ml (5ml)	PHP	304.00
Doxycycline 100mg	PHP	2.00
Enoxaparin 400iu PFU	PHP	750.00
Eperisone 50mg tab.	PHP	52.00



Ephedrine Sulfate 50mg amp	PHP	211.00
Epinephrine 1mg/ml	PHP	104.00
Epinephrine 1mg amp.	PHP	44.00
Evening Primerose	PHP	14.00
Febuxostat 40mg tab.	PHP	35.00
Febuxostat 80mg tab.	PHP	40.00
Fentanyl Citrate 50mcg/ml	PHP	735.00
Ferrous Sulfate 119mg/iron tab	PHP	3.00
Ferrous Sulfate 220mg/5ml (60ml)	PHP	30.00
Ferrous Sulfate 325mg tab.	PHP	1.00
Ferrous Sulfate 75mg/0.6ml (15ml)	PHP	30.00
Ferrous Sulfate+ folic cap	PHP	8.00
Fluconazole 150mg	PHP	305.00
Folic Acid 5mg	PHP	7.00
Furosemide 10mg/ml (2ml)	PHP	26.00
Furosemide 20mg	PHP	3.00
Furosemide 20mg tab.	PHP	1.00
Furosemide 40mg	PHP	4.00
Furosemide 40mg tab.	PHP	1.00
Furosemide amp.	PHP	52.00
Furosemide amp.	PHP	15.00
Gabapentin 100mg cap.	PHP	24.00
Gentamicin 40mg amp.	PHP	12.00
Gentamicin 40mg amp.	PHP	110.00
Gentamycin Sulfate 40mg/ml (2ml)	PHP	19.00
Glibenclamide 5mg tab.	PHP	1.00
Gliclazide 30mg	PHP	8.00
Gliclazide 5mg tab.	PHP	6.50
Gliclazide 60mg tab.	PHP	5.00
Gliclazide 80mg tab.	PHP	3.50
Glimepiride 1mg tab.	PHP	11.00
Glimepiride 2mg tab.	PHP	11.00
Glycerol adult supp.	PHP	16.50
Guaifenesin Salbutamol 50mg	PHP	23.00
Haloperidol vial	PHP	2,177.00
Hepa B.100 hepabig-Immuno	PHP	3,346.00
Hepa B vaccine vial	PHP	416.00
Humulin 70/30 Insulin	PHP	20.00
Humulin Regular Insulin	PHP	20.00
Hydralazine 20mg amp.	PHP	130.00



Hydralazine Hydrochloride 200mg/ml	PHP	300.00
Hydrocortisone Sodium Succinate 100mg	PHP	123.00
Hydrocortisone 100mg vial	PHP	109.00
Hydrocortisone 100mg vial	PHP	116.00
Hydrocortisone 250mg vial	PHP	107.00
Hydrocortisone 250mg vial	PHP	266.00
Hydroxyethyl starch 500ml	PHP	1,002.00
Hyoscine amp.	PHP	40.00
Hyoscine amp.	PHP	68.00
Hyoscine N Butyl Bromide 10mg	PHP	9.00
Hyoscine N Butyl Bromide 50mg/ml	PHP	45.00
Hyoscine tab.	PHP	7.00
Ibuprofen 200mg tab	PHP	1.00
Ibuprofen 400mg	PHP	2.00
Ipratropium neb.+ salbutamol	PHP	27.00
Ipratropium + Salbutamol 200mcg/ml	PHP	42.00
Isoflurane 100% solution Isorane	PHP	3,617.00
Isosorbide dinitrate 5mg tab	PHP	6.00
Isosorbide dinitrate 5mg tab	PHP	40.00
Isosorbide dinitrate amp.	PHP	1,300.00
Isosorbide Mononitrate 30mg	PHP	6.00
Isosorbide Mononitrate 60mg	PHP	16.00
Isoxsuprine amp.	PHP	300.00
Isoxsuprine HCL 10mg tab.	PHP	17.50
Ketoanalogue + Essential Amino Acids	PHP	45.00
Ketoanalogue 600mg tab.	PHP	43.00
Ketoconazole 20mg cream	PHP	366.00
Ketorolac amp.	PHP	89.00
Ketorolac amp.	PHP	97.00
Ketorolac trometamol 30mg/ml	PHP	32.00
Lactozinc sachet	PHP	55.00
Lactulose 120ml	PHP	177.00
Lactulose 3.33g/5ml (120ml)	PHP	272.00
Lagundi Syrup	PHP	60.00
Levofloxacin 500mg	PHP	49.00
Levofloxacin 5mg/ml (100ml)	PHP	1,251.00
Lidocaine 2% 50ml	PHP	80.00
Lidocaine 20mg amp.	PHP	49.00
Lidocaine with Epinephrine dental	PHP	50.00
Loperamide 2mg	PHP	5.00



Loperamide 2mg cap	PHP	1.00
Loratadine 10mg	PHP	12.00
Losartan + HCTZ 50mg/12.5mg	PHP	8.00
Losartan + HCTZ tab.	PHP	17.00
Losartan 100mg	PHP	11.00
Losartan 50mg	PHP	12.00
Losartan 50mg tab.	PHP	4.00
Mannitol 500ml	PHP	205.00
Mebendazole 100mg syr.	PHP	37.00
Mebendazole 100mg/5ml (60ml)	PHP	35.00
Mebendazole 500mg	PHP	6.00
Mebendazole 500mg tab.	PHP	6.00
Mefenamic Acid 500mg	PHP	9.00
Mefenamic acid 500mg cap.	PHP	2.00
Meloxicam 15mg tab.	PHP	20.00
Meropenem 500mg	PHP	713.00
Metformin 500mg	PHP	10.00
Metformin 500mg tab	PHP	5.00
Methyldopa 250mg tab	PHP	12.00
Methylergometrine amp	PHP	54.00
Methylergometrine tab	PHP	6.00
Metoclopramide 5mg/ml (2ml)	PHP	39.00
Metoclopramide 10mg	PHP	10.00
Metoclopramide amp.	PHP	15.00
Metoprolol 50mg	PHP	5.00
Metoprolol 50mg tab	PHP	2.00
Metronidazole 125/5ml	PHP	22.00
Metronidazole 125mg/5ml (60ml)	PHP	39.00
Metronidazole 500mg	PHP	15.00
Metronidazole 500mg tab	PHP	2.00
Metronidazole 500mg vial	PHP	52.00
Metronidazole 500mg vial	PHP	97.00
Metronidazole 5mg/ml (100ml)	PHP	74.00
MgSO4 250 vial	PHP	82.00
Midazolam 5mg amp.	PHP	252.00
Montelukast 10mg tab.	PHP	12.00
Morphine 10mg/ml	PHP	125.00
Multi Vitamins Cap.	PHP	3.00
Multivitamins + Dextrose 500ml	PHP	810.00
Multivitamins 120ml	PHP	27.00



Multivitamins 15ml	PHP	67.00
Multivitamins 500mg	PHP	6.00
Multivitamins 60ml	PHP	65.00
Multivitamins 60ml	PHP	31.00
Multivitamins drop	PHP	43.00
Multivitamins + Iron cap.	PHP	4.00
Mupirocin 15g oint.	PHP	207.00
Mupirocin Ointment	PHP	116.00
Nalbuphine HCL	PHP	190.00
Nifedipine 5mg	PHP	5.00
Neostigmine 0.5mg	PHP	715.00
Neostigmine 500mcg/ml	PHP	715.00
Nicardipine 1mg/ml (10ml)	PHP	855.00
Nicardipine amp.	PHP	528.00
Nitroglycerin patch	PHP	132.00
Norepinephrine 1mg/ml (4ml)	PHP	578.00
Norepinephrine	PHP	888.00
Norepinephrine	PHP	737.00
Nystatin susp.	PHP	385.00
Ofloxacin 3mg otic	PHP	520.00
Ofloxacin 400mg	PHP	6.50
Omeprazole 20mg tab.	PHP	25.00
Omeprazole 20mg tab.	PHP	5.00
Omeprazole 40mg tab	PHP	113.00
Omeprazole 40mg tab.	PHP	10.00
Omeprazole 40mg vial	PHP	434.00
Omeprazole 40mg vial	PHP	301.00
Omeprazole 40mg vial	PHP	96.00
Ondansetron 2mg/ml (2ml)	PHP	946.00
Ondansetron 4mg amp.	PHP	576.00
Oral Rehydration Salts	PHP	6.00
Oresol sachet	PHP	7.50
Oxacillin 500mg vial	PHP	98.00
Oxacillin Sodium 500mg	PHP	168.00
Oxytetracycline oint.	PHP	117.00
Oxytocin 10IU/ml	PHP	23.00
Oxytocin amp.	PHP	82.00
Oxytocin amp.	PHP	25.00
Pantoprazole 40mg	PHP	26.00
Pantoprazole Sodium 40mg	PHP	466.00



Paracetamol + Phenyl.	PHP	3.00
Paracetamol 100mg/ml (15ml)	PHP	49.00
Paracetamol 10mg/ml (100ml)	PHP	260.00
Paracetamol 125/5ml	PHP	57.00
Paracetamol 125mg	PHP	71.00
Paracetamol 125mg supp.	PHP	30.00
Paracetamol 125mg/60ml	PHP	23.00
Paracetamol 150mg/ml (2ml)	PHP	34.00
Paracetamol 250/5ml	PHP	25.00
Paracetamol 250/5ml	PHP	20.00
Paracetamol 250mg	PHP	71.00
Paracetamol 250mg supp.	PHP	25.00
Paracetamol 250mg/60ml	PHP	65.00
Paracetamol 500mg	PHP	3.00
Paracetamol 500mg tab.	PHP	2.50
Paracetamol amp.	PHP	25.00
Paracetamol drops	PHP	21.00
Paracetamol vial	PHP	680.00
Paratulle	PHP	65.00
Phenobarbital 30mg	PHP	5.00
Phenobarbital 30mg tab	PHP	5.00
Phenylpropanolamine syr.	PHP	23.00
Phenylpropanolamine + Chlorphenamine + Paracetamol 25mg/2mg/325mg	PHP	6.00
Phenytoin amp.	PHP	1,017.00
Phospholipids tab.	PHP	25.00
Phytomenadione 10mg/ml	PHP	60.00
Phytomenadione amp.	PHP	38.00
Piperacillin +Tazobactam 4g/500mg	PHP	392.00
Piperaracillin+Taz4.5mg	PHP	683.00
Piperaracillin+Taz4.5mg	PHP	307.00
Plain LR 1000ml	PHP	92.00
Plain LR 500ml	PHP	78.00
PNSS 1000ml	PHP	110.00
PNSS 1L	PHP	95.00
PNSS 500ml	PHP	155.00
PNSS 500ml	PHP	95.00
Polymyxin vial	PHP	282.00
Pot. Chloride 600mg tab.	PHP	21.00
Pot. Citrate 1800mg tab.	PHP	11.00



Potassium chloride.	PHP	88.50
Potassium Chloride 2mEq/ml (20m)	PHP	74.00
Prednisone 10mg tab.	PHP	4.00
Prednisone 10mg/5ml (60 ml)	PHP	149.00
Prednisone 20mg tab.	PHP	10.00
Promethazine amp.	PHP	35.00
Propranolol 40mg tab.	PHP	2.00
Propofol 10mg/ml amp.	PHP	411.00
Propofol 10mg/ml amp.	PHP	553.00
Propranolol 10mg	PHP	27.00
Propylthiouracil 50mg tab.	PHP	18.00
Purified VeroCell Rabies Vaccine 2.5iu/05ml	PHP	1,725.00
Ranitidine 25mg/ml (2ml)	PHP	31.00
Ranitidine amp.	PHP	36.00
Ranitidine amp.	PHP	20.00
Regular Insulin R 100iu vial	PHP	10.00
Risperidone 2mg	PHP	34.00
Rocuronium 10mg amp.	PHP	1,174.00
Rosuvastatin 20mg	PHP	25.00
Rowatinex tab.	PHP	48.00
Salbutamol 100mcg inhaler	PHP	185.00
Salbutamol 2mg tab.	PHP	1.00
Salbutamol 2mg/ml	PHP	19.00
Salbutamol 2mg/ml	PHP	15.00
Salbutamol neb.	PHP	17.00
Salbutamol Sulfate 1mg/ml (2.5ml)	PHP	23.00
Salbutamol Sulfate 2mg/5ml (60ml)	PHP	54.00
Salmeterol + Fluticasone 25mcg/250mcg	PHP	508.00
Salmeterol + Fluticasone 25mcg /125 mcg	PHP	508.00
Sambong leaf	PHP	13.00
Sevoflurane 100% inhalation 250ml iu"	PHP	107.00
Silymarin tab.	PHP	14.00
Silver sulfadiazine 10mg/g	PHP	155.00
Silver Sulfadiazine cream	PHP	157.00
Simvastatin 20mg	PHP	5.00
Simvastatin 20mg tab.	PHP	3.50
Simvastatin 40mg tab.	PHP	3.50
Sodium Ascorbate 500mg	PHP	4.00
Sodium Bicarbonate 50ml vial	PHP	266.00
Sodium Bicarbonate 650mg tab	PHP	4.00



Sodium chloride 1g tab.	PHP	12.00
Sodium chloride 50ml	PHP	96.00
Spironolactone 25mg	PHP	10.00
Spironolactone 25mg tab.	PHP	11.00
Spironolactone 50mg tab.	PHP	32.00
Streptomycin Sulfate 1g	PHP	20.00
Succinylcholine 200mg	PHP	751.00
Succinylcholine amp.	PHP	751.00
Suxamethonium chloride	PHP	722.00
Tetanus Immunoglobulin vial	PHP	2,779.00
Tamsulosin 200mcg tab.	PHP	34.00
Tamsulosin 400mcg tab.	PHP	25.00
Tamsulosin Hydrochloride 200mcg	PHP	41.00
Tamsulosin Hydrochloride 400mcg	PHP	28.00
Telmisartan 40mg	PHP	19.00
Telmisartan 40mg	PHP	9.50
Tetanus Toxoid, 40IU/0.5ml	PHP	122.00
Tetanus Toxoid Imatet 40IU/0.5ml vac.	PHP	234.00
Tobramycin eye drops 3mg/ml	PHP	454.00
Tramadol 50mg	PHP	3.00
Tramadol 50mg/ml	PHP	46.00
Tramadol 50mg/ml	PHP	32.00
Tramadol Hydrochloride 50mg	PHP	23.00
Tranexamic Acid 100mg/ml (5ml)	PHP	168.00
Tranexamic acid 250mg/5ml	PHP	82.00
Tranexamic acid 250mg/5ml	PHP	87.50
Tranexamic acid 500mg	PHP	5.00
Trimetazidine 35mg tab.	PHP	7.00
Trimetazidine 35mg	PHP	17.00
Ursodeoxycholic Acid 250mg	PHP	53.00
Ursodeoxycholic acid 250mg	PHP	49.00
Vancomycin 500mg	PHP	1,290.00
Vancomycin Hydrochloride 1g	PHP	1,815.00
Verapamil amp.	PHP	0.00
VERORAB	PHP	1,160.00
Vitamin B Complex / Silymarin	PHP	14.00
Vitamin B Complex amp.	PHP	60.00
Vitamin B Complex tab	PHP	2.00
Vitamin B1 + B6 + B12 100mg/50mg/1mg	PHP	45.00
Vitamin B1 B6 B12	PHP	14.00



Vitex Negundo	PHP	60.00
Zinc Gluconate	PHP	115.00
Zinc Gluconate	PHP	32.00
Zinc Sulfate	PHP	110.00
Zinc Sulfate 20mg/5ml (60ml)	PHP	84.00

SCHEDULE OF FEES X-RAY

I. EXTREMITIES		
LOWER		
Ankle AP / Lateral	PHP	250.00
Femur (Thigh) AP / Lateral	PHP	500.00
Foot AP / Lateral / Oblique	PHP	300.00
Knee AP / Lateral	PHP	500.00
Tibia / Fibula (Leg) AP / L	PHP	500.00
UPPER		
Elbow AP / Lateral	PHP	300.00
Hand AP / Lateral / Oblique	PHP	300.00
Humerus (Arm) AP / Lateral	PHP	500.00
Radius / Ulna (Forearm) AP / L	PHP	500.00
Shoulder AP / Clavicle / Scapular-Y	PHP	250.00
Wrist AP / Lateral	PHP	300.00
II. UPPER BODY		
ABDOMEN		
Babygram (Chest and Abdomen)	PHP	300.00
KUB	PHP	250.00
Lateral View	PHP	250.00
Supine AP Position	PHP	250.00
Upright PA Position	PHP	250.00
CHEST		
Anterior-Posterior (AP) View	PHP	250.00
Apico-Lordotic View	PHP	250.00
Lateral View	PHP	250.00
Left or Right Decubitus View	PHP	250.00
Pediatric Chest (AP/L)	PHP	300.00
Posterior-Anterior (PA) View	PHP	250.00
Thoracic Cage (AP/O)	PHP	500.00



SKULL		
Anterior-Posterior (AP) View	PHP	250.00
Caldwell view	PHP	250.00
Mandible AP / Lateral / Oblique	PHP	500.00
Nasal Series (Lateral and Waters View)	PHP	500.00
Posterior-Anterior (PA) View	PHP	250.00
Townes View	PHP	250.00
Waters View	PHP	250.00

III. VERTEBRAL COLUMN		
AP / Lateral	PHP	500.00
Cervical Spine AP / Lateral	PHP	300.00
Lumbo-Sacral Spine	PHP	250.00
Pelvis AP	PHP	250.00
Thoracic Spine AP/ Lateral	PHP	500.00



FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback?	1. Answer the client satisfaction survey (CSS) form and drop it to the designated box; or use the electronic survey machine located at the information desk in the lobby
How feedbacks are processed	<ol style="list-style-type: none"> 1. The staff from the Provincial Human Resource (PHR) retrieve the client satisfaction survey once quarterly 2. Then the statistical report or summary is forwarded to OMSDH with negative or positive comments. 3. Then the hospital administration calls the attention of those who are mentioned in the client satisfaction survey.
How to file a complaint	1. Written complaints are filed at the office of the Chief of Hospital whether from client satisfaction survey or from letter directly forwarded to the Chief of Hospital
How complaints are processed	<ol style="list-style-type: none"> 1. Visit the Chief of Hospital's office in the administrative building and look for the secretary 2. Request and fill out the incident report or sentinel event form 3. Submit the completed form back to the secretary to record in the Client Complaint Logbook 4. Wait to speak with the Chief of Hospital or any of the Administrative Officer and the Chief Nurse 5. Validate the complaint 6. if it is valid, the person involved will be summoned to address the filed complaint.
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA), OMSDH	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CCB: 0908-8816565 OMSDH: (043) 289-7405

OFFICE DIRECTORY

Office	Address	Contact Information	Email Address
Administrative Building	Odiong, Roxas Oriental Mindoro	289-7824	omsdhroxas@gmail.com
Chief of Hospital		289-7649	
Emergency Room		289-7504	
Laboratory		289-7502	
Nurse Station 1		289-7661	
Nurse Station 2		289-7651	
Operating Room / Delivery Room		289-7652	
Outpatient Department		289-7653	
Pharmacy		289-7654	
Security		289-7700	



Oriental Mindoro Provincial Hospital (OMPH)

**Hospital Operations and Patient Support
Services**

External Services



1. PROVISION OF BILLS AND CHARGES- NO BALANCE BILLING (NBB)

Service Description: Provision of bills lists out the total charges of hospitalization and are often grouped by service categories, such as room and board, pharmacy, laboratory and operating room, etc. **Availability of Service:** Monday – Sunday, 24/7 (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:		Billing Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Philhealth Inpatient: - Lifetime Member - Indigent - Hospital Sponsored		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Discharge/Disposition slip (1 original) 2. Philhealth Stub (1 original) 3. New born and hearing sticker (for newborn) (1 original) 4. Member Data Record (MDR) (if necessary) (1 photocopy) 5. Marriage Contract (if the Philhealth member is expired) (photocopy with registry number) 6. Birth Certificate (if necessary) (1 photocopy) 7. Valid ID (any government issued ID-if necessary) (1 photocopy) 8. Properly accomplished CEWS, CSF, CF2, CF4 (all original 1 copy each)			Nurse Station (OMPH) Medical Social Service Nurse Station (OB Ward) Philhealth Local Insurance office (Masipit, Calapan City) Philippine Statistics Authority Philippine Statistics Authority GSIS, SSS, TIN, Driver's License, OSCA ID,PWD ID Philhealth Section (OMPH)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Discharge /Disposition Slip and Philhealth Stub (Window 1). (For expired patient, make sure there is exact date and time of death written in the slip).	1. Receive and verify the discharge/ disposition slip and other necessary documents.	None	15 minutes	Myra I. Layug AAide III, OMPH
	1.1. Verify in the system if patient	None		Myra I. Layug AAide III,



	charges have already been debited. 1.2. Generate and issue Clearance Slip for processing Philhealth Claims Forms.	None		OMPH
2. Present the obtained Clearance Slip and other necessary requirement/documents.	2. Receive and verify the Philhealth Stub and other necessary documents for issuance Philhealth Claims Forms (CEWS, CSF, CF2, and CF4). 2.1. Check the required documents for completeness and sign the Clearance Slip (For Claims Part)	None None	10 minutes	<i>Myra I. Layug</i> AAide III, OMPH <i>Myra I. Layug</i> AAide III, OMPH
3. Submit all the necessary documents/requirements 3.1. Receive Statement of Account for signature of the patient/Philhealth member and proceed to MALASAKIT Center	3. Review all the submitted requirements and designated Philhealth Case Rate in the system. 3.1. Generate and release Statement of Account (SOA) for signature and fill-up of the patient/Philhealth member. Issue statement of account and	None None	45 minutes	<i>Myra I. Layug</i> AAide III, OMPH <i>Myra I. Layug</i> AAide III, OMPH



	instruct client to proceed to MALASAKIT Center.			
4. Return to Billing with signed Statement of Account and other necessary documents	4. Receive and verify all the submitted documents. Stamp Cleared/Paid the SOA and Clearance Slip. 4.1 Sign Clearance Slip	None None	5 minutes	<i>Myra I. Layug</i> AAide III, OMPH
5. Receive Clearance Slip (Nurse Copy) and SOA (Patient's Copy)	5. Release Clearance Slip (Nurse Copy) and SOA (Patient's copy) to client	None	5 minutes	<i>Myra I. Layug</i> AAide III, OMPH
TOTAL		None	1 hour and 20 minutes	

2. PROVISION OF BILLS AND CHARGES – PHIC NON-NBB PHILHEALTH MEMBERS

Service Description: Provision of bills lists out the total charges for hospitalization and are often grouped by service categories, such as room and board, pharmacy, laboratory, radiology, etc. **Availability of Service:** Monday – Sunday (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Billing Section
Classification	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Philhealth Inpatient: - Private-Employed - Government Employed - Individual Paying - OFW
CHECKLIST OF REQUIREMENTS	
1. Discharge/Disposition Slip (1 original copy)	Nurse Station (OMPH)
2. Philhealth Stub (1 original copy)	Medical Social Service Nurse Station (OB Ward)



3.Newborn and hearing sticker (for newborn) (1 original copy) 4.Member Data Record (MDR)- (if necessary) (1 original copy) 5.Marriage Contract (if the Philhealth member is expired) (1 photocopy with registry number) 6.Birth Certificate (if necessary) (1 photocopy) 7.Valid ID (any government issued ID-if necessary) (1 photocopy) 8.Properly accomplished CEWS, CSF, CF2, CF4 (all original 1 copy each)		Philhealth Local Insurance office (Masipit, Calapan City) Philippine Statistics Authority Philippine Statistics Authority GSIS, SSS, TIN, Driver's License, OSCA ID, PWD ID Claims Section (OMPH)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Discharge/Disposition Slip and Philhealth Stub (Window 1). (For expired patient, make sure there is exact date and time of death written in the slip)	1. Receive and verify the presented discharge/disposition slip and other necessary documents.	None	15 minutes	<i>Myra I. Layug</i> AAide III, OMPH
	1.1. Verify in the system if patient's charges have already been debited.	None		<i>Myra I. Layug</i> AAide III, OMPH
	1.2. Generate and issue Clearance Slip for processing Philhealth Claims Forms.	None		
2. Present the obtained Clearance Slip and other necessary requirements/documents.	2. Receive and verify Philhealth Stub and other necessary documents for issuance of	None	10 minutes	<i>Lilian R. Panagsagan</i> AAide IV, OMPH



	<p>Philhealth Claims Forms (CEWS, CSF, CF2, and CF4).</p> <p>2.1. Check the required documents for completeness.</p> <p>2.2. Sign the clearance slip (for claims part)</p>	<p>None</p> <p>None</p>		<p><i>Myra I. Layug</i> AAide III, OMPH</p>
<p>3. Submit all the necessary requirements and documents indicating the signature of the patient/member of Philhealth on the documents.</p>	<p>3. Review and check all the submitted requirements and designated Philhealth Case Rate in the system.</p>	<p>None</p>	<p>45 minutes</p>	<p><i>Myra I. Layug</i> AAide III, OMPH</p>
<p>(If without excess bill, proceed to STEP 6)</p>	<p>3.1. Generate and release Statement of Account (SOA) for signature and fill-up of the patient/member of Philhealth.</p>	<p>None</p>		<p><i>Myra I. Layug</i> AAide III, OMPH</p>
<p>(If with excess bill, proceed to Cashier for payment or to MALASAKIT Center for Financial Assistance)</p>	<p>3.2. Inform client of hospital excess bill (if there's any) and instruct client to proceed to MALASAKIT Center, MSW</p>	<p>None</p>		<p><i>Myra I. Layug</i> AAide III, OMPH</p>



	and/or Cashier for payment			
4. Submit the official receipt and/or Acknowledgement receipt/Guarantee Letter from Malasakit Center and other necessary documents	4. Receive and verify all the submitted documents. Stamp Cleared/Paid the SOA and Clearance Slip. 4.1. Sign Clearance Slip	None None	5 minutes	<i>Myra I. Layug</i> AAide III, OMPH
5. Receive Clearance Slip (Nurse Copy) and SOA (Patient's copy)	5. Release Clearance Slip(Nurse copy) and SOA (Patient's copy)	None	5 minutes	<i>Myra I. Layug</i> AAide III, OMPH
TOTAL		None	1 hour and 20 minutes	

3. PROVISION OF CHARGES- NON PHILHEALTH

Service Description: Provision of bills lists out the total charges for hospitalization and re often grouped by service categories, such as room and board, pharmacy, laboratory, radiology, etc. **Availability of Service:** Monday – Sunday (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Billing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Inpatient Non Philhealth Member			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Discharge/Disposition Slip (1 original copy) 2.Philhealth Stub with Classification from MSW (1 original copy) (for checking only) 3.New born and hearing Sticker (for newborn) (1 original copy)			Nurse Station, OMPH Medical Social Services, OMPH Nurse Station (OB Ward)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the Discharge/Disposition Slip (For expired patient, make sure there is exact date and time of death written in the slip)	1. Receive and verify the presented discharge/disposition slip and other necessary documents	None	15 minutes	<i>Myra I. Layug</i> AAide III, OMPH
	1.1. Verify in the system if patient charge have already been debited	None		<i>Myra I. Layug</i> AAide III, OMPH
	1.2. Generate and issue Clearance Slip and check the Philhealth stub to determine the reason of non-processing Philhealth Claims.	None		
2. Receive the patient's final bill and statement of account or summary of payment.	2. Generate Statement of Account (SOA) and issue summary of payment to client	None	45 minutes	<i>Myra I. Layug</i> AAide III, OMPH
	2.1. Proceed to Cashier for payment or to MALASAKIT Center for Financial Assistance	None		<i>Myra I. Layug</i> AAide III, OMPH
	2.1. Inform client of the Patient's Final Bill and instruct client to proceed to MALASAKIT CENTER, MSW for financial assistance and/or Cashier for payment			



3. Submit the official receipt and/or Acknowledgement receipt/Guarantee Letter from MALASAKIT CENTER and other necessary documents	3. Receive and verify all the submitted documents. Stamp Cleared/Paid the SOA and Clearance Slip. 3.1. Sign Clearance Slip	None None	5 minutes	Myra I. Layug AAide III, OMPH
4. Receive Clearance Slip (Nurse Copy) and SOA (Patient's copy)	4. Release Clearance Slip (Nurse copy) and SOA (Patient's copy) to client	None	5 minutes	Myra I. Layug AAide III, OMPH
TOTAL		None	1 hour and 10 minutes	

4. PROVISION OF BILLS AND CHARGES-ER/OBS PATIENTS

Service Description: Provision of bills lists out the total charges for hospitalization and are often grouped by service categories, such as room and board, pharmacy, laboratory, radiology, etc.

Availability of Service: Monday – Sunday (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Billing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Emergency Room (ER) Patients/Under Observation (OBS) Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance Slip (1 original) 2. Valid ID (any government issued ID- if necessary) (1 photocopy) - GSIS, SSS, TIN, Driver's License, OSCA ID, PWD ID			Emergency Room, OMPH Client/Patient	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ER Clearance Slip with corresponding amount of patient's charges	1. Receive and verify the presented ER Clearance slip. Check the indicated	None	15 minutes	



(if any) and signatures of the duty from different sections Pharmacy, CSR, Radiology and Laboratory (If to be pay, proceed to Cashier for payment and return to Billing Section for Step 3) (If for Financial Assistance, proceed to STEP 2)	amount and signature of the duty. 1.1. Verify in the system if patient's charges have already been debited.	None		Myra I. Layug AAide III, OMPH
	1.2. Issue Summary of Payment if the client choose to pay the bill or Process documents to avail financial assistance on MALASAKIT Center	None		Myra I. Layug AAide III, OMPH
2. Proceed to MALASAKIT Center and present the necessary requirements/ documents for financial assistance.	2. Issue Statement of Account and instruct client to proceed to MALASAKIT Center	None	20 minutes	Myra I. Layug AAide III, OMPH
	2.1. Process documents to avail financial assistance	None		Myra I. Layug AAide III, OMPH
3. Return to the Billing Section and submit the official receipt and/or Acknowledgement receipt/Guarantee letter from MALASAKIT Center and other necessary documents	3. Receive and verify all the submitted documents. Stamp Cleared/Paid the ER Clearance Slip.	None	5 minutes	Myra I. Layug AAide III, OMPH
	3.1 Sign and release ER Clearance Slip.	None		



4.Receive ER Clearance Slip (Nurse copy)	4.Release ER Clearance Slip (Nurse copy)	None	5 minutes	<i>Myra I. Layug</i> AAide III, OMPH
TOTAL		None	45 minutes	

CASHIER DIVISION

5. REFUND FOR UNSERVED PROCEDURE AND/OR MEDICINE

Service Description: Service or goods that have been paid out but were not availed are given a refund after processing and submission of the necessary documents.

Availability of Service: Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:		Cashier Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Clients who paid for the services or goods but were not availed.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Valid ID of the client or authorized representative			Payor or Authorized Representative	
2.Official Receipt (original)			Payor	
3.Authorization Letter (if representative)			Authorized Representative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and original Official Receipt with explanation from the concerned department written at the back of the Official Receipt why refund should be made, signed by the authorized representative from the department.	1. Receive and verify the identity of the payor thru the submitted documents. 1.1. Look for the duplicate and triplicate copy of Official Receipt and stamp "CANCELLED".	None	5 minutes	<i>Lucila B. Cajoles,</i> AO IV, OMPH
2. Receive the refund amount	2. Return the amount of	None	5 minutes	<i>Lucila B. Cajoles,</i> AO IV, OMPH



(proceed to Billing Section (if the request for the refund was not made within the day)	money stated on the Official Receipt. 2.1. Advise the payor to proceed to Billing Section (if the request for the refund was not made within the day)			
TOTAL		None	10 minutes	

CENTRAL SUPPLY ROOM

6. DISPENSING OF MEDICAL SUPPLIES FOR ADMITTED PATIENTS

Service Description: The process covers issuance of medical supplies available in conformity with Requisition and Issue Slip (RIS) forwarded by the requesting clinical areas.

Availability of Service: Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Central Supply Room			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Admitted patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Prescription (1 original copy)			Prescribing Doctor or Nurse	
2.Philhealth stub (1 original copy)			Admitting Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit prescription and present Philhealth stub	1.Receive and check the availability of supplies 1.1If supplies are available; encode charges to patient's	None	5 minutes	<i>Ellaine Joyce C. Morillo</i> , Nurse III, OMPH



	hospital bill thru IHOMIS.			
2.Wait for the supply	2.Prepare the requested supply *Unavailable items will be written in separate prescription and will be used to purchase item to other pharmacy	None	5 minutes	<i>Ellaine Joyce C. Morillo, Nurse III, OMPH</i>
3.Receive the medical supply	3. Dispense the medical supply. *If there is an unavailable item, the watcher will be advice to purchase the items from other pharmacy.	None	5 minutes	<i>Ellaine Joyce C. Morillo, Nurse III, OMPH</i>
TOTAL		None	15 minutes	

7. DISPENSING OF MEDICAL SUPPLIES FOR OUT-PATIENTS

Service Description: The process covers issuance of medical supplies available in conformity with Requisition and Issue Slip (RIS) forwarded by the requesting clinical areas.

Availability of Service: Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Central Supply Room
Classification:	Simple
Type of Transaction:	Government-to-Citizen
Who may avail:	Out patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Prescription (1 original copy)	Prescribing Doctor or Nurse



2.Official Receipt (1 original copy)			Cashier Section	
3.Guarantee Letter (if applicable) (1 original copy)			Local Chief Executives/PCSO/MALASAKIT CENTER/DOH/DSWD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit prescription	<p>1. Receive and check the availability of supplies.</p> <p>1.1. If supplies are available, prepare and issue charge slip.</p> <p>*if supplies are not available, advise for other available alternative. If not advice to buy outside.</p>	None	5 minutes	<i>Ellaine Joyce C. Morillo, Nurse III, OMPH</i>
2.Receive charge slip and proceed to cashier for payment or go to Social Service Office for availment of medical assistance	2. Instruct client to pay at the cashier/ Social Service Office.	None	2 minutes	<i>Ellaine Joyce C. Morillo, Nurse III, OMPH</i>
	2.1. Issues official receipt/medical assistance slip.	List of fees (see table below)	10 minutes	<i>Lucila B. Cajoles, AO IV, OMPH</i>
3. Return to Central Supply Room and present official receipt/medical assistance slip.	3. Receive official receipt/medical assistance slip.	None	1 minute	<i>Ellaine Joyce C. Morillo, Nurse III, OMPH</i>
4.Receive the medical supplies	4. Dispense the requested medical supplies	None	5 minutes	<i>Ellaine Joyce C. Morillo, Nurse III, OMPH</i>
TOTAL		None	23 Minutes	



9. CENTRAL SUPPLY ROOM PRICE LIST

NAME OF MEDICAL SUPPLY	UNIT	UNIT PRICE
AMBU MINI PERFIT ACE COLLAR GCI	pc	₱ 1,444.00
AMBU PERFIT CERVICAL COLLAR ADULT	pc	₱ 1,313.00
ARMSLING LARGE	pc	₱ 128.00
ARMSLING MEDIUM	pc	₱ 128.00
ARMSLING SMALL	pc	₱ 125.00
ASEPTO SYRINGE	pc	₱ 83.00
BIPAP MASK	pc	₱10,125.00
BONEWAX	pc	₱ 274.00
BUTTERFLY G.23	pc	₱ 28.00
BUTTERFLY G.25	pc	₱ 28.00
BLOOD TRANSFUSSION SET	pc	₱ 117.00
CAUTERY PAD	pc	₱ 625.00
CAUTERY PENCIL	pc	₱ 1,050.00
CHEST DRAINAGE BOTTLE 1200 ML	pc	₱ 1,657.00
CHROMIC 0 round	pc	₱ 375.00
CHROMIC 1 round	pc	₱ 375.00
CHROMIC 2 -0 round	pc	₱ 375.00
CHROMIC 3-0 round	pc	₱ 375.00
CHROMIC 4-0 round	pc	₱ 375.00
CLEAN GLOVES SMALL	pair	₱ 10.00
CLEAN GLOVES MEDIUM	pair	₱ 10.00
CLEAN GLOVES LARGE	pair	₱ 10.00
COTTON STRANDS SS	pc	₱ 110.00
COTTON APPLICATOR	pc	₱ 5.00
DIAPER LARGE	pc	₱ 25.00
DISP.GLOVES 6.5 ANSELL	pair	₱ 91.00
DISP.GLOVES 7.0 ANSELL	pair	₱ 91.00
DISP.GLOVES 7.5 ANSELL	pair	₱ 91.00
DISP.GLOVES 8.0 ANSELL	pair	₱ 91.00
DISP.GLOVES 6.5 LATEX	pair	₱ 40.00
DISP.GLOVES 7.0 LATEX	pair	₱ 40.00
DISP.GLOVES 7.5 LATEX	pair	₱ 40.00
DISP.GLOVES 8.0 LATEX	pair	₱ 40.00
DISP. NEEDLE 18	pc	₱ 6.00
DISP. NEEDLE 19	pc	₱ 6.00
DISP. NEEDLE 20	pc	₱ 6.00
DISP. NEEDLE 21	pc	₱ 6.00
DISP. NEEDLE 22	pc	₱ 6.00



DISP. NEEDLE 23	pc	₱ 6.00
DISP. NEEDLE 24	pc	₱ 6.00
DISP. NEEDLE 25	pc	₱ 6.00
DISP. NEEDLE 26	pc	₱ 6.00
DISP. NEEDLE 27	pc	₱ 6.00
DISP.HEAD COVER	pc	₱ 7.00
DISP. RESUSCITATOR BAG ADULT	pc	₱ 2,035.00
DISP. RESUSCITATOR BAG PEDIA	pc	₱ 2,573.00
DISP. RESUSCITATOR BAG NEONATE	pc	₱ 2,571.00
DISP. SYRINGE 20ml	pc	₱ 23.00
DISP. SYRINGE 30ml	pc	₱ 53.00
DISP. SYRINGE 50ml	pc	₱ 53.00
DISP. SYRINGE 1ml	pc	₱ 13.00
DISP. SYRINGE 3ml	pc	₱ 13.00
DISP. SYRINGE 5ml	pc	₱ 13.00
DISP. SYRINGE 10ml	pc	₱ 16.00
DISTILLED WATER 50ml	pc	₱ 71.00
ELECTRODES BLUE SENSOR ADULT GCI	pc	₱ 33.00
ELECTRODES BLUE SENSOR PEDIA GCI	pc	₱ 66.00
EXTENSION SET	pc	₱ 40.00
ELASTIC BANDAGE 3x5	pc	₱ 45.00
ELASTIC BANDAGE 4x5	pc	₱ 61.00
ELASTIC BANDAGE 6x5	pc	₱ 82.00
ENDOTRACHEAL TUBE 2.0 UNCUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 2.5 UNCUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 3.0 UNCUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 3.5 UNCUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 4.0 UNCUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 4.0 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 4.5 UNCUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 5.0 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 5.5 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 6.0 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 6.5 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 7.0 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 7.5 CUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 8.0 CUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 8.5 CUFFED	pc	₱ 257.00
EPIDURAL SET G.16	pc	₱ 1,520.00
EPIDURAL SET G.18	pc	₱ 1,529.00
EYE GOGGLES	pc	₱ 92.00
FACE MASK N95	pc	₱ 238.00



FACE MASK EAR LOOP	pc	₱ 5.00
FACESHIELD	pc	₱ 19.00
FLEET ENEMA	pc	₱ 656.00
FOLEY CATH. FR. 8	pc	₱ 62.00
FOLEY CATH. FR. 10	pc	₱ 62.00
FOLEY CATH. FR. 12	pc	₱ 62.00
FOLEY CATH. FR. 14	pc	₱ 70.00
FOLEY CATH. FR. 16	pc	₱ 66.00
FOLEY CATH. FR. 18	pc	₱ 63.00
GAUZE 4 X 8 PACK OF 10	pack	₱ 94.00
GELFOAM SPONGESTAN	pc	₱ 722.00
GLASS SLIDES	pc	₱ 3.00
GUEDEL AIRWAY GREEN	pc	₱ 107.00
GUEDEL AIRWAY ORANGE	pc	₱ 107.00
GUEDEL AIRWAY WHITE	pc	₱ 106.00
GUEDEL AIRWAY YELLOW	pc	₱ 129.00
GUEDEL AIRWAY BLACK	pc	₱ 111.00
HEPLOCK	pc	₱ 43.00
HERNIA KIT PC	pc	₱ 3,544.00
HYDROGEN PEROXIDE 60 ml	pc	₱ 47.00
HYDROGEN PEROXIDE 120 ml	pc	₱ 60.00
HYDROGEN PEROXIDE 500 ml	pc	₱ 114.00
INSULIN SYRINGE	pc	₱ 15.00
IV CATH G.16	pc	₱ 50.00
IV CATH G.18	pc	₱ 50.00
IV CATH G.20	pc	₱ 50.00
IV CATH G.22	pc	₱ 50.00
IV CATH G.24	pc	₱ 50.00
IV CATH G.26	pc	₱ 50.00
ID BRACELET PEDIA	pc	₱ 7.00
ID BRACELET ADULT	pc	₱ 7.00
JACKSON PRATT DRAIN	pc	₱ 2,232.00
JACKSON REES PEDIA	pc	₱ 5,935.00
LAP SPONGE ABDOMINAL PACK 12X12	pc	₱ 119.00
LANCET	pc	₱ 7.00
LEUKOPLAST 2.5 CMX 5M	pc	₱ 388.00
Longbone Fiberglass Cast	pc	₱ 718.00
LUBRICATING JELLY TUBE	pc	₱ 283.00
LUBRICATING JELLY SACHET	pc	₱ 18.00
MALE URINAL	pc	₱ 52.00
MACROSET REGULAR	pc	₱ 80.00
MICROSET REGULAR	pc	₱ 49.00



MACROSET NEEDLELESS	pc	₱ 174.00
MEASURING CUP 210 ML	pc	₱ 92.00
MEDICINE CUP 30 ML	pc	₱ 2.00
MERSILK 0 ROUND PC	pc	₱ 245.00
MERSILK 0 STRAND	pc	₱ 245.00
MERSILK 1 STRANDS	pc	₱ 242.00
MERSILK 2-0 ROUND	pc	₱ 245.00
MERSILK 2-0 CUTTING	pc	₱ 245.00
MERSILK 2-0 STRAND	pc	₱ 245.00
MERSILK 3-0 ROUND	pc	₱ 245.00
MERSILK 3-0 CUTTING	pc	₱ 245.00
MERSILK 3-0 STRAND	pc	₱ 252.00
MERSILK 4-0 ROUND	pc	₱ 157.00
MERSILK 4-0 CUTTING	pc	₱ 157.00
METRICIDE	pc	₱ 2,568.00
MONOCRYL 4-0 CUTTING	pc	₱ 593.00
NEB KIT PEDIA W/MASK	pc	₱ 221.00
NEB KIT W/ MOUTHPIECE	pc	₱ 63.00
NEB KIT ADULT W/MASK	pc	₱ 95.00
NGT.FR.5	pc	₱ 30.00
NGT.FR.8	pc	₱ 30.00
NGT.FR.10	pc	₱ 48.00
NGT.FR.12	pc	₱ 30.00
NGT.FR.14	pc	₱ 30.00
NGT.FR.16	pc	₱ 34.00
NGT.FR.18	pc	₱ 30.00
NYLON 3-0 CUTTING	pc	₱ 219.00
NYLON 4-0 CUTTING	pc	₱ 258.00
OXYGEN CANNULA ADULT	pc	₱ 60.00
OXYGEN CANNULA PEDIA	pc	₱ 53.00
OXYGEN CANNULA NEONATE	pc	₱ 123.00
OXYGEN MASK ADULT	pc	₱ 138.00
OXYGEN MASK PEDIA	pc	₱ 119.00
PARATULLE	pc	₱ 63.00
PENROSE DRAIN ½	pc	₱ 154.00
PENROSE DRAIN ¼	pc	₱ 154.00
PLASTER 1" MICROPORE	pc	₱ 77.00
POVIDONE IODINE 10% 60ml	pc	₱ 63.00
POVIDONE IODINE 10% 120ml	pc	₱ 102.00
PROLENE 3-0 CUTTING	pc	₱ 495.00
PULSE OXIMAX SENSOR ADULT	pc	₱ 1,156.00
PULSE OXIMAX SENSOR PEDIA	pc	₱ 1,156.00



SHAVER	pc	₱ 24.00
SHOECOVER	pc	₱ 20.00
SKIN STAPLER	pc	₱ 854.00
SKIN STAPLE REMOVER SESE	pc	₱ 276.00
SPINAL NEEDLE G.23	pc	₱ 119.00
SPINAL NEEDLE G.25	pc	₱ 119.00
STRAIGHT THORACIC FR. 28	pc	₱ 630.00
STRAIGHT THORACIC FR. 32	pc	₱ 630.00
STRAIGHT THORACIC FR. 36	pc	₱ 630.00
SUCTION FR. 5	pc	₱ 14.00
SUCTION FR. 8	pc	₱ 15.00
SUCTION FR. 10	pc	₱ 23.00
SUCTION FR. 12	pc	₱ 12.00
SUCTION FR. 14	pc	₱ 11.00
SUCTION FR. 16	pc	₱ 12.00
SUCTION FR. 18	pc	₱ 23.00
SUCTION POOLE DRAIN	pc	₱ 491.00
SURGICAL BLADE # 10 FEATHER	pc	₱ 24.00
SURGICAL BLADE # 11 FEATHER	pc	₱ 24.00
SURGICAL BLADE # 12 FEATHER	pc	₱ 24.00
SURGICAL BLADE # 15 FEATHER	pc	₱ 30.00
SURGICAL BLADE # 20 FEATHER	pc	₱ 30.00
SURGICAL BLADE # 21 FEATHER	pc	₱ 30.00
SURGICAL BLADE # 22 FEATHER	pc	₱ 30.00
SURGICAL GAUZE (RG BOLT) 24 X 28	pc	₱ 1,182.00
SURGICAL SCRUB BRUSH W/CLOREX	pc	₱ 195.00
TEGADDERM 9cmx25cm PC	pc	₱ 286.00
TEGADDERM 9cmx15cm PC	pc	₱ 300.00
TEGADDERM 6cmx10cm PC	pc	₱ 75.00
THREE WAY STOPCOCK	pc	₱ 46.00
TONGUE DEPRESSOR STERILE	pc	₱ 3.00
TRACHEOSTOMY TUBE SHILEY FEN 6	pc	₱ 4,594.00
TRACHEOSTOMY TUBE SHILEY FEN 8	pc	₱ 4,594.00
T- TUBE (LATEX) FR. 16	pc	₱ 276.00
T- TUBE (LATEX) FR. 18	pc	₱ 276.00
T- TUBE (LATEX) FR. 14	pc	₱ 276.00
URINE BAG ADULT	pc	₱ 69.00
URINE BAG PEDIA (WEE BAG)	pc	₱ 7.00
UNDERPADS	pc	₱ 18.00
UMBILICAL CORD CLAMP	pc	₱ 7.00
VENTILATOR CIRCUIT PEDIA	pc	₱ 2,794.00
VICRYL 0 CT-1 PC	pc	₱ 457.00
VICRYL 1 CT-1 PC	pc	₱ 413.00



VICRYL 2-0 CT-1 PC	pc	₱ 457.00
VICRYL 2-0 SH PC	pc	₱ 285.00
VICRYL 3-0 CT -1 PC	pc	₱ 457.00
VICRYL 3-0 CUTTING PC	pc	₱ 457.00
VICRYL 3-0 SH PC	pc	₱ 285.00
VICRYL 4-0 CUTTING PC	pc	₱ 456.00
VICRYL 4-0 SH PC	pc	₱ 309.00
VOLUMETRIC/SOLUSET SET	pc	₱ 158.00
WADDING SHEET 4 X 5	pc	₱ 94.00
WADDING SHEET 6 X 5	pc	₱ 84.00

DIETARY SECTION

9. AVAILMENT OF DIETARY COUNSELLING AND INSTRUCTIONS

Service Description: Nutrition is a supportive process which provides medical nutrition therapy to an individual based on specific health needs by creating individualized action plan which promotes better nutrition and good eating habits to prevent or manage specific diseases. The nutrition counselor provides information, educational materials and follow-up care to help individual foster responsible self-care.

Availability of Service: Monday to Sunday and Holidays, 5:00AM – 7:00PM

Office or Division:		Dietary Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Inpatient/Outpatient		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral from the Nurse or Doctor		Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents referral slip	For Non-COVID Conducts anthropometric measurement, screening and collects patient's data. Computes nutritional requirements and creates individualized meal plan.	None	15 minutes	<i>Amethyst G. Morales</i> Nutritionist Dietician I, OMPH



	For COVID Collects patient's data. Computes nutritional requirements and creates individualized meal plan.	None	15 minutes	
2.Receive Dietary Instructions	For Non-COVID Provides dietary instruction to client face to face For COVID Provides dietary instruction to client thru phone	None None	20 minutes 20 minutes	<i>Amethyst G. Morales</i> Nutritionist Dietician I, OMPH
TOTAL		None	35 minutes	

HOSPITAL INFORMATION MANAGEMENT

10.ISSUANCE OF UNREGISTERED CERTIFICATE OF LIVE BIRTH

Service Description: This service involves processing and releasing of unregistered Certificate of Live Birth.

Availability of Service: Monday to Friday at 8:00AM-5:00PM (no noon break).

Office of Division:	Medical Records Section
Classification	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Parents Authorized Representative
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



<p>Primary requirements for principal:</p> <ol style="list-style-type: none"> 1.Filled up Service Form 2. Valid ID (1 photocopy), any of the <ul style="list-style-type: none"> ➤ Government issued IDs such as (GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ NBI/ Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy. Clearance 3.Official Receipt or MSS Note/Form or its equivalent 4.Marriage Certificate (for married) or Authority to Use the Surname of the Father and Certificate of Live Birth for mother (for unmarried) 	<p>NICU/DR/OR</p> <p>GSIS, SSS, Pagibig , LTO,DFA, LGU, BIR, PhilHealth, PHLPPost,COMELEC, School and concerned company of the requesting Party</p> <p>Cashier/MSS</p> <p>Philippine Statistics Authority/Local Civil Registry</p>
<p>Authorized Representative:</p> <ol style="list-style-type: none"> 1.Pre-filled us Service Form 2.One(1) photocopy of valid ID of the principal and authorized representative, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS,SSS, Pag-ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID 3.Official Receipt or MSS Note/Form or its equivalent 	<p>NICU/DR/OR</p> <p>GSIS, SSS, Paglbig,LTO DFA LGU,BIR,Philhealth,PHLPPost, COMELEC, School and concerned company of the requesting party</p> <p>Cashier/MSS</p>
<ol style="list-style-type: none"> 4.Marriage Certificate (for married) or Authority to use the Surname of the Father and Certificate of Live Birth for mother (for unmarried) 5.Authorization letter 	<p>Parent (mother of father) Client</p>
<p>Additional requirements for Late Registration: <i>If more than 30 days after birth but within six months:</i></p>	



Certification from LCR of non-registration (LCR Form No.18)		Local Civil Registrar		
<i>If more than six months after birth:</i> Certification from NSO for No Records of Birth Available		Philippine Statistics Authority		
Primary requirements for principal: 1.Pre-filled up Service Form One (1) photocopy of valid ID, any of the following: <ul style="list-style-type: none"> ➤ government issued IDs such as GSIS,SSS, Pag-Ibig, Driver's License, Passport, Voter's IDs,PHIC ID,TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID 		NICU/DR/OR GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party Cashier/MSS Philippine Statistics Authority/Local Civil Registry		
2.Official Receipt or MSS Note/Form or its equivalent				
3. PSA Birth Certificate (Negative)				
4.Marriage Certificate (for married) or Authority to use the Surname of the Father and Certificate of Live Birth for mother (for unmarried)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure priority number and present requirements	1.Receive priority number and requirements	None	2 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
1.1. Undertake interview	1.1. Evaluate requirement and interview the client	None	5 minutes	<i>Marcelino S. Clanza,</i> Records Officer I, OMPH
<i>For non-indigent:</i> 2. Receive charge slip/order of payment and proceed to Cashier for payment	2. Issue charge slip/order of payment and instruct the client to proceed to	Php 80.00	2 minutes	



<p><i>For indigent:</i> 2.1. Receive charge slip/order of payment and proceed to MSS for discounting</p>	<p>cashier for payment or MSS for discounting</p> <p>2.1 Advise client to return on the scheduled date</p> <p>2.2 Prepare/encode birth certificate and secure signature of the attending physician</p>	None	2 days	<p>Sevilla B. Maristela AAide III, OMPH</p>
<p><i>For non-indigent:</i> 3. Pay the amount indicated on the charge slip/order of payment</p>	<p><i>For non-indigent:</i> 3. Receive charge slip/order of payment and its corresponding amount; issues Official Receipt</p>	None	20 minutes	<p>Marcelino S. Clanza, Records Officer I, OMPH</p>
<p><i>For indigent:</i> 3. Present charge slip/order of payment and undertake interview</p> <p>3.1 Receive MSS Note/MSS Form</p>	<p><i>For indigent:</i> 3. Receive charge slip/order of payment and interview client; issues MSS Note/MSS form</p>	None	<p>30 minutes</p> <p>2 minutes</p>	



4. Return to Health Information Management Office (based on the indicated schedule) and present the Official Receipt/MSS Note/MSS Form	4. Receive and check Official Receipt/MSS Note/MSS Form	None	3 minutes	
4.1. Sign the releasing logbook	4.1. Instruct client to sign the logbook	None	2 minutes	Sevilla B. Maristela AAide III, OMPH
4.2. Receive the unregistered Certificate of Live Birth Certificate	4.2. Release the unregistered Certificate of Live Birth Certificate		3 minutes	
	4.3. Advise client to process the registration of the Certificate of Live Birth Certificate at the Local Civil Registry		5 minutes	Sevilla B. Maristela AAide III, OMPH
TOTAL		For Indigent: Depending on the MSS Discount	For Non Indigent: 2 Days & 44 minutes For Indigent: 2 Days & 54 minutes	

11. ISSUANCE OF UNREGISTERED DEATH CERTIFICATE

Service Description: This service involves processing and releasing of unregistered Death Certificate (for Inpatient & Emergency Room, except for Dead on Arrival).



Availability of service is from Monday-Friday at 8:00 am to 5:00 pm (No noon break). Further, this service is necessary for the registration of Death Certificate at the Local Civil Registry. **Next of kin** refers to the following: parents, children and siblings.

Office or Division:	Medical Records Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Spouse and next of kin of the deceased or their Authorized Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Primary requirements for principal: 1.Filled up Service Form 2.One (1) photocopy valid ID, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance 3.Official Receipt or MSS Note/Form or its equivalent 4.PSA Birth Certificate of the deceased patient/client 5.Marriage Certificate (spouse) or Birth Certificate (next of kin)	Doctor/Nurse on Duty GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party Cashier/MSS Philippine Statistics Authority
Authorized Representative: 1.Filled up Service Form Photocopy of one (1) valid ID of the principal and authorized representative, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance 	NICU/DR/OR GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party Cashier/MSS



2.Official Receipt or MSS Note/Form or its equivalent 3.PSA Birth Certificate of the deceased patient/client 4.Marriage Certificate (spouse) or Birth Certificate (next of kin) 5.Authorization letter (Notarized) Special Power of Attorney		Philippine Statistics Authority Next of kin/Authorized Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure priority number and present requirements	1.Receive priority number and requirements	None	2 minutes	<i>Marcelino S. Clanza</i> , Records Officer I, OMPH
1.1 Undertake interview	1.1 Evaluate requirements and interview the client	None	5 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
<i>For non-indigent:</i> 2.Receive charge slip/order of payment and proceed to Cashier for payment <i>For indigent:</i> 2.Receive charge slip/order of payment and proceed to MSS for discounting	2.Issue charge slip/order of payment and instruct the client to proceed to cashier for payment or MSS for discounting	None	2 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
	2.1. Retrieve patient's chart	None	3 minutes	<i>Marcelino S. Clanza</i> , Records Officer I, OMPH
	2.2 Advise client to return on the scheduled date	None	2 minutes	
	2.3 Prepare/ encode death certificate	None	2 Days	



	and secures signature of the attending physician			
For non-indigent: 3. Pay the amount indicated on the charge slip/order of the payment	For non-indigent: 3. Receive charge slip/order of payment and its corresponding amount; issue Official Receipt	None	10 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
For indigent: 3.1 Present charge slip/order of payment and undertake interview	For indigent: 3.1. Receive charge slip/order of payment and interview client; issue MSS	None	10 minutes	<i>Marcelino S. Clanza,</i> Records Officer I, OMPH H
3.2 Receive MSS Note/MSS form	Note/MSS form		2 minutes	
4. Return to Health Information Management Office (based on the indicated schedule) and present the Official Receipts/MSS Note/MSS Form	4. Receive and check Official Receipt MSS Note/MSS Form	None	3 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
4.1 Sign the releasing logbook	4.1. Instruct client to sign the logbook	None	2 minutes	<i>Marcelino S. Clanza,</i> Records Officer I, OMPH
4.2 Receive the unregistered Death Certificate	4.2. Release the unregistered	None	3 minutes	



	Death Certificate 4.3. Advise client to process the registration of the Death Certificate at the Local Civil Registry	None	5 minutes	Sevilla B. Maristela AAide III, OMPH
TOTAL		None	For Non Indigent; 2 Days 49 minutes For Indigent: 2 Days 59 minutes	

12. ISSUANCE OF MEDICO-LEGAL CERTIFICATE

Service Description: This service involves processing and releasing of Medico-Legal Certificate.

Availability of service is from Monday to Friday at 8:00 am-5:00 pm (No noon break).

Next of kin refers to the following: spouse, parents, children, and siblings

Office or Division:	Medical Records Section				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government				
Who may avail:	Patient Next of kin/Authorized Representative Courts and Administrative bodies exercising quasi-judicial and/or investigative function				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> Primary requirements for principal: 1.Filled up Service Form 2.One (1) photocopy valid ID, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID </td><td> Attending Doctor GSIS, SSS, Pagibig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Primary requirements for principal: 1.Filled up Service Form 2.One (1) photocopy valid ID, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID 	Attending Doctor GSIS, SSS, Pagibig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Primary requirements for principal: 1.Filled up Service Form 2.One (1) photocopy valid ID, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID 	Attending Doctor GSIS, SSS, Pagibig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party				



<p>➤ Brgy, Clearance</p> <p>3. Official Receipt or MSS Note/Form or its equivalent</p> <p>4. Court Order/Letter of Request</p>			<p>Cashier/MSS</p> <p>Clerk of Court, PNP, NBI and enforcement agencies</p>	
<p>Primary Requirement</p> <p>Authorized Representative:</p> <p>1. Fill up Service Form</p> <p>2. One (1) photocopy of valid ID of the principal and authorized representative, any of the following:</p> <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance <p>3. Official Receipt or MSS Note/Form or its equivalent</p> <p>4. Court Order/Letter of Request</p> <p>5. If underage, PSA Birth Certificate of patient and PSA Marriage Certificate of Parents</p> <p>6. Authorization letter (Notarized) Special</p>			<p>NICU/DR/OR</p> <p>GSIS, SSS, Pagibig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party</p> <p>Cashier/MSS</p> <p>Clerk of Court, PNP, NBI, and enforcement agencies</p> <p>Requesting party (patient/principal)</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number and present requirements	1. Receive priority number and requirements	None	2 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
1.1 Undertake interview	1.1. Evaluate requirements and interview the client	None	5 minutes	<i>Marcelino S. Clanza</i> , Records Officer I, OMPH
For non-indigent: 2. Receive charge slip/order of payment and proceed to Cashier for payment	2. Issue charge/slip order of payment and instruct the client to proceed to	Php 105.00	3 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH



For indigent: 2.1 Receive charge slip/order of payment and proceed to MSS for discounting	cashier for payment or MSS for discounting 2.1. Retrieve patient's chart	None	3 minutes	<i>Marcelino S. Clanza</i> , Records Officer I, OMPH
	2.2. Prepare the medico-legal certificate and secure signature of the attending physician	None	7 hours	<i>Sevilla B. Maristela</i> AAide III, OMPH
For non-indigent: 3. Pay the amount indicated on the charge slip/order of payment	For non-indigent: 3. Receive charge slip/order of payment and its corresponding amount; issue Official Receipt	None	20 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
For indigent: 3.1. Present charge slip/order of payment and undertake interview	For indigent: 3.1. Receive charge slip/order of payment and interview client; issue MSS Note/MSS form	None	30 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
3.2. Receive MSS Note/MSS Form			2 minutes	
4. Return to Health Information Management Office (based on the	4. Receive and check Official Receipts MSS	None	3 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH



indicated scheduled) and present the Official Receipt/MSS Note/MSS Form	Note/MSS Form			
4.1. Sign the releasing logbook	4.1. Instruct client to sign the logbook		2 minutes	<i>Marcelino S. Clanza</i> , Records Officer I, OMPH
4.2. Receive the Medico-legal Certificate	4.2. Release the Medico-legal Certificate	None	2 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
TOTAL:		For Non – Indigent and Indigent : Php105.00	For Indigent: 7 hours 54 minutes For Non Indigent: 7 hours 44 minutes	

13. ISSUANCE OF MEDICAL/CONFINEMENT CERTIFICATE

Service Description: This service involves processing and releasing of Medical/Confinement Certificate.

Availability of service is from Monday to Friday at 8:00 am-5:00pm (No noon break).

Next of kin refers to the following: spouse, parents, children and sibling/s.

Office or Division:	Medical Records Section
Classification:	Simple
Type of transaction:	G2C – Government to Citizen and G2G – Government to Government
Who may avail:	Patient Next of kin/Authorized Representative Courts and Administrative bodies exercising quasi-judicial and/or investigative function
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Primary requirements for principal: 1. Filled up Service Form 2. One (1) photocopy of valid ID of the principal and authorized representative, any of the following:	Attending Doctor GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPPost,



<ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance 		COMELEC, School and concerned company of the requesting party Cashier/MSS Admitting section		
3.Official Receipt or MSS Note/Form or its equivalent 4.Hospital card (inpatient)				
Authorized Representative: 1.Fillep up Service Form 2.One (1) photocopy of valid ID of the principal and authorized representative, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance 3.Official Receipt or MSS Note/Form or its equivalent 4.Hospital card (inpatient) 5.Authorization letter (Notarized)/Special Power of Attorney		NICU/DR/OR GSIS, SSS, Paglbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party Cashier/MSS Admitting Section Requesting Party (patient/principal)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure priority number and present requirements	1. Receive priority number and requirements	None	2 minutes	Sevilla B. Maristela AAide III, OMPH
1.1. Undertake interview	1.1. Evaluate requirements and interview the client	None	5 minutes	Marcelino S. Clanza, Records Officer I, OMPH
For non-indigent: 2.Receive charge slip/order of	2. Issue charge/slip	Php 80.00	3 minutes	Sevilla B. Maristela AAide III, OMPH



<p>payment and proceed to Cashier for payment</p> <p>For indigent: 2. Receive charge slip/order of payment and proceed to MSS for discounting</p>	<p>order of payment and instruct the client to proceed to cashier for payment or MSS for discounting</p> <p>2.1. Retrieve patient's chart</p> <p>2.2. Prepare the medico-legal certificate and secure signature of the attending physician</p> <p><i>For Confinement certificate:</i> Secure the signature MRS head</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>2 hours</p> <p>3 minutes</p>	<p><i>Marcelino S. Clanza,</i> Records Officer I, OMPH</p> <p><i>Sevilla B. Maristela</i> AAide III, OMPH</p>
<p>For non-indigent: 3. Pay the amount indicated on the charge slip/order of payment</p> <p>For indigent: 3.1. Present charge slip/order</p>	<p>For non-indigent: 3. Receive charge slip/order of payment and its corresponding amount; issue Official Receipt</p> <p>For indigent: 3.1. Receive charge</p>	<p>None</p>	<p>20 minutes</p> <p>30 minutes</p>	<p><i>Sevilla B. Maristela</i> AAide III, OMPH</p> <p><i>Marcelino S. Clanza,</i> Records Officer I,</p>



of payment and undertake interview	slip/order of payment and interview client; issue MSS Note/MSS form			OMPH
3.2. Receive MSS Note/MSS Form			2 minutes	
4.Return to Health Information Management Office (based on the indicated scheduled) and present the Official Receipt/MSS Note/MSS Form	4.Receive and check Official Receipts MSS Note/MSS Form	None	3 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
4.1. Sign the releasing logbook	4.1. Instruct client to sign the logbook		2 minutes	<i>Sevilla B. Maristela</i> AAide III, OMPH
4.2. Receive the Medical/ Confinement Certificate	4.2. Release the Medical/Confinement Certificate		2 minutes	
TOTAL		For Non – Indigent and Indigent: Php80.00	For Non Indigent: 2 Hours 45 minutes For Indigent: 2 hours 55 minutes	

HUMAN RESOURCE DEPARTMENT

14. ACCEPTANCE OF APPLICATION FOR RECRUITMENT, SELECTION AND PLACEMENT FOR PERMANENT POSITION AND PROMOTION

Service Description: This service provides provision of access to equal employment opportunities in the facility.

Availability of Service: Monday – Friday, 8:00AM-5:00PM



Office or Division:		Chief of Hospital		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Applicant		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Three sets of the following Application documents to be placed in long folder:				
1. Application Letter addressed to the Provincial Governor thru the Chief of Hospital (1 original copy)			Applicant	
2. Personal Data Sheet from CSC (1 original copy)			CSC Website	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for application	1. Review completeness of documents	None	3 minutes	<i>Susan L. Ramirez, AAide I, OMPH</i>
	1.1. Give one set of document to the Chief of Hospital for applicant's interview	None	1 minute	<i>Dante A. Nuestro, MD, MHA, OIC, OMPH</i>
	1.2. Applicant's interview with the Chief of Hospital	None	5 minutes	<i>Susan L. Ramirez, AAide I, OMPH</i>
	1.3. Return two sets of documents	None	1 minutes	
TOTAL		None	10 minutes	

15. APPLICATION OR AFFILIATES/OJT

Service Description: The hospital offers teaching-learning activities to different private and government institutions bound by the Memorandum of Agreement signed by both parties. Period of exposure would depend on the required minimum hours prescribed by the institution sending affiliates.

Availability of Service: Monday – Friday, 8:00AM-5:00PM



Office or Division:		Chief of Hospital		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of inter by applicant or letter of request and endorsement from sending agency/school			Student/School	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1. Forward document to Chief of Hospital if without endorsement from Chief of Hospital	None	1 minute	<i>Susan L. Ramirez, AAide I, OMPH</i>
	1.1. Review endorsement and letter of intent/request	None	3 minutes	<i>Dante A. Nuestro, MD, MHA, OIC, OMPH</i>
	1.2. Call up concerned units for endorsement of applicants	None	5 minutes	
	1.3. Call up applicant or affiliation coordinator for assignment	None	5 minutes	<i>Dante A. Nuestro, MD, MHA, OIC, OMPH</i>
	1.4. Facilitate signing of Memorandum of Agreement between Oriental Mindoro Provincial Hospital and sending agency	None	2 days	
TOTAL		None	2 Days 14 minutes	



16. ISSUANCE OF CERTIFICATE OF APPEARANCE

Service Description: The agency processes the request for the issuance of Certificate of Appearance to all concerned personnel and other parties who have personally appeared and transact official business in the hospital with approved Travel Order from authorities.

Availability of Service: Monday – Friday, 8:00AM-5:00PM

Office or Division:		Chief of Hospital		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Walk-in Client		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Travel Order and/or Routing Slip			Employee concerned/ Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Travel Order and/or Routing slip from the concerned Department Section	1. Receive and reviews Travel Order and/or Routing Slip.	None	2 minutes	<i>Susan L. Ramirez, AAide I, OMPH</i>
1. Receive the Certificate of Appearance and signs Visitor's Logbook.	1. Releases the Certificate of Appearance and asks Client to sign Visitor's Logbook.	None	2 minutes	<i>Susan L. Ramirez, AAide I, OMPH</i>
TOTAL		None	4 minutes	

17. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Service Description: The agency processes the request for the issuance of Certificate of Employment who had actually rendered services to the hospital after the termination of employment or upon request by an employee.

Availability of Service: Monday – Friday, 8:00AM-5:00PM

Office or Division:		Human Resource Management Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		OMPH employees/Retired/Resigned		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	



Principal: 1.Employee ID			Administrative Division	
Authorized Representative: 1.Proof of Identification of the principal and authorized representative 2.Authorization letter (1 original copy)			Administrative Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out the logbook/request form/slip for the request of Certificate of Employment	1. Entertain the client's request and advise to log in request in the logbook.	None	3 minutes	<i>Marites A. Gregorio, AAide IV, OMPH</i>
1.1. Submit the filled-out logbook/request form/request slip.	1.1. Receive the filled-out logbook/request form/request slip and advise the schedule of release of the COE	None	5 minutes	
	1.2. Prepare, verify and print the COE.	None	1 hour	
	1.3. Review and sign the approved COE.	None	2 minutes	
2. Return on the scheduled date and claim the requested COE.	2.Release the signed COE	None	2 minutes	<i>Marites A. Gregorio, AAide IV, OMPH</i>
3.Sign the Outgoing logbook	3.Give the Outgoing Logbook and instruct client to sign	None	2 minutes	<i>Marites A. Gregorio, AAide IV, OMPH</i>
TOTAL		None	1 hour and 14 minutes	

18. LEAVE OF ABSENCE APPLICATION

Service Description: This is one among the service feature provided by the OMPH – Administrative Division to Employees who are entitled to leave benefits.



Availability of Service: Monday – Friday, 8:00AM-5:00PM

Office or Division:	Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All OMPH employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Vacation Leave within Country: 1.CSC Form No.6 Application for Leave Form	Administrative Office-OMPH Bldg.4
For Vacation Leave Outside Country 1.CSC Form No.6 Application for Leave Form 2.Hospital Clearance (4 copies) 3.Travel Authority Form (1 Original Copy)	Administrative Office-OMPH Bldg.4
For Vacation Leave of One Month or more Duration 1.CSC Form No.6 Application for Leave Form 2.Hospital Clearance (4 copies) 3.Agency Head approved letter of intent	Administrative Office-OMPH Bldg.4
For Sick Leave 1.CSC Form No.6 Application for Leave Form 2.Medical Certificate (Original Copy) Medical Certificate (Fit to Work, if applicable)	Administrative Office-OMPH Bldg.4
For Maternity Leave 1.CSC Form No.6 Application for Leave Form 2.Hospital Clearance (4 copies) 3.Medical Certificate (CSC Form 41)	Administrative Office-OMPH Bldg.4
For Paternity Leave 1.CSC Form No.6 Application for Leave Form 2.Birth Certificate of Child (Photocopy only) or Medical Certificate for Miscarriages (Photocopy only)	Administrative Office-OMPH Bldg.4 City Social Welfare and Development Office-City Hall (CSWDO)
For Solo Parent Leave 1.CSC Form No.6 Application for Leave Form	



<p>2.Solo Parent ID or Certification from DSWD (Photocopy)</p> <p>For Study Leave</p> <p>1.Holds a permanent appointment</p> <p>2.Holds a degree that requires passing of bar/board examination</p> <p>3.Field of study pursues must be relevant to the agency's mandate or to the duties and responsibilities of the concerned employee</p> <p>4.Agency Head approved Letter of intent to go on Study Leave</p> <p>5.Signed and notarized Study Leave Contract</p> <p>6.CSC Form No.6 Application for Leave Form</p> <p>7.Hospital Clearance-4cxopies</p>				
<p>Employee</p> <p>Training Unit</p> <p>Administrative Office-OMPH Bldg.4</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1Fill-out request form for Leave Application	1. Entertain the client's request and advise to log in request in the log-in book.	None	5 minutes	<i>Marites A. Gregorio,</i> AAide IV, OMPH
2. Sign logbook and Submit the filled out request form/request slip.	2. Receive and validate the required document/Attachments	None	5 minutes	<i>Marites A. Gregorio,</i> AAide IV, OMPH
	2.1. Verify the Leave Balances of the employee	None	9 minutes	
	2.2 If the employee has no leave of absence, inform the employee that he/she cannot avail	None	3 minutes	



	the desired leave.			
	2.3 Entry the dates for the leave application into leave cards.	None	3 minutes	<i>Marites A. Gregorio,</i> AAide IV, OMPH
	2.4 Obtain initial of Administrative Aide IV or in charge for the Leave Application Form		10 minutes	
TOTAL		None	35 minutes	

LABORATORY DEPARTMENT

19. LIST OF SERVICES OFFERED

Service Description: Laboratory department mainly provides the services offered by the hospital for the in – patients and out – patients. **Availability of Service:** Monday – Sunday, (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

SERVICES OFFERED:

EXAMINATION
HEMATOLOGY
COMPLETE BLOOD COUNT, PLATELET COUNT (CBC, PC)
HGB/HCT
BLOOD TYPING (ABO, RH TYPING)
BLEEDING TIME (BT) / CLOTTING TIME (CT)
PROTIME
APTT
ERYTHROCYTE SEDIMENTATION RATE (ESR)
PERIPHERAL BLOOD SMEAR (PBS)
RETICULOCYTE COUNT
MALARIAL SMEAR
FILARIAL SMEAR



CLINICAL MICROSCOPY
URINALYSIS (UA)
PREGNANCY TEST
KOH
FECALYSIS (FA)
FECAL OCCULT BLOOD TEST (FOBT)
CERVICOVAGINAL SMEAR
CLINICAL CHEMISTRY
FBS
BUN
CREATININE
BUA
TOTAL CHOLESTEROL
TRIGLYCERIDES
ELECTROLYTES (Na, Ca, K, Cl)
SGOT
SGPT
LDL
HDL
BILIRUBIN
ALBUMIN
AMYLASE
HBA1C
PROCALTONIN
D-DIMER
PHOSPHORUS
MAGNESIUM
LDH
ALKALINE PHOSPHATE
SEROLOGY
HBSAG
DENGUE DOT (NS1 AG, IgM, IgG)
TYPHI DOT (IgM, IgG)
ANTI-HCV [RAPID TEST]
HIV [RAPID TEST]
SYPHILIS [RAPID TEST]
FT3
FT4
TSH
FT3,FT4,TSH
PSA
CEA
CA 125
CA 19-9



CA 15-3
FERRITIN
AFP
CRP
TROPONIN I
CK-MB
NT-PROBNP
MICROBIOLOGY
BLOOD CS
URINE CS
GRAM STAIN
HISTOPATHOLOGY
FLUID CYTOLOGY
HISTOPATH
FNAB
PAP's SMEAR

20. Laboratory Services for Out-Patient

Service Description: Healthcare facility providing a wide range of laboratory procedures that aid clinicians in diagnosing, treating and managing patients.

Availability of Service: Monday – Sunday, (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Laboratory Department
Classification:	Highly – technical
Type of Transaction:	Government – to – Citizens (G2C) and Government – to – Government (G2G).
Who may avail:	All
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Official Laboratory Request from Medical Doctor	Requesting Physician
2. Charge Slip	Laboratory Department
3. Proof of Payment (OR)	Cashier
4. Classification from Hospital Social Welfare (MALASAKIT, KONSULTA and any other assistance).	Hospital Social Welfare



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request	1. Receive and check the request form	None	5 minutes	<p><i>Miriam Q. Mendoza</i> RMT III, OMPH</p> <p><i>Aiza Gizelle A. Maliwanag</i> RMT I, OMPH</p> <p><i>Evelyn G. Hernandez,</i> RMT I, OMPH</p> <p><i>Reymark Allan M. Aldovino,</i> RMT I, OMPH</p> <p><i>Nilbert Joie A. Comia,</i> RMT I, OMPH</p> <p><i>Carlyn Jill A. Petrasanta,</i> RMT I, OMPH</p> <p><i>Mark Levin S. Munar,</i> RMT I, OMPH</p> <p><i>Ma. Chermie A. Landicho,</i> RMT I, OMPH</p> <p><i>Jaina Joyce A. Manongsong,</i> RMT I, OMPH</p>
2. Receive charge slip	2. Issue charge slip	None	10 minutes	<p><i>Miriam Q. Mendoza</i> RMT III, OMPH</p> <p><i>Aiza Gizelle A. Maliwanag</i> RMT I, OMPH</p> <p><i>Evelyn G. Hernandez,</i> RMT I, OMPH</p> <p><i>Reymark Allan M. Aldovino,</i> RMT I, OMPH</p> <p><i>Nilbert Joie A. Comia,</i></p>



				<p>RMT I, OMPH</p> <p><i>Carlyn Jill A. Petrasanta,</i> RMT I, OMPH</p> <p><i>Mark Levin S. Munar,</i> RMT I, OMPH</p> <p><i>Ma. Chermie A. Landicho,</i> RMT I, OMPH</p> <p><i>Jaina Joyce A. Manongsong,</i> RMT I, OMPH</p>
3. Pay laboratory fee / submits to HSW interview	3. Receive payment or Classification report from HSW (OMPH)	As charged (Please see fee schedule)	30 minutes	<p><i>Lucila B. Cajoles,</i> AO IV, OMPH</p> <p><i>Golda Mey L. Aceveda,</i> OIC – MSW, (OMPH Office Order No. 08, s. 2024)</p>
4. Present OR / HSW classification	4. Receive and validate OR / HSW classification	None	5 minutes	<p><i>Miriam Q. Mendoza</i> RMT III, OMPH</p> <p><i>Aiza Gizelle A. Maliwanag</i> RMT I, OMPH</p> <p><i>Evelyn G. Hernandez,</i> RMT I, OMPH</p> <p><i>Reymark Allan M. Aldovino,</i> RMT I, OMPH</p> <p><i>Nilbert Joie A. Comia,</i> RMT I, OMPH</p> <p><i>Carlyn Jill A. Petrasanta,</i> RMT I, OMPH</p> <p><i>Mark Levin S. Munar,</i> RMT I, OMPH</p>



				<i>Ma. Chermie A. Landicho, RMT I, OMPH</i> <i>Jaina Joyce A. Manongsong, RMT I, OMPH</i>
5. Submit for specimen collection	5. Collect sample	None	30 minutes	<i>Miriam Q. Mendoza RMT III</i> <i>Aiza Gizelle A. Maliwanag RMT I</i> <i>Evelyn G. Hernandez, RMT I</i> <i>Reymark Allan M. Aldovino, RMT I</i> <i>Nilbert Joie A. Comia, RMT I</i> <i>Carlyn Jill A. Petrasanta, RMT I</i> <i>Mark Levin S. Munar, RMT I</i> <i>Ma. Chermie A. Landicho, RMT I</i> <i>Jaina Joyce A. Manongsong, RMT I</i>
6. Wait for results	6. Perform laboratory procedure	None	As scheduled (Please see turn-around time; starts from presentation of OR / HSW classification)	<i>Miriam Q. Mendoza RMT III, OMPH</i> <i>Aiza Gizelle A. Maliwanag RMT I, OMPH</i> <i>Evelyn G. Hernandez, RMT I, OMPH</i> <i>Reymark Allan M. Aldovino, RMT I, OMPH</i>



				<i>Nilbert Joie A. Comia,</i> RMT I, OMPH <i>Carlyn Jill A. Petrasanta,</i> RMT I, OMPH <i>Mark Levin S. Munar,</i> RMT I, OMPH <i>Ma. Chermie A. Landicho,</i> RMT I, OMPH <i>Jaina Joyce A. Manongsong,</i> RMT I, OMPH
7. Receive results	7. Issues results	None	3 days (simple) 7 days (complex) 30 days (highly technical)	<i>Miriam Q. Mendoza</i> RMT III, OMPH <i>Aiza Gizelle A. Maliwanag</i> RMT I, OMPH <i>Evelyn G. Hernandez,</i> RMT I, OMPH <i>Reymark Allan M. Aldovino,</i> RMT I, OMPH <i>Nilbert Joie A. Comia,</i> RMT I, OMPH <i>Carlyn Jill A. Petrasanta,</i> RMT I, OMPH <i>Mark Levin S. Munar,</i> RMT I, OMPH



				<i>Ma. Chermie A. Landicho, RMT I, OMPH</i> <i>Jaina Joyce A. Manongsong, RMT I, OMPH</i>
	TOTAL		40 days, 1 hour and 20 minutes	

“Laboratory Services for Out-Patient: Qualified under multi-stage processing”

21. LABORATORY SERVICES FOR IN-PATIENT

Service Description: Healthcare facility providing a wide range of laboratory procedures that aid clinicians in diagnosing, treating and managing patients.

Availability of Service: Monday – Sunday, (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:		Laboratory Department		
Classification:		Highly – technical		
Type of Transaction:		Government – to – Citizens (G2C) and Government – to – Government (G2G).		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Official Laboratory Request from Medical Doctor		Requesting Physician		
2. Charge Slip		Laboratory Department		
3. Proof of Payment (OR)		Cashier		
4. Classification from Hospital Social Welfare (MALASAKIT, KONSULTA and any other assistance).		Hospital Social Welfare		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nurse on duty presents laboratory request.	1. Receive and check the request	None	5 minutes	<i>Miriam Q. Mendoza</i> RMT III, OMPH



	1.1 Collect sample	None	30 minutes	<i>Aiza Gizelle A. Maliwanag</i> RMT I, OMPH
	1.2 Bill the patient	As charged (Please see fee schedule)	5 minutes	<i>Evelyn G. Hernandez,</i> RMT I, OMPH
	1.3 Perform laboratory procedure	None	As scheduled (Please see turn-around time; starts from presentation of OR / HSW classification)	<i>Reymark Allan M. Aldovino,</i> RMT I, OMPH <i>Nilbert Joie A. Comia,</i> RMT I, OMPH <i>Carlyn Jill A. Petrasanta,</i> RMT I, OMPH <i>Mark Levin S. Munar,</i> RMT I, OMPH <i>Ma. Chermie A. Landicho,</i> RMT I, OMPH <i>Jaina Joyce A. Manongsong,</i> RMT I, OMPH
2. Nurse on duty Receive result	2. Issue results	None	3 days (simple) 7 days (complex) 30 days (highly technical)	<i>Miriam Q. Mendoza</i> RMT III, OMPH <i>Aiza Gizelle A. Maliwanag</i> RMT I, OMPH <i>Evelyn G. Hernandez,</i> RMT I, OMPH <i>Reymark Allan M. Aldovino,</i> RMT I, OMPH



				<i>Nilbert Joie A. Comia,</i> RMT I, OMPH <i>Carlyn Jill A. Petrasanta,</i> RMT I, OMPH <i>Mark Levin S. Munar,</i> RMT I, OMPH <i>Ma. Chermie A. Landicho,</i> RMT I, OMPH <i>Jaina Joyce A. Manongsong,</i> RMT I, OMPH
	TOTAL		40 days and 40 minutes	

“Laboratory Services for In-Patient: Qualified under multi-stage processing”

LABORATORY FEES TO BE PAID AND PROCESSING TIME:

EXAMINATION	PRICE	PROCESSING TIME (TURN AROUND TIME)
HEMATOLOGY		
COMPLETE BLOOD COUNT, PLATELET COUNT (CBC, PC)	Php180.00	4 hours
HGB/HCT	180.00	4 hours
BLOOD TYPING (ABO, RH TYPING)	200.00	4 hours
BLEEDING TIME (BT) / CLOTTING TIME (CT)	60.00	4 hours
PROTIME	750.00	4 hours
APTT	750.00	4 hours
ERYTHROCYTE SEDIMENTATION RATE (ESR)	200.00	4 hours
PERIPHERAL BLOOD SMEAR (PBS)	170.00	6 hours
RETICULOCYTE COUNT	170.00	4 hours
MALARIAL SMEAR	150.00	8 hours



FILARIAL SMEAR	150.00	8 hours
CLINICAL MICROSCOPY		
URINALYSIS (UA)	50.00	4 hours
PREGNANCY TEST	150.00	4 hours
KOH	100.00	4 hours
FECALYSIS (FA)	50.00	4 hours
FECAL OCCULT BLOOD TEST (FOBT)	150.00	4 hours
CERVICO VAGINAL SMEAR	50.00	6 hours
CLINICAL CHEMISTRY		
FBS	100.00	5 hours
BUN	100.00	5 hours
CREATININE	100.00	5 hours
BUA	500.00	5 hours
TOTAL CHOLESTEROL	100.00	5 hours
TRIGLYCERIDES	120.00	5 hours
ELECTROLYTES (Na, Ca, K, Cl)	500.00	2 hours
SGOT	120.00	5 hours
SGPT	120.00	5 hours
LDL	150.00	5 hours
HDL	150.00	5 hours
BILIRUBIN	600.00	5 hours
ALBUMIN	150.00	5 hours
AMYLASE	190.00	5 hours
HBAIC	650.00	2 hours
PROCALTONIN	1,400.00	2 hours
D-DIMER	1,500.00	2 hours
PHOSPHORUS	300.00	5 hours
MAGNESIUM	395.00	5 hours
LDH	300.00	5 hours



ALKALINE PHOSPHATASE	200.00	5 hours
OGTT	600.00	5 hours
SEROLOGY		
HBSAG	150.00	4 hours
DENGUE DOT (NS1 AG, IgM, IgG)	1,200.00	4 hours
TYPHI DOT (IgM, IgG)	900.00	4 hours
ANTI-HCV [RAPID TEST]	450.00	4 hours
HIV [RAPID TEST]	250.00	4 hours
SYPHILIS [RAPID TEST]	250.00	4 hours
FT3	800.00	7 days
FT4	800.00	7 days
TSH	800.00	7 days
FT3,FT4,TSH	2,200.00	7 days
PSA	1,500.00	7 days
CEA	2,500.00	7 days
CA 125	2,500.00	7 days
CA 19-9	2,500.00	7 days
CA 15-3	2,500.00	7 days
FERRITIN	2,500.00	7 days
AFP	2,500.00	7 days
CRP	800.00	7 days
TROPONIN I	1,200.00	3 hours
CK-MB	900.00	3 hours
NT-PROBNP	1,800.00	3 hours
MICROBIOLOGY		
BLOOD CS	1,300.00	7 days
URINE CS	900.00	7 days
GRAM STAIN	150.00	7 days
HISTOPATHOLOGY		



FLUID CYTOLOGY	3,000.00	14 days
HISTOPATH LEVELS (L) DEPEND ON SIZE OF SPECIMEN	L1- 1,000 L2- 2,500 L3- 3,500 L4- 4,500 L5- 6,000 L6- 8,000	30 days
FNAB	2,800.00	30 days
PAP's SMEAR	500.00	30 days

SUPPLY PROVISION SERVICES

22. ISSUANCE OF REQUESTED SUPPLIES/EQUIPMENT

Service Description: Processing of issuance of requested supplies/equipment.

Availability of Service: Monday to Friday, 8:00AM-5:00PM.

Office or Division:		Administrative Division-Supply Section (OMPH)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		End-users, CSR		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved RIS			End-users , CSR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved Requisition and Issuance Slip (RIS)	1. Receive request	None	5 minutes	<i>Mercedes DJ. Delos Reyes, AAide VI, OMPH</i>
2.Wait for the requested supplies/equipment	2. Prepare requested supplies/equipment	None	4 hours	<i>Mercedes DJ. Delos Reyes, AAide VI, OMPH</i>
	2.1. Prepare Property Acknowledgement Receipt (PAR) for equipment and Inventory Custodian Slip (ICS) for semi expendable items	None	30 minutes	



	2.2. Issue requested supplies/equipment	None	1 hour	<i>Christia Ivy R. Tamares, AAide III, OMPH</i>
3.Receive and sign requested supplies/equipment	3.Sign the portion issued and let the end-users/CSR sign the received portion	None	5 minutes	<i>Mercedes DJ. Delos Reyes, AAide VI, OMPH</i>
TOTAL		None	5 hours and 40 minutes	

MEDICAL AND ANCILLARY DEPARTMENT

23. OMPH BLOOD BANK WITH ADDITIONAL FUNCTION

Service Description: This service refers to the purchase of blood and blood components by individuals and other Blood Service Facilities. **Availability of Service:** Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:		Blood Bank-OMPH		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen G2G-Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Doctor's request/ Hospital Blood request (1 original copy) 2. Cooler with ice pack			Doctor's Clinic/ Hospital From requesting Hospital	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Blood Bank Reception Area.	1. Receive requirements and check patients information if completely filled up 1.1 Process registration and issue charge slip (request slip)	None None	5 minutes	<i>Marites B. Maramot, MedTech I, OMPH</i>



	1.2 Instruct client to pay at the cashier and comeback with Official receipt	None		
2. Pay applicable fees to the cashier Note: Make sure to get Official receipt.	2. Receive payment and issue Official Receipt (OR)	Blood and Blood Components Price 1 unit Whole Blood (P1,800.00) 1 unit Packed Red Blood Cell (P1,500.00) 1 unit Platelet Concentrate (P1,000.00) 1 unit Fresh Frozen Plasma (P1,000.00)	10 minutes	<i>Lucila B. Cajoles,</i> AO IV, OMPH
3. Present Official receipt to Blood Bank Reception Area	3. Record Official receipt number	None	5 minutes	<i>Marites B. Maramot,</i> MedTech I, OMPH
4. Receive blood and blood components and counter check.	4. Provide instructions on how to handle blood and blood components	None	5 minutes (per unit of blood)	<i>Marites B. Maramot,</i> MedTech I, OMPH
5. Sign blood issuance logbook.	5. Check issuance form	None	5 minutes	<i>Marites B. Maramot,</i> MedTech I, OMPH
TOTAL		Depending on which blood components to avail	30 minutes	



24. BLOOD DONOR SCREENING AND DONATION

Service Description: This refers to the process of screening individuals for blood donation. Only persons in normal health with a good medical history and absence of high-risk behaviour associated with transfusion-transmissible infections shall be accepted as donors of blood or a component of blood.

Availability of Service: Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:		Blood Bank with Additional Function		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identification Card – government or non-government issued ID (original copy) Any of the following: PRC, SSS, GSIS, Company ID, Passport, School ID, Philhealth, Driver's License, TIN, Postal ID, Voter's ID, Senior Citizen's ID, OFW ID & PAG-IBIG ID			Client (owner)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about blood donation /secure and fill out Blood Donor's Form at the Blood Bank Reception Area	1. Explain about Blood Donation using leaflets on Donor's qualification 1.1 Assist blood donor in filling out of form	None	5 minutes	<i>Marites B. Maramot, MedTech I, OMPH</i>
2. Submit blood donor's form at Blood Bank Reception Area	2. Receive & check filled out Blood donor's form and instruct to wait for name to be called for interview	None	10 minutes	<i>Marites B. Maramot, MedTech I, OMPH</i>
3. Receive & check filled out Blood donor's form and instruct	3. Log donor's data in the logbook and call	None	1 hour	<i>Marites B. Maramot, MedTech I, OMPH</i>



to wait for name to be called for interview	donor for screening (pre-counselling)			
	3.1. If qualified, extract blood sample and collect urine	None		
	3.2. Instruct to wait for results of initial Screening	None		
	3.3. Perform Blood Tests on extracted blood sample - Hemoglobin (hgb), Hematocrit (hct), White Blood Cells (WBC), Platelet count	None		
	3.4. Record result at donor's logbook	None		
	3.5. Counsel donor if not qualified	None		
	3.6. If qualified, proceed with actual bleeding procedure.			

Marites B. Maramot,
MedTech I,
OMPH



5. Proceed to Blood Bank Donor area for Blood donation – Listen and cooperate in Post-counselling and rest. Note: For donors who do not qualify, charges will be according to the tests	5. Prepare blood bags and do aseptic collection of donors blood (450ml) 5.1. Conduct Post-Counselling	None	45 minutes	<i>Marites B. Maramot, MedTech I, OMPH</i>
TOTAL		None	2 hours	

MEDICAL SOCIAL SERVICES

25. AVAILMENT OF MALASAKIT CENTER- MEDICAL ASSISTANCE TO INDIGENT PATIENT (MC-MAIP) PROGRAM

Service Description: Provision of medical assistance such as drugs and medicines, laboratory, imaging and other diagnostic procedure, medical supplies to indigent patients in government hospitals based.

Availability of Service: Monday – Sunday, (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – Government- to- Citizen			
Who may avail:	All Patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any of the following documents of the patient: 1. Identification Card <ul style="list-style-type: none"> • Senior Citizen • Person's with Disability (PWD) • 4P's ID • Government ID (Postal, Voter's, etc.) 			Office of the Senior Citizen DSWD/MSWD/CSWD Philippine Post Office, COMELEC	
2. Certifications <ul style="list-style-type: none"> • Certificate of Indigency • Certificate of Detention • Certificate of no Valid ID 			MALASAKIT CENTER BJMP Barangay Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sanitize and get queuing from MSWD receptionist and wait to be called.	1. Provide alcohol and issue queuing number.	None	5 minutes	<i>Golda Mey L. Aceveda, OIC – MSW, (OMPH Office Order No. 08, s. 2024)</i>
1.1. Present the documents (ID, Prescription, Laboratory and other diagnostic, imaging Requests and additional request if there is, Hospital Statement of Account) to Social Worker on duty at Malasakit window 1 and 2 submits to interview	1.1. Receive the documents and interview client using MSS Intake Sheet, Unified Intake Sheet and conduct socio-economic evaluation. If found eligible, fill out social work assessment column for MC-MAIP assistance 1.2. Review the completeness of documents	None	30 minutes	
2. Sign the MSWD Assessment toll and Unified Intake Sheet.	2. Register patient's name in the logbook for control number, and stamp the Laboratory and other diagnostic & imaging Requests and Hospital Statement of Account indicating charges has been charge to	None	10 minutes	<i>Golda Mey L. Aceveda, OIC – MSW, (OMPH Office Order No. 08, s. 2024)</i>



	MC-MAIP fund.			
3. Fill out the logbook for patient with Non-Philhealth, Student, Individual applying for a job and patient with no Valid ID.	3. Provide logbook to the patient/watcher for signing.	None	10 minutes	<i>Golda Mey L. Aceveda, OIC – MSW, (OMPH Office Order No. 08, s. 2024)</i>
3.1. Fill out the daily log book	3.1. Register patient's information in the daily logbook for auditing.			
4. Sign and receive the acknowledgement receipt	4. Issue acknowledgement receipt for liquidation report.	None	5 minutes	<i>Golda Mey L. Aceveda, OIC – MSW, (OMPH Office Order No. 08, s. 2024)</i>
4.1. Receive the stamped requests (Laboratory and other diagnostic & imaging Requests and Hospital Statement of Account) and proceed to laboratory/ X-ray/ Pharmacy/ Billing.	4.1. Give the stamped requests to the client and instruct them to proceed to laboratory/ X-ray/ Pharmacy to avail the services needed charge to MC-MAIP.	None	5 minutes	
TOTAL		None	1 hour and 15 minutes	

26. PHILHEALTH POINT OF SERVICE ENROLLMENT (POS)

Service Description: Point of Service (POS Program) is the program provided by the GAA for the current year to register non-Philhealth members into the National Health Insurance Program especially those financially incapable to pay their Philhealth membership.

Availability of Service: Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)



Office or Division:		Medical Social Service		
Classification:		Complex		
Type Of Transaction:		G2C – Government-to-Citizen		
Who may avail:		All Patients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any of the following document of the patient: 1. Birth Certificate of Patient 2. Birth certificate of Parent's (if patient is minor)			Philippine Statistics Authority Philippine Statistics Authority	
Valid Identification Card: <ul style="list-style-type: none"> Government issued ID (Postal, Voter's, Driver's License and other IDs which indicate birth date and signature) Certificate of Residency 			Philippine Post Office/COMELEC Barangay Office	
-Baptismal Certificate in Lieu of Birth Certificate			Church	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize and present the documents (Valid IDs/Certification) to social worker on duty at MSW window 1 and submits to interview	1. Provide alcohol and receive the documents and interview client using MSWD assessment tool.	None	10 minutes	<i>Golda Mey L. Aceveda, OIC – MSW, (OMPH Office Order No. 08, s. 2024)</i>
	1.1. Identify the patient's Philhealth resources.	None	30 minutes	
	1.2. Advise the patient to the PCARES for checking their Philhealth status.	None	20 minutes	
2. Submit the MSWD stub and supporting documents and wait for a review	2. Receive MSWD stub and check the status. If found qualified for POS enrolment, get the	None	20 minutes	<i>Golda Mey L. Aceveda, OIC – MSW, (OMPH Office Order No. 08, s. 2024)</i>



	<p>watcher/patient sign the POS agreement stub</p> <p>2.1. Receive the supporting documents (Birth certificate, Valid IDs and Marriage Contract)</p>	None	10 minutes	<p><i>Golda Mey L. Aceveda, OIC – MSW, (OMPH Office Order No. 08, s. 2024)</i></p>
3. Get PMRF and fill out the form correctly	3. Provide PMRF and instruct client/watcher to fill out the form correctly to avoid discrepancy.	None	10 minutes	<p><i>Golda Mey L. Aceveda, OIC – MSW, (OMPH Office Order No. 08, s. 2024)</i></p>
3.1. Submit filled-out PMRF and required documents	3.1. Receive and review PMRF and attached documents.	None		
3.2. Wait to be enrolled to Point of Service	3.2. For Point of Service Financially Incapable. Enrol patient to Philhealth POS.	None	72 hours	
3.3. Wait the approved Point of Service from Batangas Regional Philhealth Office	3.3. Check the approved Point of Service.	None		
4. Pay at the Philhealth Office for Philhealth Membership	4. For Point of Service Financially Capable:	None	1 hour	<p><i>Golda Mey L. Aceveda, OIC – MSW, (OMPH</i></p>



	Instruct the client to pay Php 5400.00 or the required month/s of contributions at Philhealth Office for Philhealth membership.			Office Order No. 08, s. 2024)
5. Receive POS FI certification for immediate update of Philhealth Membership	<p>5. Provision of POS FI Certification signed by a Registered Social Worker for immediate update of Philhealth Membership status due to the following reasons:</p> <p>a. When there will be a holiday.</p> <p>b. If patient does not comply with the requirements. Within 72 hours of admission</p>	None	10 minutes	<i>Golda Mey L. Aceveda</i> , OIC – MSW, (OMPH Office Order No. 08, s. 2024)
TOTAL		NONE	3 days, 2 hours and 50 minutes	



NURSING SERVICES

27. ADMISSION OF PATIENTS

Service Description: this process covers patients from Emergency Room, OMPH requiring admission and thorough observation, examination, treatment and care.

Availability of Service: Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:		Nursing Services- Emergency (OMPH)		
Classification:		Simple		
Type of Classification:		G2C – Government to Citizen, G2G – Government to Government		
Who may avail:		Patients for Admission		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Admission Slip			Emergency Room	
2. Patient Information Data Form			Emergency Room	
3. Consent Form for Admission			Emergency Room	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the necessary forms for admission such as Admission Slip, Patient Information and Consent Form	1. Receive the forms and encode it to the system	None	10 minutes	<i>Rhon Arjay C. Cleofe, AAide III, OMPH</i>
2. Present Admission Slip, Impormasyon sa Pasyente and Consent Form for Admitting Clerk	2. Receive the forms and have the Consent Form filed and signed by the patient's watcher.	None	20 minutes	<i>Rhon Arjay C. Cleofe, AAide III, OMPH</i>
3. Sign the consent Form and gives back to the staff on duty	3. Conduct interview for further clarification and encodes Patient's information in the system.	None		<i>Rhon Arjay C. Cleofe, AAide III, OMPH</i>
4. Check the correctness or	4. Print cover sheet and have it double	None		



information's in the Cover Sheet	checked by the patient's watcher			
5.Receive and bring the cover sheet and consent forms for admission back to Emergency Room	6. Release the cover Sheet together with the admission slip and Consent Form for admission to patient's watcher and instructs to give the forms to the Nurse at the Emergency Room.	None		<i>Rhon Arjay C. Cleofe, AAide III, OMPH</i>
TOTAL		None	30 minutes	

28. EMERGENCY ROOM CONSULTATION PROCESS

Service description: This covers the steps for patients seeking for emergency consultation.

Availability of Service: Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Nursing Services (OMPH)		
Classification:	Simple		
Type of Transaction:	G2C-for government services whose client is transacting public		
Who may avail:	All patients seeking Emergency Care Services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Valid ID (1 original copy)		ER Admitting Section	
2. Patient Data Form (1 original copy)		ER Admitting Section	
3. Phil Health Stub (1 original copy)		ER Admitting Section	
4. Referral Form (1 original copy)		Referring Facility	
5. ER chart (1 original copy)		ER Nurse Station	
6. Prescription Pad (1 original copy)		ER Nurse Station	
7. Laboratory Request Form (1 original copy)		ER Nurse Station	
8. Radiology Request Form (1 original copy)		ER Nurse Station	
9. Admission Chart (1 original copy)		ER Nurse Station	
10. Discharge Slip (1 original copy)		ER Nurse Station	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ER Entrance and Register Patient to Admitting Section.	1. Get patient information and instruct to proceed to ER	None	10 minutes	<i>Rhon Arjay C. Cleofe, AAide III, OMPH</i>
2. Proceed to Triage Area of Assessment and prepare to answer questions regarding illness.	2. Receive Patient	None	3 minutes	<i>Maritzela G. Mondia, Nurse I, OMPH</i>
	2.1 Interview patient/relative		5 minutes	
	2.2 Check Vital Signs and Anthropometric measurement		5 minutes	
	2.3 Classify into: • Medicine • Pedia • Surgery • OB-Gyne		3 minutes	
	2.4 Transport patient to assigned ER (Clean Isolation, Minor Surgery, OB-Gyne and Pedia Area)	None	10 minutes	<i>Cesar R. Nable AAide I, OMPH</i> <i>Romeo S. Nunez, AAide I, OMPH</i>
3. Consent for Treatment	3. Assess and Examine the patient for admission/or consultation	None	1 hour	<i>Matthew M. Rico, MD MO III, OMPH</i>
4. Follow instructions given by staff	Give Disposition: 4. Patients for discharge/may go home: Instruct patient/relative of patient's	None	4 hours	<i>Ma. Olivia Andria A. Cantos, Nurse I, OMPH</i>



	home medications and date of when and where to follow up. 4.1. Patients for emergency medication/lab oratory test/Radiology exam: Give request necessary forms and instruct to submit to appropriate unit/section.	None		<i>Ma. Olivia Andria A. Cantos, Nurse I, OMPH</i>
	4.2. Patient for observation: Explain management plan and what and why to wait.	None		<i>Ma. Olivia Andria A. Cantos, Nurse I, OMPH</i>
	4.3. Patients for admission: Follow steps in emergency room Admission process.	None		<i>Ma. Olivia Andria A. Cantos, Nurse I, OMPH</i>
	4.4. Patients for Transfer to other hospital: Give instruction and referral form	None		
	4.5. Patient Expired: Give instruction for Cadaver	None		



	Release and processing of Death Certificate.			
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OUTPATIENT DEPARTMENT

29. OUTPATIENT DEPARTMENT CONSULATION

Service Description: The Oriental Mindoro Provincial Hospital is established to provide outpatient consultation and give quality care and treatment to all patients regardless of their race, creed, color, gender social status and political belief.

Availability of Service: Monday – Friday, 8:00AM to 5:00PM

Office or Division:		Out Patient Department		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All patient sick or well		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Hospital Number			New Patient-Medical Record Section Old Patient-Patient itself	
2.Hospital Record			Medical Record Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number from the security guard.	1. Issue number to patient	None	1 minute	<i>Felix R. Bueta, SG I, OMPH</i>
2. Place the number together with his/her hospital number and put box provided in front of Consultation Room.	2. Get the patient assigned number together with his/her hospital number	None	1 minute	<i>Sevilla B. Maristela AAide III, OMPH</i>
	2.1. Secure patients record at the Medical Records Section	None	5 minutes	



3. Proceed to waiting area and wait to be called. Give full details of present illness.	3. Call patient by his/her name and record the present history of illness or chief complaint	None	1 minute	<i>Violeta A. Datinguinoo,</i> Nurse I, OMPH
	3. Take initial vital signs and write on patients record	None	3 minutes	
4. Proceed to OPD Room for consultation	4. Call out name of patient, examine, explain the illness and give treatment	None	5 minutes	<i>Corazon V. Montalbo,</i> MO IV, OMPH <i>Marpheo E. Marasigan,</i> COH II OMPH
5. If the Doctor have a request for laboratory test proceed to Laboratory and X-ray Department located at Building 2.	5.1. Receive Request	None	1 minute	<i>Miriam Q. Mendoza</i> RMT III, OMPH <i>Efren G. Hernandez,</i> RadTech II, OMPH
	5.2. Issue charge slip to the patient		2 minutes	
	5.3. Perform laboratory test to the patient		1 minute	
TOTAL		None	20 minutes	

30. ANIMAL BITE TREATMENT CENTER

Service Description: Animal Bite Clinic caters all patients by any kind of rabid animals.

Availability of Service: Monday – Friday (8:00AM – 5:00PM)

Office or Division:	Animal Bite Treatment Center
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	All patient bitten by rabid animals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Hospital Number (1 original)	New Patient-Medical Record Section



			Old Patient-Patient itself	
2. Hospital Record (1 original)			Medical Record Section	
3. Informed Consent (1 original)			Animal Bite Treatment Center	
4. Animal Bite Assessment Tool (1 original)			Animal Bite Treatment Center	
5. Animal Bite Vaccine Card (1 original)			Animal Bite Treatment Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number from the Security Guard	1. Issue number to patient	None	1 minute	<i>Ericson M. Caringal</i> , SG I, OMPH
2. Proceed to Window 2 for Registration	2. Get the patient assigned number together with his/her registration form	None	1 minute	<i>Sevilla B. Maristela</i> , AAide III, OMPH
	2.1. Secure patients record at the Medical Records Section	None	5 minutes	
3. Proceed to waiting area and wait to be called. Give full details of present illness.	3. Call patient by his/her name and record the present history of animal bite.	None	1 minute	<i>Andrew Peregrine B. Arellano</i> Nurse I, OMPH
	3.1. Take initial vital signs and write on patients record	None	3 minutes	
4. Proceed to OPD Room for consultation	4. Call out the name of patient, examine, explain the illness and	None	5 minutes	<i>Joey Nathaniel P. Caringal</i> , MO III, OMPH



	give treatment			
5.Proceed to Animal Bite Treatment Center	5. Register and assess animal bite	None	1 minute	<i>Andrew Peregrine B. Arellano</i> Nurse I, OMPH
6.Receive treatment and vaccination	6. Provides treatment/ vaccine according to category of animal bite	None	30 minutes	<i>Andrew Peregrine B. Arellano</i> Nurse I, OMPH
	6.1. Explain instruction regarding the schedule of immunization and follow up schedule	None	1 minute	<i>Andrew Peregrine B. Arellano</i> Nurse I, OMPH
	6.2. Encode data to National Rabies Information System	None	1 minute	
TOTAL		None	49 minutes	

PHARMACY

31. DISPENSING OF DRUGS AND MEDICINES (CASH)

Service Description: This process covers dispensing of medicine and medical supplies to all patients.

Availability of Service: Monday – Sunday, 24 hours (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Pharmacy
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Out-Patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prescription (completely filled)	Prescribing doctor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescription/s to the Pharmacist	1.1. Review the prescription 1.2. Put the total amount of the medicines in the prescription.	Cost of medicine (see price list)	2 minutes	<i>Catherine P. Escalona</i> , Pharmacist III, OMPH
2. Pay at the Cashier and get the official receipt	2.1. Prepare the corresponding Official Receipt	None	3 minutes	<i>Catherine P. Escalona</i> , Pharmacist III, OMPH
3. Return to the Pharmacy. Present the OR and get the drugs/medicine/s.	3. Dispense the medicines 3.1 Counsel the proper use of the medicine/s	None	5 minutes	<i>Catherine P. Escalona</i> , Pharmacist III, OMPH
TOTAL		None	10 minutes	

32. DISPENSING OF DRUGS AND MEDICINES (Medical Assistance)

Service Description: This process covers dispensing of drugs and medicines to all patient to get Medical Assistance out of MALASAKIT CENTER.

Availability of Service: Monday - Sunday (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	In and Out-Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Prescription (completely filled)			Prescribing doctor	
2. Valid ID			Social Service Accounting	
3. Certificate of Indigency (from Social Service) Statement of Account (SOA) - (From Malasakit to OMPH) Unified Intake Sheet (from Social Service) (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the prescription/s	1. Verify the authenticity of the prescription/s 1.1. Instruct the client to go to the Social Service	None	2 minutes	<i>Catherine P. Escalona,</i> Pharmacist III, OMPH
2. Go back to the Pharmacy and presents the prescription/s	2. Check the prescription if it is already charged in the medical assistance thru their valid stamp mark 2.1. Prepare the medicine/s	None	3 minutes	<i>Catherine P. Escalona,</i> Pharmacist III, OMPH
3. Get the drugs/medicines and listen to the dispensing and counselling information	3. Dispense the medicines 3.1. Counsel the client for the proper use of medicine/s	None	5 minutes	<i>Catherine P. Escalona,</i> Pharmacist III, OMPH
TOTAL		None	10 minutes	

33. DISPENSING OF DRUGS AND MEDICINES (In-patients)

Service Description: This process covers dispensing of medicine and supplies to all patients under pay accommodation.

Availability of Service: Monday – Sunday, (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:	Pharmacy	
Classification:	Simple	
Type of Transaction:	(G2C) Government to Citizen	
Who may avail:	In-Patients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Prescription (completely filled)		Prescribing Doctor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the Drugs and Medicines thru the systems.	1.1. Receive the prescription 1.2. Check the availability of the prescribed drugs. 1.3. Encode the quantity of the available drugs to IHOMIS for charging.	None	5 minutes	<i>Catherine P. Escalona</i> , Pharmacist III, OMPH
2. Get the medicines 2.a If available 2.b If not available	2.1. Dispense the medicines indicated in the prescription 2.b.1. Inform the patient/ patient's relative to buy the unavailable drugs to other pharmacy	None	5 minutes	<i>Catherine P. Escalona</i> , Pharmacist III, OMPH
TOTAL		None	10 minutes	

34. PHILHEALTH SERVICES

Service Description: Process and validate submitted accomplished PhilHealth forms and documentary requirements of all the patients for discharge.

Availability of Service: Monday – Sunday, (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM)

Office or Division:	Philhealth Services
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All patients for discharge availing Philhealth Benefits
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Philhealth Eligibility Form, Updated Member Data Record, Photocopy of Marriage Certificate (PSA), Photocopy of Birth Certificate (PSA), Patient's Stub, Routing Slip, CEWS, CSF, CF2, CF4, Philhealth Stub			Philhealth Office, PSA, Admitting Section within the ER Complex, Social Services Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Philhealth Section and present the obtained Philhealth Stub and wait until the patient's name is called.	1. Receive and verify the discharge slip, Philhealth stub, issuance of required documents (CEWS, CSF, CF2, CF4).	None	10 minutes	<i>Lilian R. Panagsagan</i> AAide IV, OMPH
2. Submit the required documents for the processing of Clearance and wait until the documents have been checked and verified.	1.1. Receive and verify the required documents and check for completeness 1.2. Return to the client all the verified documents for processing of clearance 1.3. Instruct patient to proceed to the Billing Section.	None	10 minutes	<i>Lilian R. Panagsagan</i> AAide IV, OMPH
TOTAL		None	20 minutes	

RADIOLOGY SERVICES

35. AVAILMENT OF DIAGNOSTIC SERVICES

Service Description: Radiology and Diagnostic Unit provides procedures on schedules except in emergency cases which are provided any time necessary as per request by the



physician. This service also provides routine diagnostic procedures for outpatient department patients.

Availability of service: Monday – Sunday, No Holidays, (8:00AM-5:00PM, 7:00AM-3:00PM, 3:00PM-11:00PM, 11:00PM-7:00AM)

Office or Division:		Radiologic & Imaging Sciences		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All outpatients seeking OPD General X-ray		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Doctor's Request			HIMD	
2.Official Receipt for paid X-ray procedure or MSW referral slip			Cashier Medical Social Service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents radiological and/or Sonographical request	1. Receive and verify requirements. Instruct patient to proceed to X-ray Room waiting area.	<p>If patient has no ability to pay, proceed to Social Service for assistance of routing slip.</p> <p>If the patient decides to pay for the needed procedures , proceed to Cashier, pay the amount and secure for the Official Receipt.</p> <p>The following are X-ray procedures and</p>	3 minutes	<i>Efren G. Hernandez,</i> RadTech II, OMPH



		the corresponding amount for each:		
2.Undergo the X-ray procedure	2. Call patient's name, prepare materials and instruct patient on what to do and conduct procedure.	None	5 minutes	<i>Efren G. Hernandez, RadTech II, OMPH</i>
2.1 Receive instructions on the release of results.	2.1. Instruct the patient when to get result and bring official receipt.	None	5 minutes	
	2.3. Examine images and provide initial/ preliminary reading.	None	3 Days	
	2.4. Referral of preliminary reading and finalizing of result for releasing.			
3. Return to X-ray releasing counter, after 3 working days and present official receipt or MSW referral slip.	3. Receive and verify official receipt.	None	5 minutes	<i>Efren G. Hernandez, RadTech II, OMPH</i>
3.1Affix name and signature on the claim stub and	3.1. Instruct patient/representative to	None	5 minutes	<i>Efren G. Hernandez, RadTech II, OMPH</i>



proceed to be designated waiting area.	affix name and signature on the logbook.			
3.2. Receive official diagnostic report	3.2. Print the official report and affix name and signature on the ancillary staff.	None	5 minutes	
	3.3. Release the official diagnostic report.	None	5 minutes	
TOTAL		None	3 Days and 33 minutes	

RADIOLOGY SERVICES OFFERED AND FEES

X-RAY	
EXAMINATION	PRICE
Skull AP/L	Php 400.00
Water's View/Towne's View	Php 200.00
Nasal Bone	Php 300.00
Mandible AP/L	Php 400.00
Mandible Series	Php 600.00
Cervical AP/L	Php 400.00
Chest PA	Php 200.00
Chest AP/L	Php 400.00
Chest AP/L (Pedia)	Php 300.00
L-Sacral Ap/L	Php 400.00
Pelvis	Php 200.00
Plain Abdomen	Php 200.00
Abdomen Upright/Supine	Php 400.00
Coccyx Ap/L	Php 200.00
Shoulder Joint	Php 200.00
Lateral Decubitus View	Php 200.00
Knee Ap/L	Php 300.00
Leg Ap/L	Php 300.00
Ankle Ap/L	Php 300.00
Foot Ap/L	Php 300.00
T-Cage	Php 200.00
Babygram	Php 200.00



T-lumbar Ap/L	Php 400.00
Hand Ap/L	Php 300.00
Hip Joint	Php 200.00
Femur Ap/L	Php 300.00
Arm Ap/L	Php 300.00
Elbow Ap/L	Php 300.00
Forearm Ap/L	Php 300.00
Wrist Ap/L	Php 300.00

ULTRASOUND	
EXAMINATION	PRICE
Whole Abdomen	Php 1000.00
Abdomino-Pelvic	Php 1000.00
Transvaginal/Transrectal	Php 900.00
Breast	Php 800.00
KUB-Prostate	Php 750.00
Upper and Lower Abdomen	Php 750.00
Thyroid/Neck	Php 750.00
Soft Tissue	Php 750.00
Hepatobiliary Tree	Php 650.00
KUB/Chest	Php 450.00
Scrotal w/Doppler	Php 900.00
Single Organ	Php 400.00
Biophysical Scoring (BPS)	Php 700.00
Pelvic	Php 500.00
Twin Pelvic UTZ	Php 800.00
Cranial	Php 600.00

CT SCAN	
EXAMINATION	PRICE
Cervical Plain	Php 4100.00
Cervical w/contrast	Php 5600.00
Chest Plain	Php 5600.00
Chest w/contrast	Php 7100.00
Cranial Plain	Php 4100.00
Cranial w/bone setting	Php 4200.00
Cranial w/ contrast	Php 5600.00
Extremities plain	Php 4100.00
Extremities w/contrast	Php 5600.00
Facial plain	Php 5600.00
Facial w/contrast	Php 7100.00
Lower Abdomen Plain	Php 6100.00
Lower Abdomen w/contrast	Php 7600.00
Lumbar plain	Php 7600.00



Lumbar w/contrast	Php 7100.00
Mandible Plain	Php 5600.00
Mandible w/contrast	Php 7100.00
Naso pharynx Plain	Php 5600.00
Naso pharynx w/contrast	Php 7200.00
Orbits plain	Php 4100.00
Orbits w/contrast	Php 7200.00
PNS plain	Php 5600.00
PNS w/contrast	Php 7100.00
Stonogram	Php 6000.00
Thoracic spine plain	Php 5600.00
Thoracic spine w/contrast	Php 7100.00
TMJ Plain	Php 5600.00
TMJ w/contrast	Php 7100.00
Upper abdomen Plain	Php 6100.00
Upper abdomen w/contrast	Php 7600.00
Whole abdomen Plain	Php 8600.00
Whole abdomen w/contrast	Php 10600.00
Urogram	Php 10600.00
Abdomen w/liver triphase	Php 10600.00



Hospital Operations and Patient Support Services

Special Programs



DENTAL SERVICES

36. DENTAL CONSULTATION AND TREATMENT

Service Description: Promotes oral health education, renders oral examinations of patients to assess their specific dental needs, and perform preventive & curative treatment.

Availability of Service: Monday – Friday, 8:00AM to 5:00PM

Office or Division:			Dental Services	
Classification:			Simple	
Type of Transaction:			G2C-Government to Citizen	
Who may avail:			All patients needing Dental Consultation & treatment procedures	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Patient's Information Sheet			Outpatient Section-Security Guard/Nurse on Duty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands	1. Provide alcohol at the OPD door entrance	None	3 minutes	<i>Rolando M. Florida, SG I, OMPH</i>
2. Proceed to triage and accomplish the patient's information sheet. (Make sure to secure the priority number from the Nurse on duty)	2. Priority number will be issued by the Nurse on duty	None	3 minutes	<i>Rolando M. Florida, SG I, OMPH</i>
3. Submit the accomplished patient's information sheet to Window 1	3.1. Encode all the information of the patients written in the accomplished information sheet in the iHOMIS system.	None	10 minutes	<i>Sevilla B. Maristela, AAide III, OMPH</i>
	3.2. When patient's number is called, the Nurse on duty	None		<i>Violeta A. Datinguinoo, Nurse I, OMPH</i>



	will record the patients vital signs, chief complaint and endorse to the dentist for consultation			
4.Proceed to the Dental Clinic for consultation/ treatment	4. Dental Aide will interview & record it to the Individual Patient's treatment Record (IPTR) and let the patient sign the consent form	None	5 minutes	<i>Gina C. Barcelona, Dental Aide, OMPH</i>
	4.1. Perform oral examination, assesses the existing condition of the mouth, Interviews on the past medical history.	None	20 minutes	<i>Melinda G. Leviste, Dentist, OMPH</i>
	4.2. If medically compromised, a diagnostic result/ medical clearance should be presented or will be referred to the medical doctor on duty	None	15 minutes	<i>Melinda G. Leviste, Dentist, OMPH</i>
	4.3. Perform dental procedures according to the patients need:		20 minutes	<i>Melinda G. Leviste, Dentist, OMPH</i>



	a.) tooth restoration b.) oral prophylaxis c.) tooth extraction d.) fluoride application e.) pit & fissure sealants			
5. Take the post extraction instruction	5. Give post of instructions & oral health education/ chair side instructions	None	3 minutes	<i>Melinda G. Leviste, Dentist, OMPH</i>
TOTAL		None	1 hour and 19 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM, or if applicable, the customized printed client survey forms. 2. Contact info: 288 – 7193 and/or aomph7193@gmail.com
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development Performance Management Division (PA - ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers/response, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA – ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible.



	<p>4. For inquiries and follow – ups, client may contact 288 – 7193 and/or aomph7193@gmail.com.</p>
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint of filling up the digital CSS form at the Public Assistance and Complaints Desk located at the 2nd Floor, Provincial Administrator's Office, Main Bldg., Provincial Capitol Complex, Camilmil, Calapan City. 2. The name, designation and the office of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow – ups, client may contact 288 – 7193 and/or aomph7193@gmail.com.
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial's Administrator's Office, through its Organizational Development Performance Management Division (PA - ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA – ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible. 5. The client shall be notified of the progress of the complaint. 6. For inquiries and follow – ups, client may contact 288 – 7193 and/or aomph7193@gmail.com.
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

OMPH DIRECTORY			
DIVISION / UNIT	ADDRESS	CONTACT NUMBER	OFFICIAL EMAIL ADDRESS
Administrative Office	Brgy. Sta. Isabel, Calapan City, Oriental Mindoro	(043)288-7193	aomph7193@gmail.com
Billing Section		0963-262-8238	omphbillingsection2020@gmail.com
Cashier Section		0939-495-1245	omphcashieringsection@gmail.com
Supply Office		288-6119	aomph7193@gmail.com
PhilHealth Section		0977-691-6258	omphphilhealthsection14@gmail.com
Medical Records Section		0927-529-9141	marcelinoclanza@yahoo.com
Medical Social Service		0945-613-3469	lermapiedragozacastillo@gmail.com
Pharmacy		0977-843-9063	omph.pharmacydepartment@gmail.com
Central Supply Room		0977-807-1421	omphcsr@gmail.com
Outpatient Department		0963-783-2169	marcelinoclanza@yahoo.com
Radiology Department		0919-701-7636	omph2decho@gmail.com
Laboratory Department		0917-562-0352	omphdohlab@gmail.com
Dental Service		0917-321-2583	aomph7193@gmail.com
Dietary Service		0926-749-7785	omphdietary@gmail.com
Nursing Service		0949-910-7096	trainingdepartmentomph@gmail.com
Emergency Room		0950-453-3086	



PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1.Assistance to Client in Need of Special Protection

Provision of assistance to disadvantaged sectors in need of special protective interventions including basic specialized services by reason of their difficult circumstances which gravely threaten their social and economic development. Service availability is 24/7.

Office or Division	Family Welfare Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	Disadvantaged Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Government issued Valid Identification/ID of the victim (1 original, 1 photocopy) 2. Copy of original NSO/PSA Birth Certificate of the child if necessary (1 original, 1 photocopy) 3. Copy of medico-legal of abuse if necessary (1 original, 1 photocopy) 4. Police Blotter/Report (1 original, 1 photocopy) 5. Medical Certificate (1 original, 1 photocopy) 6. Referral Letter from City/Municipal Social Welfare and Development Office or other Law Enforcement Agencies (1 original, 1 photocopy) 		<p>Client</p> <p>PSA/Local Civil Registrar</p> <p>Accredited Hospital with Physician's Signature Philippine National Police/ Women & Children Protection Desk</p> <p>Attending Physician</p> <p>City/Municipal Social Welfare and Development Office and other Law Enforcement Agencies</p>		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
For Counseling				



1. Register in clients' logbook	1. Assist client in registering in logbook	None	2 minutes	<i>Officer of the Day Provincial Social Welfare and Development Office</i>
2. Submit for initial/basic interview	2. Direct client to Division/Unit/Social Worker handling cases	None	2 minutes	<i>Officer of the Day PSWDO</i>
3. Proceed to division/unit/social workers routed to and participate in interview	3. Conduct detailed interview and assessment of case using the General Intake Sheet Form	None	30 minutes	<i>Geraldine I. Roldan, Social Welfare Officer II (SWO II), Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, Social Welfare Assistant (SWA) PSWDO</i>
	3.1 Conduct counseling if necessary	None	30 minutes for simple cases; 2 hours for difficult cases	<i>Geraldine I. Roldan, SWO II Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, SWA PSWDO</i>
	3.2 Provide food assistance if necessary			
	3.3 Provide transportation assistance if necessary			
For rescue				
1. Report/request for rescue of an abuse	1. Assess if rescue is needed	None	20 minutes	<i>Geraldine I. Roldan, SWO II Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, SWA PSWDO</i>



	1.1 If yes, coordinate with PNP/NBI or refer to Local Social Welfare and Development Officer of their respective LGUs or meet with other staff or social worker for an urgent case conference, contact shelter could take in client	None	1 day	
	1.2 If rescue not needed, refer to LSWDOs to conduct collateral information	None	2 hours	<i>Geraldine I. Roldan, SWO II Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, SWA PSWDO</i>
	1.3 Conduct the rescue either on its own or with a Law Enforcement Agency	None	4 hours	<i>Geraldine I. Roldan, SWO II Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, SWA PSWDO</i>
	1.4 If client needs custody, referral is made to appropriate shelter or take into temporary custody with Bahay Kanlungan or	None	2 hours	<i>Geraldine I. Roldan, SWO II Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, SWA PSWDO</i>



	other partner agencies			
	1.5 If client is accepted by a shelter, LSWDO/assigne social worker prepares documents and attend the admission conference	None	4 hours	<i>Geraldine I. Roldan, SWO II Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, SWA PSWDO</i>
	1.6 Bring client to Shelter	None	2 hours	<i>Geraldine I. Roldan, SWO II Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, SWA PSWDO</i>
2. Accompanies rescuer/s	2. Prepare necessary documents	None	1 day	<i>Geraldine I. Roldan, SWO II Jolly Ann M. Gaa, Kiethley P. Delica, Christine M. Andrin, SWA PSWDO</i>
3. Cooperate in the entire case management process				
TOTAL	None	Counseling- 3 hours and 4 minutes Rescue- 2 days, 14 hours and 20 minutes		



2. Augmentation Support to Children in Conflict with the Law (CICL)

Provision of 1/3 share for the rehabilitation of CICL of the province at the MIMAROPA Youth Center (MYC) / National Training School for Boys (NTSB). Service availability is from 8:00AM to 5:00PM.

Office or Division	Family Welfare Division			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail:	Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement from DSWD (1 copy sent via email)		DSWD - MIMAROPA Youth Center (MYC) and National Training School for Boys (NTSB)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward billing statement for the month	1. Receive billing statement from MYC/ NTSB	None	2 minutes	Eufemia Z. Ibañez, <i>Administrative Aide IV (AA/IV) PSWDO</i>
	1. Prepare necessary document for payment	None	1 day	Agosto C. Cabral, <i>Administrative Aide IV (AA/IV) PSWDO</i>
	1.2 Process documents for payment	None	5 days	May Anne Joy M. Ylagan-Provincial Budget Office, Althea F. Agutaya-Office of the Provincial Accountant, Annabelle M. Gardoce-Provincial Treasurer's Office
2. Receive payment for 1/3 share	2. Payment for 1/3 share	None	1 day	Annabelle M. Gardoce-PTO
	TOTAL	None	7 days and 2 minutes	



“Augmentation Support to Children in Conflict with the Law (CICL): Qualified for Multi-Stage Processing.

3. Children Welfare Assistance

Provision of program materials to child development centers province wide. Service availability is from 8:00AM to 5:00PM.

Office or Division	Family Welfare Division			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	Child Development Workers/ Centers Province wide			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Resolution (2 original copies)		Barangay		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward Barangay Resolution with MSWDO's endorsement to Office of the Governor	1. Receive Barangay Resolution from the barangay	None	2 minutes	<i>Eufemia Z. Ibanez, AA IV PSWDO</i>
	1.1 Review of request/ resolution for child development centers (CDC) Program materials	None	2 minutes	<i>Jannete M. Cielo, Social Welfare Officer II (SWO II) PSWDO</i>
	1.2 Encode resolution to master list of approved requests	None	1 hour	<i>Jannete M. Cielo, SWO II PSWDO</i>
	1.3 Validate request for CDC program	None	5 days	<i>Jannete M. Cielo, SWO II Gleanet M.</i>



	materials			<i>Marasigan, Olivia M. Corpuz, Day Care Worker II (DCW II) PSWDO</i>
	1.4 Consolidate validated request	None	2 days	<i>Jannete M. Cielo, SWO II PSWDO</i>
	1.5 Forward approved master list to Admin Division for preparation of necessary documents for processing	None	10 minutes	<i>Jannete M. Cielo, SWO II PSWDO</i>
	1.6 Process documents	None	10 days	<i>May Anne Joy M. Ylagan-Provincial Budget Office, Althea F. Agutaya-Office of the Provincial Accountant, Annabelle M. Gardoce-Provincial Treasurer</i>



2. Proceed to PSWDO for the release of assistance	2. Notify concerned barangay and MSWDO for the release of assistance	None	1 day	Gleanet M. Marasigan, Olivia M. Corpuz, DCW II Jannete M. Cielo, SWO II PSWDO
	2.1 Release of program materials to CDC	None	1 day	Gleanet M. Marasigan, Olivia M. Corpuz, DCW II Jannete M. Cielo, SWO II PSWDO
	TOTAL:	None	19 days, 1 hour and 14 minutes	

“Children Welfare Assistance: Qualified for Multi-Stage Processing.

4. Disaster Relief

Provision of clothing, food and other relief goods to disaster victims and displaced families.

Office or Division	Community Welfare Division		
Classification	Simple		
Type of Transaction:	G2C - Government to Transacting Public G2G - Government to Government		
Who may avail:	Victims of disaster (natural and manmade) including displaced families, indigent families		
<table> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



For Fire Victim. 1. Bureau of Fire Certification (1 original copy) 2. Picture of burned house (1 original copy) 3. Barangay Certification (1 original copy)		Bureau of Fire Protection (BFP) Requesting Client Barangay Captain		
For Typhoon Victim 1. Sangguniang Panlalawigan certification under state of calamity 2. Signed disaster report (1 copy)		Sangguniang Panlalawigan Municipal Local Government Unit (MLGU) or Provincial Disaster and Risk Reduction Management Office (PDRMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and other documents to Governor's Office	1. Receive the letter request together with other documents from Governor's Office, record the request and forwarded to the program focal	None	10 minutes	<i>Eufemia Ibañez, AA IV PSWDO</i>
	1.1 Evaluate the submitted documents	None	10 minutes	<i>Hazel M. Fortus, Social Welfare Officer II (SWO II)</i> <i>Myra R. Asi-Social Welfare Officer I (SWO I) PSWDO</i>
2.Receive assistance	2. Provide disaster assistance food and non-food item.	None	15 minutes	<i>Hazel M. Fortus, SWO II</i> <i>Myra R. Asi, SWO I PSWDO</i>
		TOTAL:	None	35 minutes



For Municipalities				
1. The LGU submits report of affected families at the office	1. Receive, record and forwarded to PSWDO	None	10 minutes	<i>Eufemia Z. Ibanez, AA IV PSWDO</i>
	1.1 Identify areas for augmentation based on submitted and validated report of damages by the MSWDOs/ LGUs.	None	10 minutes	<i>Zarah C. Magboo, PSWD Officer Hazel M. Fortus, SWO II PSWDO</i>
2. Receive assistance	2. Distribute relief packs to affected families. *Goods are always available	None	1 day	PSWDO Staff
	TOTAL:	None	1 day, 4 hours and 55 minutes	



5. Emergency Shelter Assistance

Provision of housing materials to victims of natural and manmade disasters, poor, displaced families and those living in makeshift houses. Service availability is from 8:00AM to 5:00PM.

Office or Division	Community Welfare Division			
Classification	Highly Technical			
Type of Transaction:	G2C - Government to Transacting Public G2G - Government to Government			
Who may avail:	Victims of manmade & natural disaster, individuals in crisis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For Fire Victim</u>				
1. Letter request or barangay resolution (1 original copy)		Client		
2. Photos of burned house (1 original)		Client		
3. Certificate from Bureau of Fire Protection (BFP) (1 original copy)		Bureau of Fire (BFP)		
<u>For typhoon victim</u>				
1. Barangay certification (1 original copy)		Barangay Captain		
2. Municipal Disaster Risk Reduction and Management Office (MDRRMO) certification (1 original copy)		Municipal Disaster Risk Reduction and Management Office (MDRRMO)		
3. Photos of damage house (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request to Governor's Office	1. Receive approved request of clients and record it in the logbook after to Provincial Social Welfare and Development Officer down to Division Chief for routing	None	5 minutes	<i>Eufemia Z. Ibañez-AA IV Zarah C. Magboo, PSWD Officer Hazel M. Fortus, SWO II PSWDO</i>
	1.1 Notify the client for the schedule of home visitation and screening	None	2 minutes	<i>Myra R. Asi, SWO I Hazel M. Fortus, SWO II, Paul B. Caiga, John Carlo I. Monsanto, Social Welfare Aide (SWAide) PSWDO</i>
	1.2 Conduct field validation and collateral interview	None	14 days	<i>Myra R. Asi, SWO I Hazel M. Fortus, SWO II, Paul B. Caiga, John Carlo I. Monsanto, SWAide PSWDO</i>
	1.3 Endorse the accomplished form to Division and Department Head for recommending approval. And then forwarded by the	None	5 days	<i>Myra R. Asi, SWO I Hazel M. Fortus, SWO II, Paul B. Caiga, John Carlo I. Monsanto, SWAide PSWDO</i>



	administrative staff to the Provincial Governor for approval			
	1.4 Receive and log the approved proposals. And route to the focal person for payroll preparation.	None	15 minutes	<i>Myra R. Asi, SWO I PSWDO</i>
	1.5 Prepare the payroll and endorse to the Administrative Division for payroll processing and other office signatories.	None	10 day	<i>Myra R. Asi, SWO I PSWDO</i>
	1.6 Encode the approved payroll and notify the client of the release of assistance	None	1 day	<i>Myra R. Asi, SWO I PSWDO</i>
2. Client prepares list of housing materials; Client receives assistance and purchase materials needed	2. Issue slip for the release of the assistance.	None	5 minutes	<i>Myra R. Asi, SWO I PSWDO Ralph John S. Sales- Disbursing Officer I Provincial Treasurer's Office</i>



	TOTAL:	None	30 days and 27 minutes	
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“Emergency Shelter Assistance: Qualified for Multi-Stage Processing.”

6. Enhanced Comprehensive Local Integration Program

Provision of package of assistance to former rebels and their families including the Militia ng Bayan

Office or Division	Community Welfare Division			
Classification	Highly Technical			
Type of Transaction:	G2C - Government to Transacting Public			
Who may avail:	Former rebels and Militia ng Bayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Joint Armed Forces of the Philippines- Philippine National Police Intelligence Committee Certification (2 original) 2. Enhanced Comprehensive Local Integration Program (ECLIP) Enrollment form (1 original copy)		Philippine National Police (PNP) Provincial Director's Office and Army Brigade Commander's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the names of the surrenderees to the Provincial Social Welfare and Development Office (PSWDO)	1. Receive and record Joint AFP-PNP Intelligence Committee Certification Enhanced Comprehensive Local Integration Program (ECLIP) Enrollment form and other documents forwarded to Department Head to Division Chief for verification	None	10 minutes	<i>Eufemia Z. Ibañez, AA IV</i> <i>Maritess B. de Guzman, Social Welfare Officer IV (SWO IV)</i> <i>Zarah C. Magboo, PSWD Officer PSWDO</i>



	1.1 Validate the name of the Former Rebel (FR) and Militia ng Bayan (MB) in the databank to ascertain whether they are already beneficiaries of previous program and notify the receiving unit for the schedule of interview	None	10 minutes	<i>Maritess de Guzman, SWO IV Myra R. Asi, Social Welfare Officer I (SWO I)</i> <i>John Christopher J. Manongsong, Social Welfare Assistant (SWA)</i> <i>Hazel M. Fortus, Social Welfare Officer II (SWO II), Justine Jorge Bukid, Social Welfare Assistant (SWA)</i> PSWDO
2. Attend scheduled interview	2.1 Conduct interview with the applicant using the prescribed program forms and submit accomplished documents to ECLIP committee for signature and approval	None	45 days	<i>Maritess de Guzman, SWO IV Myra R. Asi, SWO I</i> <i>John Christopher J. Manongsong, SWA</i> <i>Hazel M. Fortus SWO II, Justine Jorge Bukid, SWA</i> PSWDO
	2.2 Online enrollment for the former rebel	None	3 hours	<i>Myra R. Asi, SWO I</i> PSWDO



	(FR) to the given website. 2.3 Notify the ECLIP committee of the approved assistance and the former rebel	None	1 day	Myra R. Asi, SWO / PSWDO
6. Receive assistance	3. Release of Assistance in the designated venue	None	1 day	Myra R. Asi, SWO / PSWDO Department of Interior and Local Government (DILG) Personnel DILG
	TOTAL:	None	47 days, 3 hours and 20 minutes	

“Enhanced Comprehensive Local Integration Program: Qualified for Multi-Stage Processing.



7. Food for Work

Provision of food to disaster victims/displaced or distressed persons in exchange for their services or involvement in undertaking restoration or rehabilitation activities. Service availability is from 8:00AM to 5:00PM.

Office or Division	Community Welfare Division			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Victims of manmade & natural disaster, barangay undertaking rehabilitation or restoration activities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay resolution with list of volunteers (1 original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request & other documents at the Provincial Social Welfare and Development Office	1. Receive the letter request together with other documents, record the letter request and forwarded to Department Head.	None	10 minutes	<i>Eufemia Z. Ibañez, AA IV PSWDO</i>
	1.1 Evaluate the eligibility of the requesting barangay. And if eligible the document will be returned to the Administrative Officer with instruction indicating the number of goods to be released.	None	30 minutes	<i>Zarah C. Magboo, PSWD Officer PSWDO</i>

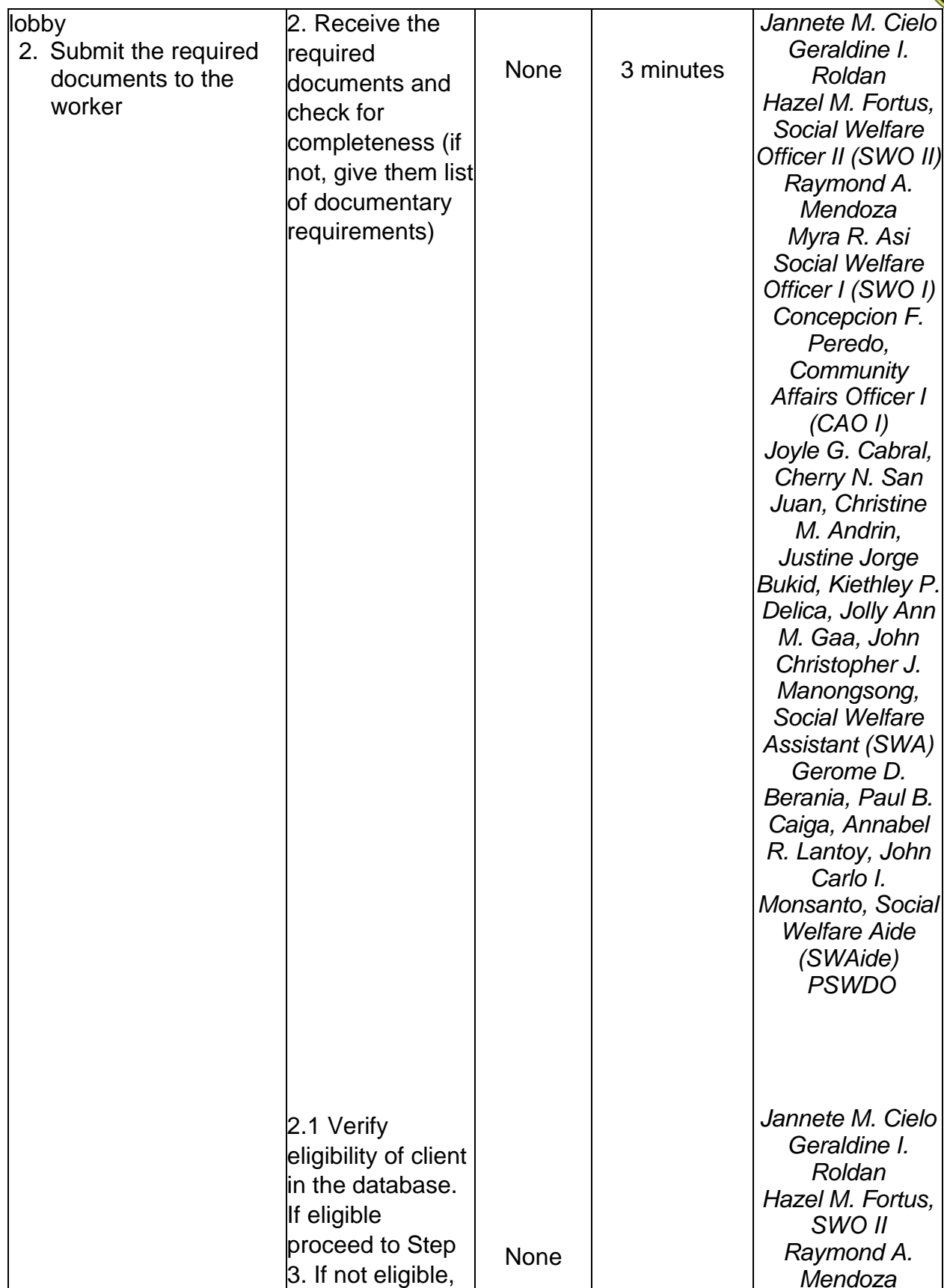


2. Receive the assistance	2. Prepare Requisition and Issue Slip (RIS) and Inventory Custodian Slip (ICS) for signature of the client and then release the assistance as indicated in the RIS	None	30 minutes	<i>Hazel M. Fortus, SWO II</i> <i>Ma. Elena A. Gequilapo, Social Welfare Aide (SWAide)</i> PSWDO
	TOTAL:	None	1 hour and 10 minutes	

8. Issuance of Certificate of Eligibility

For a client eligible for medical, burial and financial assistance extended by the Office of the Governor thru Galing at Serbisyo para sa Mindoreño Action Center (GSMAC). Service availability is 24/7.

Office or Division	Family Welfare Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	Disadvantaged Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate or 1. Clinical Abstract 2. Doctors Referral 3. Hospital Bill 4. Doctor's Prescription 5. Request for Laboratory Examination 6. Death Certificate/Funeral Contract		Hospital of Confinement or hospital/ clinic where he/she underwent medical examination (with Doctor's signature) Attending Physician Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Certificate of Eligibility: 1. Sign in the client logbook in the office	1. Give the logbook to the client	None	3 minutes	<i>Christian F. Fabella-Social Welfare Aide (SWAide)</i>





	refer to other concerned agency.			Myra R. Asi SWO I Concepcion F. Peredo, CAO I Joyle G. Cabral, Cherry N. San Juan, Christine M. Andrin, Justine Jorge Bukid, Kiethley P. Delica, Jolly Ann M. Gaa, John Christopher J. Manongsong, SWA Gerome D. Berania, Paul B. Caiga, Annabel R. Lantoy, John Carlo I. Monsanto, SWAide PSWDO
3. Give the required data or basic information upon interview	3. Conduct intake interview with the client using General Intake Sheet (GIS)	None	10 minutes	Jannete M. Cielo Geraldine I. Roldan Hazel M. Fortus, SWO II Raymond A. Mendoza Myra R. Asi SWO I Concepcion F. Peredo, CAO I Joyle G. Cabral, Cherry N. San Juan, Christine M. Andrin, Justine Jorge Bukid, Kiethley P. Delica, Jolly Ann M. Gaa, John Christopher J. Manongsong, SWA Gerome D. Berania, Paul B.



4. Receive the certificate of eligibility and proceed to GSMAC staff for the grant of assistance.	4. Issue certificate of eligibility to client	None	1 minute	<i>Caiga, Annabel</i> <i>R. Lantoy, John</i> <i>Carlo I.</i> <i>Monsanto,</i> <i>SWAide</i> <i>PSWDO</i> <i>Jannete M. Cielo</i> <i>Geraldine I.</i> <i>Roldan</i> <i>Hazel M. Fortus,</i> <i>SWO II</i> <i>Raymond A.</i> <i>Mendoza</i> <i>Myra R. Asi</i> <i>SWO I</i> <i>Concepcion F.</i> <i>Peredo, CAO I</i> <i>Joyle G. Cabral,</i> <i>Cherry N. San</i> <i>Juan, Christine</i> <i>M. Andrin,</i> <i>Justine Jorge</i> <i>Bukid, Kiethley P.</i> <i>Delica, Jolly Ann</i> <i>M. Gaa, John</i> <i>Christopher J.</i> <i>Manongsong,</i> <i>SWA</i> <i>Gerome D.</i> <i>Berania, Paul B.</i> <i>Caiga, Annabel</i> <i>R. Lantoy, John</i> <i>Carlo I.</i> <i>Monsanto,</i> <i>SWAide</i> <i>PSWDO</i>
TOTAL:		None	17 minutes	

9. Livelihood Assistance Program

Provision of an interest/collateral free loan payable from six months to one year for the beneficiary to engage in an income generating project. Service availability is from 8:00AM to 5:00PM.



Office or Division	Community Welfare Division			
Classification	Highly Technical			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Women, elderly, person with disability, Indigenous People and other needy adults are qualified to avail this program.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request or resolution from the requesting party (1 original) 2. Valid identification cards (1 photocopy) 3. Barangay Certification/Residency (1 original) 4. Photo of Existing project (1 original)			Client Barangay Captain	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request & other documents at the Administrative Division	1. Receive request together with other documents, record the request in the logbook forwarded to Department Head down then to Division Chief	None	5 minutes	<i>Eufemia Z. Ibañez, AA IV</i> <i>Zarah C. Magboo, Provincial Social Welfare Officer</i> Provincial Social Welfare and Development Office (PSWDO)
	1.1 Receive and evaluate the request based on the program eligibility criteria forwarded to focal person	None	5 minutes	<i>Maritess B. de Guzman, Social Welfare Officer IV (SWO IV)</i> <i>Joyle G. Cabral, Social Welfare Assistant (SWA)</i> PSWDO
	1.2 Conduct on site interview with the clients and notify the client to attend	None	1 hour	<i>Joyle G. Cabral, SWA</i> <i>Hazel M. Fortus, SWO II</i> PSWDO



	Basic Management Training if qualified			
2. Attend Basic Business Management Training and prepared Project Proposal	2. Conduct Basic Business Management Training with clients	None	2 days	<i>Joyle G. Cabral, SWA</i> <i>Maritess B. de Guzman, SWO IV</i> <i>Zarah C. Magboo, Provincial Social Welfare Officer PSWDO</i>
	2.1 Review and endorse clients project proposal to Division Chief, Provincial Social Welfare and Development Officer	None	1 day	<i>Joyle G. Cabral, SWA</i> <i>Maritess B. de Guzman, SWO IV</i> <i>Zarah C. Magboo, Provincial Social Welfare Officer PSWDO</i>
	2.2 Receive/ Review/ approve project proposal at the Provincial Administrator's Office	None	40 days	Provincial Administrator's Office
	2.3 Prepare payroll for signature and certified by the Provincial Social Welfare and Development Office	None	1 day	<i>Joyle G. Cabral, SWA</i> <i>Zarah C. Magboo, Provincial Social Welfare Officer PSWDO</i>
	2.4 Outgoing payroll for approval of the concern offices	None	20 days	<i>Provincial Budget Office (PBO)</i> <i>Office of the Provincial Accountant (OPA)</i> <i>Provincial Treasurer's Office (PTO)</i> <i>Provincial</i>



				<i>Administrator's Office</i>
3. Receive the livelihood assistance	3. Notify requesting party and Municipal Social Welfare and Development Office for the schedule of release	None	6 minutes	<i>Joyle G. Cabral, SWA PSWDO PTO</i>
	3.1 Issue claim stub to clients to disbursing officer and given a copy of amortization schedule	None	5 minutes	<i>Joyle G. Cabral, SWA PSWDO Ralph John S. Sales-Disbursing Officer I PTO</i>
	TOTAL:	None	64 days, 1 hour and 18 minutes	

“Livelihood Assistance Program: Qualified for Multi-Stage Processing.”

10. Logistical Assistance

Provision of financial/ logistical assistance to the federations/associations of Senior Citizen/Persons with Disability in every barangay. Service availability is from 8:00AM to 5:00 PM.

Office or Division	Family Welfare Division
Classification	Highly Technical
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	Associations/Federations of Senior Citizens/ Person with Disability
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Barangay Resolution (2 original copies)	Barangay
2. Sangguniang Panlalawigan resolution accrediting the Non-Government Organizations/People's Organizations (1 original, 2 photocopies)	Sangguniang Panlalawigan
3. Certificate of registration (Securities and Exchange Commission/Cooperative Development Authority/Department of Labor and Employment) (1 original, 2 photocopies)	SEC/DOLE
4. Audited Financial Statements (1 original, 2 photocopies)	Organization
5. Disclosure of other related business and extent of ownership therein; (1 original, 2 photocopies)	Organization
6. Work and Financial Plan, Sources and Details of Proponents Equity Participation in the Project; (1 original, 2 photocopies)	Organization
7. List and or photographs of similar projects previously completed by the NGO/PO; (1 original, 2 photocopies)	Organization
8. Sworn Secretary's Affidavit that none of the incorporators, organizers, directors (1 original, 2 photocopies)	Organization



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Memorandum of Agreement/ Project Proposal endorsed by the Municipal Social Welfare and Development Office along with other requirements	1. Receive MOA/Project Proposal and other documents from the Barangay Association/ Municipal Federation	None	2 minutes	Office of the Governor's Staff Provincial Governor's Office <i>Geraldine I. Roldan, Jannete M. Cielo, Social Welfare Officer II (SWO II)</i> <i>Raymond A. Mendoza, Social Welfare Officer I (SWO I)</i> <i>Cherry N. San Juan, Social Welfare Assistant (SWA)</i> <i>Eufemia Z. Ibañez, AA IV PSWDO</i>
	1.1 Endorse the documents to Provincial Social Welfare and Development Office (PSWDO)	None	1 day	<i>Geraldine I. Roldan, Jannete M. Cielo, SWO II</i> <i>Raymond A. Mendoza, SWO I PSWDO</i>
	1.2 Receive requests/documents from the Office of the Governor	None	5 days	<i>Geraldine I. Roldan, Jannete M. Cielo, SWO II</i> <i>Raymond A. Mendoza, SWO I PSWDO</i>
	1.3 Review of requests/ documents for logistical assistance	None	1 day	<i>Geraldine I. Roldan, Jannete M. Cielo, SWO II</i> <i>Raymond A. Mendoza, SWO I</i> <i>Cherry N. San Juan, SWA PSWDO</i>



	1.4 Encode resolution to master list of approved requests	None	1 hour	<i>Geraldine I. Roldan, Jannete M. Cielo, SWO II Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO</i>
	1.5 Validate request for logistical assistance	None	10 days	<i>Geraldine I. Roldan, Jannete M. Cielo, SWO II Raymond A. Mendoza, SWO I PSWDO</i>
	1.7 Consolidate validated request and submit to Governor's Office for marginal note/ approval	None	3 days	<i>Geraldine I. Roldan, Jannete M. Cielo, SWO II Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO</i>
	1.7 Forward approved master list to Admin Division for preparation of necessary documents for processing	None	10 minutes	<i>Geraldine I. Roldan, Jannete M. Cielo, SWO II Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO</i>
	1.8 Process document	None	15 days	Provincial Budget Office, Office of the Provincial Accountant, Provincial Treasurer's Office
2. Proceed to Provincial Treasurer's	2. Notify concerned barangay/	None	1 day	<i>Raymond A. Mendoza, SWO I Cherry N. San</i>



Office for claiming of assistance.	association/federation and MSWDO for the release of assistance 3. Release of logistical assistance to Senior Citizens/PWD barangay association/federation	None	1 day	Juan, SWA PSWDO Zarah C. Magboo, Provincial Social Welfare Officer Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO
	TOTAL:	None	37 days, 1 hour and 12 minutes	

“Logistical Assistance: Qualified for Multi-Stage Processing.

11. Maintenance of Crisis Center (Admission)

Provision of programs and services such as temporary shelter, treatment and rehabilitation, group life and home care, health and nutrition, and productivity skills training program to abuse women and children. Service availability is 24/7.

Office or Division	Center & Institution Management Division
Classification	Highly Technical
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	Abused Women and Children

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral letter (1 original) 2. Social Case Study Report (1 original) 3. Court Order (if any) (1 original) 4. Birth Certificate (1 photocopy) 5. Chest X-Ray, Swab Test, CBC, Urinalysis, and Fecalysis Result (1 original copy each) 6. Medical Certificate reflecting physically fit for admission (1 original) 7. Medico Legal (1 photocopy)	Municipal Social Welfare and Development Office Regional Trial Court Branch/Family Court Local Civil Registrar/ Philippine Statistics Office Accredited Hospital and Laboratory Municipal Health Office



8. Sinumpaang Salaysay (1 photocopy)		Philippine National Police		
9. Card/School Records (if any) (1 photocopy)		Last School Attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For the Referring Party: 1. Coordinate thru mobile numbers 0920-805-6423 and 0910-532-0061 or email at bahaykanlungan_ormin@yahoo.com.	1. Initial interview/pre-admission conference to the referring party about the case	None	15 minutes	<i>Maria D. Rempillo, Social Welfare Officer I (SWO I) Provincial Social Welfare and Development Office (PSWDO)</i>
	1.1 Discuss the referral to the Provincial Social Welfare and Development Officer and Center Head	None	15 minutes	<i>Zarah C. Magboo, Provincial Social Welfare Officer Jannete M. Cielo Social Welfare Officer II (SWO II), Maria D. Rempillo, SWO I PSWDO</i>
2. Accomplish necessary documents for admission or facilitate referral to another	2. Confirm the result of pre-admission conference	None	2 days	<i>Maria D. Rempillo, SWO I PSWDO</i>



agency				
3. Bring the client to the center for admission	3. Conduct admission conference with the referring party 3.1 Prepare documents and facilitate client's admission	None	4 hours	Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, Social Welfare Assistant (SWA) PSWDO
For the Client (after admission conference)				
4. Provide necessary information	4. Conduct intake interview and orientation	None	2 hours	Jannete M. Cielo, SWO II Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, SWA PSWDO
5. Surrender belongings to the houseparent on duty	5. Conduct inventory of client's belonging	None	30 minutes	Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, SWA Houseparent on Duty PSWDO
	For BK Social Workers:			
6. Participate in the preparation of the	6. Prepare intervention	None	15 days after admission	Jannete M. Cielo, SWO II Maria D.



intervention plan	plan			<i>Rempillo, SWO I</i> <i>Pryanka B.</i> <i>Pangan,</i> <i>Kristia Mae B.</i> <i>Torrecampo,</i> <i>SWA</i> <i>PSWDO</i> <i>Jannete M.</i> <i>Cielo, SWO II</i> <i>Maria D.</i> <i>Rempillo, SWO I</i> <i>Pryanka B.</i> <i>Pangan,</i> <i>Kristia Mae B.</i> <i>Torrecampo,</i> <i>SWA</i> <i>All</i> <i>Houseparents</i> <i>PSWDO</i> <i>Maria D.</i> <i>Rempillo, SWO I</i> <i>Pryanka B.</i> <i>Pangan,</i> <i>Kristia Mae B.</i> <i>Torrecampo,</i> <i>SWA</i> <i>PSWDO</i>
	6.1 Prepare Social Case Study Report (SCSR)	None	30 days after admission	
	6.2 Monitor daily activities and progress of the client	None	24 hours	
	6.3 Prepare progress report	None	90 days after admission	
7. Attend scheduled court hearing	7. Attend/escort client's court hearing	None	1 day	<i>Maria D.</i> <i>Rempillo, SWO I</i> <i>Pryanka B.</i> <i>Pangan,</i> <i>Kristia Mae B.</i> <i>Torrecampo,</i> <i>SWA</i> <i>PSWDO</i>
8. Request for Parent Capability Assessment Report (PCAR)	4. Coordinate with the MSWDO/ Court Social Worker for the preparation	None	1 day	<i>Jannete M.</i> <i>Cielo, SWO II,</i> <i>Maria D.</i> <i>Rempillo, SWO I</i> <i>PSWDO</i>



	of Parent Capability Assessment Report (PCAR)			
8. Attend case conference for discharged/ reintegration	5. Conduct of case conference for the client's discharge	None	3 hours	Jannete M. Cielo, SWO II, Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, SWA PSWDO
	TOTAL:	None	142 days and 10 hours	

“Maintenance of Crisis Center: Qualified for Multi-Stage Processing.”

12. Maintenance of Crisis Center (for Further Evaluation)

Provision of programs and services such as temporary shelter, treatment and rehabilitation, group life and home care, health and nutrition, and productivity skills training program to abuse women and children after the result of Court Hearing. Service availability is 24/7.

Office or Division	Center & Institution Management Division			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	Abused Women and Children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parent Capability Assessment Report (PCAR) 2. Court Order		Municipal Social Welfare and Development Office Regional Trial Court Branch/Family Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Extended stay at the center	1. Continues provision of programs and services	None	24 hours	Jannete M. Cielo, SWO II, Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, SWA All



				houseparents PSWDO
2. Participate in the preparation of the intervention plan	For BK Social Workers:			
	2. Update intervention plan	None	15 days after admission	Jannete M. Cielo, SWO II Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, Social Welfare Assistant (SWA) PSWDO
	2.1 Update Social Case Study Report (SCSR)	None	30 days after admission	Jannete M. Cielo, SWO II Maria D. Rempillo, SWO I PSWDO
	2.2 Monitor daily activities and progress of the client	None	24 hours	Pryanka B. Pangan, Kristia Mae B. Torrecampo, SWA All Houseparents
	2.3. Update progress report	None	90 days after admission	Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, SWA PSWDO Maria D.



3. Attend scheduled court hearing	3.1 Attend/escort Client's court hearing	None	1 day	<i>Rempillo, SWO I</i> PSWDO <i>Pryanka B. Pangan,</i> <i>Kristia Mae B. Torrecampo,</i> SWA PSWDO
4. Request for Parent Capability Assessment Report (PCAR)	4. Coordinate with the MSWDO/ Court Social Worker for the preparation of Parent Capability Assessment Report (PCAR)	None	1 day	<i>Jannete M. Cielo, SWO II,</i> <i>Maria D. Rempillo,</i> SWO I PSWDO
TOTAL:		None	170 days	

“Maintenance of Crisis Center: Qualified for Multi-Stage Processing.”

13. Maintenance of Crisis Center (Discharged)

Provision of after care services to client after discharged at the center.

Office or Division	Center & Institution Management Division
Classification	Highly Technical
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	Abused Women and Children



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parent Capability Assessment Report (PCAR) 2. Court Order		Municipal Social Welfare and Development Office Regional Trial Court Branch/Family Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend case conference for discharged/ reintegration	1. Conduct of case conference for the client's discharge	None	6 hours	Jannete M. Cielo, SWO II, Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, SWA PSWDO
2. Reintegrate with family	2. Monitor discharged client	None	After 30 days	Jannete M. Cielo, SWO II, Maria D. Rempillo, SWO I Pryanka B. Pangan, Kristia Mae B. Torrecampo, SWA PSWDO
TOTAL:		None	30 days and 3 hours	

“Maintenance of Crisis Center: Qualified for Multi-Stage Processing.”

14. Men and Women in Uniformed Personnel Welfare Assistance

Provision of monetary and other related assistance to uniformed Personnel/agents. Service availability is from 8:00Am to 5:00PM.

Office or Division	Community Welfare Division
Classification	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	Philippine National Police (PNP) and Armed Forces of the Philippines (AFP) including personnel agents of the Philippines Coast Guard (PCG), National Bureau of Investigation (NBI), Bureau of Jail Management and Penology (BJMP), Bureau of Fire Protection (BFP) and Philippine Drug Enforcement Agency



(PDEA) of Oriental Mindoro				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Assignment in the province (1 original copy) 2. Death certificate (1 photocopy) 3. Certification that the uniformed personnel/agent suffered or acquired illness/died in the performance of his/her official (1 original copy) 4. Copy of the court decision of acquitting the uniformed personnel (1 photocopy)		1. Office Head of the applicant 2. Local Civil Registrar 3. Office Head of the applicant 4. Regional Trial Court (RTC)/Department of Justice (DOJ)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and other documents at the Administrative Division	1. Receive the letter request together with other document, recorded in the logbook and Route slip will then be prepared and submitted to the Administrative Officer and then forwarded to the Department Head.	None	20 minutes	<i>Eufemia Z. Ibañez, Administrative Aide IV (AA IV) Provincial Social Welfare and Development Office (PSWDO)</i>
	1.1 Evaluate the submitted documents based on the document requirements per Provincial Ordinance No. 008-2009 and Provincial Ordinance No. 80-2018 1.2 Conduct intake	None	20 minutes	<i>Justine Jorge Bukid, Social Welfare Assistant (SWA) Hazel M. Fortus, Social Welfare Officer II (SWO II) PSWDO</i>



	interview of the program applicant	None	20 minutes	<i>Justine Jorge Bukid, SWA Hazel M. Fortus, SWO II PSWDO</i>
	1.2a If the program requirements are already complete, proceed in the processing of documents and if not, he/she will advise the client to submit lacking requirements (if any) for immediate processing.	None		
	1.3 Submit the accomplished FA form including its supporting documents to the Administrative Division for processing	None	10 minutes	<i>Hazel M. Fortus, SWO II Eufemia Ibanez, AA IV PSWDO</i>
	1.4 Prepare voucher once the financial assistance form is approved. The voucher will then be route again for signature of concerned head of the agency	None	3 days	<i>Agosto C. Cabral, Administrative Aide IV PSWDO</i>
	1.5 Prepare the payroll and endorse to the	None	10 minutes	<i>Hazel M.</i>



	Administrative Division for payroll processing and other office signatories			<i>Fortus, SWO II</i> PSWDO
	2. Contact the beneficiary for the schedule of release	None	5 minutes	<i>Justine Jorge Bukid,</i> SWA PSWDO
2. Receive the assistance	3. Issue a claim stub to the client for the release of his/her assistance at the Provincial Treasurer's Office	None	10 minutes	<i>Justine Jorge Bukid,</i> SWA PSWDO <i>Ralph John S. Sales,</i> <i>Disbursing</i> <i>Officer I</i> Provincial Treasurer's Office
	TOTAL:	None	3 days, 1 hour and 35 minutes	

15. Recognition and Awarding of Incentives to Qualified Senior Citizens

Provision of financial incentive and recognition to qualified senior citizens provincewide. Service availability is from 8:00AM to 5:00PM.

Office or Division	Family Welfare Division
Classification	Highly Technical
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	Senior Citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Birth Certificate or any proof of birth 2. Barangay Residency 3. Senior Citizen's ID (Office of the Senior Citizens Affairs ID)		Phil. Statistics Authority/ Local Civil Registrar Barangay, Member Data Record from Philhealth, Social Security System, GSIS, Commission on Elections, Department of Foreign Affairs Sangguniang Barangay Office of the Senior Citizens Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby	1. Give the logbook to the client	None	2 minutes	<i>Eufemia Z. Ibañez, Administrative Aide IV (AA IV) Provincial Social Welfare and Development Office (PSWDO)</i>
2. Submit the required documents to the Administrative Division	2. Receive the required documents and check/review its veracity and completeness	None	2 days	<i>Raymond A. Mendoza, Social Welfare Officer I (SWO I), Cherry N. San Juan, Social Welfare Assistant (SWA), Eufemia Z. Ibañez, AA IV PSWDO</i>
	2.1 Encode submitted documents to the master list	None	1 day	<i>Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO</i>
	2.2 If centenarian, validation of submitted documents of centenarian, if not	None	10 days	<i>Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO</i>



	proceed to Step No. 2.5			
	2.3 Consolidate validated centenarian documents and submit to PSWDO and Provincial Administrator's Office for approval	None	3 days	<i>Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO</i>
	2.4 Prepare payroll for processing	None	3 days	<i>Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO</i>
	2.5 Process documents	None	15 days	<i>May Anne Joy M. Ylagan- Provincial Budget Office Althea F. Agutaya Office of the Provincial Accountant</i>
3. Proceed to PSWDO for the release of assistance	3. Notify client and MSWDO for the release of assistance	None	1 day	<i>Raymond A. Mendoza, SWO I Cherry N. San Juan, SWA PSWDO</i>
4. Proceed to Provincial Treasurer's Office for claiming of assistance	4. Release of financial incentives	None	1 day	<i>Zarah C. Magboo, Provincial Social Welfare Officer, Raymond Mendoza, SWO I Cherry N. San Juan, SWA PSWDO Ralph John S.</i>



				Sales-Disbursing Officer I Provincial Treasurer's Office
	TOTAL:	None	36 days and 2 minutes	

“Recognition and Awarding of Incentives to Qualified Senior Citizens: Qualified for Multi-Stage Processing.”

FEEDBACKS AND COMPLAINTS: Please contact 0936 308-5380

PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Internal Service



1. Early Childhood Care and Development

Provision of substitute parental care to pre-school children of Provincial Government of Oriental Mindoro (PGOM) employees from 8:00AM to 5:00PM.

Office or Division	Center & Institution Management Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail:	Provincial Government of Oriental Mindoro (PGOM) employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Birth Certificate (1 photocopy)		Philippine Statistics Authority		
4. Health Record (Immunization) (1 photocopy)		Health Center or Private clinic		
5. Registration Form (1 original)		Child Development Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of preschoolers	1. Conduct of registration for the current school year	None	10 minutes	Olivia M. Corpuz, Gleanet M. Marasigan, Day Care Worker II (DCW II) Provincial Social Welfare and Development Office (PSWDO)
2. Submit required documents upon registration	2. Review of submitted documents	None	3 minutes	Olivia M. Corpuz, Gleanet M. Marasigan, DCW II PSWDO
3. Accomplish registration form	3. Provide registration form to be accomplished by parents	500.00 registration fee	5 minutes	Olivia M. Corpuz, Gleanet M. Marasigan, DCW II PSWDO



4. Proceed to Provincial Treasurer's Office for payment of registration fee and monthly participation fee	4. Get the receipt number of payment and record to the registration list	200.00 per month participation fee	15 minutes	Olivia M. Corpuz, Gleanet M. Marasigan, DCW II PSWDO
5. Receive the list of materials to bring	5. Provide the list of materials to bring		3 minutes	Olivia M. Corpuz, Gleanet M. Marasigan, DCW II PSWDO
6. Attend parent's orientation	6. Conduct orientation about day care service, center's policies and monthly activities		2 hours	Zarah C. Magboo- Provincial Social Welfare Officer Jannete M. Cielo, Social Welfare Officer II Olivia M. Corpuz, Gleanet M. Marasigan- DCW II PSWDO
7. Attend daily session	7. Conduct regular session		3 1/2 hours	Olivia M. Corpuz, Gleanet M. Marasigan- Day Care Worker II PSWDO
	TOTAL:	2,500.00 per child per school year	6 hours and 9 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: 043-288-7396 and/or pswdo_ormindoro@yahoo.com.ph
How feedbacks are processed	<ol style="list-style-type: none"> 3. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 4. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 5. Response/Action of the concerned office is relayed to the client as soon as possible. 6. For inquiries and follow-ups, clients may contact the Provincial Social Welfare and Development Office (PSWDO) at 043-288-7396.
How to file a complaint	<ol style="list-style-type: none"> 7. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 8. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 9. For inquiries and follow ups, clients may contact the Provincial Social Welfare and Development Office (PSWDO) at 043-288-7396.
How complaints are processed	<ol style="list-style-type: none"> 10. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 11. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-



	<p>ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention.</p> <p>12. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.</p> <p>13. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>14. The client shall be notified of the progress of the complaint.</p> <p>15. For inquiries and follow ups, clients may contact the Provincial Social Welfare and Development Office (PSWDO) at 043-288-7396.</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph :1-ARTA (1-2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>

PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE DIRECTORY			
DIVISION/UNIT	ADDRESS	CONTACT NUMBER	OFFICIAL EMAIL ADDRESS
Administrative Unit	2F Provincial Capitol Complex, Camilmil, Calapan City	043-288-7396	pswdo_ormindoro@yahoo.com.ph pswdo@ormindoro.gov.ph
Operations	1F Provincial Capitol Complex, Camilmil, Calapan City	043-288-7346	pswdo_ormindoro@yahoo.com.ph pswdo@ormindoro.gov.ph
Bahay Kanlungan	Ilaya, Calapan City	043-288-7373 0910-532-0061	bahaykanlungan_ormin@yahoo.com



Provincial Agriculturist's Office (PAgO)

External Service



1. Agricultural Inputs Support

It is a service of the Provincial Government of Oriental Mindoro (PGOM) that provides agricultural inputs (palay seeds, corn seeds, vegetable seeds, fruit trees, fertilizers, and pesticides) to farmers/farmer's cooperative/associations, Local Government Units and Schools. This is funded through the Provincial Agriculturist's Office. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Agro-Technology Resource Development & Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2G			
Who may avail:	Farmers' Cooperative / Associations (FCAs)/ Local Government Units (LGUs)/ Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FCAs/LGUs/ Schools Request Letter/Resolution (1 Original, 1 Photocopy)		Farmer Associations/Cooperative/ LGU/Schools		
2. Endorsement Letter (for FCAs) (1 Original, 1 photocopy)		Municipal/City Agriculturist or Municipal/City Mayors		
3. Certificate of Registration from SEC/ CDA/ DOLE (for FCAs) (1 Photocopy)		Office of the Security and Exchange Commission (SEC) or Cooperative Development Authority (CDA) or Department of Labor and Employment (DOLE) (for FCAs)		
4. SP Certificate of Accreditation (for FCAs) (1 Photocopy)		Sangguniang Panlalawigan (SP)		
5. Validation Reports (1 original/1 photo copy)		Provincial Agriculturist's Office (PAgO)		
6. Masterlist of Approved Request (1 original/1 photo copy)		PAgO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at the front desk and submit complete required documents	1. Receive complete documents and Endorse to the Provincial Agriculturist	None	3 minutes	<i>Ma. Janice F. Leynes</i> <i>Administrative Aide IV (AAIV)</i> <i>Riza T. Canilang</i> <i>Administrative Aide II (AA II)</i>



				Provincial Agriculturist's Office (PAgO)
	1.1 Endorse documents to concerned division/program implementer for appropriate actions	None	2 minutes	<i>Christine M. Pine Provincial Agriculturist</i>
	1.2 Review of documents and Endorse to Program Implementer for scheduling of on-site validation	None	5 minutes	<i>Christian M. Generato Agriculturist II PAgO</i>
	1.3 Schedule conduct of on-site validation	None	2 minutes	<i>Christian M. Generato Agri. II</i>
	1.4 Notify concerned FCAs/LGUs/ Schools for the schedule of on-site validation/ assessment	None	2 minutes	<i>Christian M. Generato Agri. II</i> <i>Sharmaine B. Cruzado and Librada O. Leviste Agricultural Technologists PAgO</i>
2. Participate in the on-site validation/ Assessment	Conduct of on-site validation/ Assessment/ Preparation of validation reports with recommendation for approval	None	1 day	<i>Christian M. Generato Agri. II</i> <i>Sharmaine B. Cruzado and Librada O. Leviste Agricultural Technologists PAgO</i>



	2.1 Approve request/ resolution	None	5 minutes	<i>Christine M. Pine Provincial Agriculturist</i>
	2.2 Prepare and facilitate of procurement documents	None	10 minutes	<i>Christian M. Generato Agri. II</i> <i>Sharmaine B. Cruzado and Librada O. Leviste Agricultural Technologists PAgO</i>
	2.3 Process documents	None	3 months	<i>Provincial Budget Office (PBO) Bids and Awards Committee/ General Service Office (PGSO) Office of the Provincial Accountant (OPA)</i>
3. Receive agricultural inputs and fill up of requisition & issue slip (RIS) form and client satisfaction survey (CSSF) form	3. Schedule of distribution 3.1 Notify concerned FCAs/LGUs/ Schools for the release of agricultural inputs 3.2 Release/ Distribution of agricultural inputs	None	1 day	<i>Christine M. Pine Provincial Agriculturist</i> <i>Christian M. Generato Agri II</i> <i>Sharmaine B. Cruzado and Librada O. Leviste Agricultural Technologists PAgO</i>



	3.3 Give and Received the Requisition Issue Slip (RIS) and Client Satisfaction Survey Form (CSSF)			
	TOTAL	None	3 months, 2 days and 29 minutes	

“Agricultural Inputs Support: Qualified for multi-stage processing.”

2. Availing of Farm Tools and Machineries (Logistical Support)

PGOM provides farm tools and machineries to qualified Farmer Cooperative/Association (FCAs)/ Local Government Unit (LGUs) and Schools of Oriental Mindoro to ensure the continued growth and competitiveness of the province agricultural industry through the promotion of modern technology. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Agricultural and Biosystems Engineering Services Division		
Classification:	Highly Technical		
Type of Transaction:	G2C and G2G		
Who may avail:	Farmers' Cooperative / Associations (FCAs)/ Local Government Units (LGUs)/ Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. FCAs/LGUs/ Schools Request Letter/Resolution (1 Original, 2 Photocopy)		Farmer Associations/Cooperative/ LGU/Schools	
2. Endorsement Letter (for FCAs) (1 Original, 1 photocopy)		Municipal/City Agriculturist or Municipal/City Mayors	
3. Certificate of Registration from SEC/ CDA/ DOLE (for FCAs) (1 Photocopy)		Office of the Security and Exchange Commission (SEC) or Cooperative Development Authority (CDA) or Department of Labor and Employment (DOLE)	
4. SP Certificate of Accreditation (for FCAs)		Sangguniang Panlalawigan (SP)	



5. Validation Reports (1 original/1 photo copy)		Provincial Agriculturist's Office (PAgO)		
6. Masterlist of Farmer – beneficiaries (1 original/1 photo copy)		PAgO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at the front desk and submit complete required documents	1.Receive complete documents and Endorse to the Provincial Agriculturist	None	3 minutes	<i>Ma. Janice F. Leynes AA IV Riza T. Canilang AA II PAgO</i>
	1.1 Endorse documents to concerned division/program implementer for appropriate actions	None	2 minutes	<i>Christine M. Pine Provincial Agriculturist</i>
	1.2 Review of documents and Endorse to Program Implementer for scheduling of on-site validation	None	5 minutes	<i>Jeffre DC. Bay-ongan Engineer IV PAgO</i>
	1.3 Schedule Conduct of on-site validation/ assessment	None	2 minutes	<i>Jeffre DC. Bay-ongan Engineer IV PAgO</i>
	1.4 Notify concerned FCAs/LGUs/ Schools for the schedule of on-site validation/ assessment	None	2 minutes	<i>Jeffre DC. Bay-ongan Engineer IV PAgO</i>
1. Participate in the on-site validation/ Assessment	2. Conduct of on-site validation/ Assessment and preparation of validation reports with recommendations for approval	None	1 day	<i>Jeffre DC. Bay-ongan Engineer IV PAgO</i>



	1.1 Approve of request/ resolution	None	5 minutes	<i>Christine M. Pine</i> Provincial Agriculturist
	1.2 Prepare and facilitate of procurement document	None	10 minutes	<i>Jefte DC.</i> Bay-ongan Engineer IV PAgO
	1.3 Process documents	None	3 months	PBO/BAC/ PGSO/OPA
2. Receive the farm tools and machineries and fill up requisition & issue slip (RIS)/ invoice receipt for property (IRP) form and client satisfaction survey form (CSSF)	3. Schedule of distribution 3.1 Notify concerned FCAs/LGUs/ Schools for the schedule of distribution 3.2 Release/ Distribution of farm tools and machineries 3.3 Give and Received the RIS, IRP and CSSF	1 day		<i>Christine M. Pine</i> Provincial Agriculturist <i>Jefte DC.</i> Bay-ongan Engineer IV PAgO
	TOTAL	None	3 months, 2 days and 29 minutes	

“Availing of Farm Tools and Machineries (Logistical Support): Qualified for multi-stage processing.”

3. Availing of Financial Assistance for Rural Based Organization (RBOs) and Farmers’ Cooperative/Association (FCAs)

PGOM provides Financial Assistance to qualified Rural Based Organization (RBOs) and Farmers’ Cooperative/Association (FCAs) of Oriental Mindoro to empower local



organizations and contribute to the development of the agricultural value chain of key commodities in the province. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Agro-Technology Resource Development & Management Division	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Rural Based Organization (RBOs) /Farmers' Cooperative/Association (FCAs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. RBOs/FCAs Request Letter/Board Resolution requesting financial assistance (1 Original, 2 photocopy)		Client
2. SP Accreditation (1 photocopy)		Sangguniang Panlalawigan (SP)
3. Certificate of Registration from SEC/ CDA/ DOLE (for FCAs) (1 Photocopy)		Office of the Security and Exchange Commission (SEC) or Cooperative Development Authority (CDA) or Department of Labor and Employment (DOLE)
4. Board Resolution signed by the governing board/officers authorizing the representative to enter into Memorandum of Agreement (MOA) with the Provincial Government of Oriental Mindoro (PGOM) (1 original, 1 photocopy)		Client
5. Draft Memorandum of Agreement (MOA) (3 original)		Project Implementor
6. Source of Equity (1 original, 1 photocopy)		Client
7. Audited Financial Assistance previously granted to the organization (if any) (1 original, 1 photocopy)		Client
8. Audited Financial Statement (1 original, 1 photocopy)		Client
9. By Laws (1 photocopy)		Client



10. Receipt of the Organization issued by BIR (1 original copy, 1 photocopy)		Client		
11. Endorsement Letter (1 Original, 1 photocopy)		Municipal/City Agriculturist or Municipal/City Mayors		
12. Project Proposal signed by the organization's officers (1 original, 1 photocopy)		Client		
13. Sworn affidavit of the Secretary of the NGO/PO that none of its incorporators, organizers, directors, or officials is an agent or related by consanguinity or affinity up to the fourth civil degree to the officials of GO authorized to process and/or approve the proposal and release of funds (1 original/1 photo copy)		Client		
14. Certified photocopy of depository account opened (2 photo copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at the front desk and submit number 1 documents	1. Receive documents and endorse to the Provincial Agriculturist	None	5 minutes	<i>Ma. Janice F. Leynes</i> <i>AA IV</i> <i>Riza T. Canilang</i> <i>AA II</i> Administrative Unit PAgO
	1.1 Endorse documents to concerned division/program implementer for appropriate actions	None	10 minutes	<i>Christine M. Pine</i> <i>Provincial Agriculturist</i>



	1.2 Review of request/resolution for financial assistance and Endorse to Program Implementer for scheduling of on-site validation	None	15 minutes	<i>Christian M. Generato Agri II PAgO</i>
	1.3 Receive documents and Schedule an on-site validation	None	5 minutes	<i>Manilyn L. Albania Vida Gracia G. Basa ATs PAgO</i>
	1.4 Notify concerned RBO's and FCAs on the schedule of on-site validation	None	2 minutes	<i>Manilyn L. Albania Vida Gracia G. Basa ATs PAgO</i>
2. Participate in the on-site validation/ Assessment	2. Conduct an on-site validation and Preparation of validation reports and recommendation for approval	none	2 days	<i>Christian M. Generato Agri II Manilyn L. Albania Vida Gracia G. Basa ATs PAgO</i>
	2.1 Approve request/ resolution	none	15 minutes	<i>Christine M. Pine Provincial Agriculturist</i>



	2.2 Draft Memorandum of Agreement (MOA)	none	1 day	Manilyn L. Albania Vida Gracia G. Basa Ats PAgO
3. Submit remaining documents (Source of Equity, SP Accreditation, Certificate of Registration with SEC/CDA/D OLE, Audited Financial Statement, By Laws) as attachment to MOA (1 original, 2 certified true copy)	3. Receive necessary requirements and indorse together with MOA to Provincial Legal Office (PLO) for review	none	10 minutes	Manilyn L. Albania Vida Gracia G. Basa ATs ATRDMD, PAgO
	3.1 Review of the MOA and Issuance of Certificate of Legal Sufficiency	none	19 days	Atty. Earl Ligorio R. Turano Provincial Legal Officer
	3.2 Indorse MOA to Sangguniang Panlalawigan for Committee Hearing	none	1 day	
4. Participate in the Committee Hearing as advised	4. Notify RBOs/ FCAs on the schedule of Committee Hearing	none	5 minutes	Manilyn L. Albania Vida Gracia G. Basa ATs PAgO
	4.1 Issue of legislative authority to LCE to sign and enter into MOA	none	1 day	Hon. Ejay L. Falcon Vice Governor Sanggunian Panlalawigan
	4.2 Sign MOA between	none	1 day	Christian M. Generato



	PGOM and RBOs/ FCAs			<i>Agri II</i> <i>Manilyn L. Albania</i> <i>Vida Gracia G. Basa</i> <i>ATs</i> <i>PAGO</i>
	4.3 Prepare and facilitate of procurement documents	none	20 minutes	<i>Manilyn L. Albania</i> <i>Vida Gracia G. Basa</i> <i>ATs</i> <i>PAGO</i>
	4.4 Process of documents	none	3 months	PBO/BAC/ PGSO/OPA
	4.5 Notify concerned RBO/FCA and LGUs for the release of financial assistance	none	20 minutes	<i>Christian M. Generato – Agri II</i> <i>Manilyn L. Albania</i> <i>Vida Gracia G. Basa</i> <i>ATs</i> <i>PAGO</i>
5. Receive the financial assistance and issue receipt of the organization issued by BIR and fill up client satisfaction survey form (CSSF)	5. Release/ Distribution of financial assistance, receive receipt of the organization issued by the BIR and Give/received CSSF	none	1 day	<i>Christine M. Pine Provincial Agriculturist</i> <i>Christian M. Generato Agri II</i> <i>Manilyn L. Albania</i> <i>Vida Gracia G. Basa</i> <i>ATs</i> <i>ATRDMD, PAGO</i>



	TOTAL	None	3 months, 26 days, 1 hour, 47 minutes	
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“Availing of Financial Assistance: Qualified for multi-stage processing.”

4. Availing of Financial Assistance for Fisherfolk Associations or Cooperatives (FCAs), Lower Local Government Units (LGUs), etc.

The Provincial Government of Oriental Mindoro (PGOM through the Provincial Agriculturist's Office (PAgO) provides Financial Assistance to qualified Fisherfolk Associations or Cooperatives (FCAs), Lower Local Government Units, (Barangay and Municipal) of Oriental Mindoro to empower LGUs, local organizations and contributes to the protection, conservation, and management of fishery resources, increase fisheries production and increased value of fishery commodities. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Fishery & Coastal Resource Management Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	FISHERFOLKS ASSOCIATION/COOPERATIVE/ MUNICIPAL AND BARANGAY LOCAL GOVERNMENT UNITS (B/MLGUS)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of Board Resolution /Letter Request signed by the governing board/officers requesting financial	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units
2. SP Accreditation (authenticated photocopy)	Sangguniang Panlalawigan
3. Certificate of Registration with SEC/CDA/DOLE (authenticated photocopy)	Security Exchange Commission (SEC), Cooperative Development Authority (CDA), Department of Labor and Employment (DOLE)
4. Sworn affidavit of the Secretary of the FA/PO that none of its incorporators, organizers, directors, or officials is an agent or related by consanguinity or affinity up to the fourth civil degree to the officials of GO authorized to process and/or approve the proposal and release of funds (one photocopy)	Public Attorney's Office



5. Project Proposal signed by the organization's officers (one original copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
6. Resolution Request (one original copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
7. Certificate of Non-Related Business	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
8. Original Copy of & one photocopy of LGU endorsement	Municipal and Barangay Local Government Units			
9. Validation report (one original copy)	PAgO			
10. Memorandum of Agreement (MOA) (one original copy)	PAgO			
11. Liquidation Report (four original copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
12. Fund Utilization Report/Status of the projects (one original copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
13. Acceptance receipt with signature of the members (one original copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
14. Certificate of Project Completion (one original copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
15. Constitution and By Laws (one authenticated copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
16. List of members (one authenticated copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit a request letter/ resolution with a received copy from the Office of the Governor	1. Receive request letter/ resolution	None	1 minute	<p><i>Ma. Janice F. Leynes</i> AA IV</p> <p><i>Riza T. Canilang</i> AA II</p> <p>Administrative Unit PAgO</p>
2. Participate in the on-site validation	2. Conduct On-site validation	None	1 day	<p><i>Cherry Mae D. Mingo</i> Aquaculturist II</p> <p><i>Nerissa D. Cuna</i> Agricultural Technologist</p> <p><i>Marivic F. Guntan</i> <i>Seralyn R. Moten</i> Aquacultural Technologists</p> <p><i>Bilnavie J. Sodayi</i> Aquacultural Technician II PAgO</p>
	2.1 Prepare of validation reports and recommendations for approval	None	1 day	<p><i>Cherry Mae D. Mingo</i> Aqua II</p> <p><i>Nerissa D. Cuna</i> AT</p> <p><i>Marivic F. Guntan</i> <i>Seralyn R. Moten</i> ATs</p>



				<i>Bilnavie J. Sodayi AT II PAgO</i>
	2.2.Review and Approve validation reports.	None	4 hours	<i>Christine M. Pine Provincial Agriculturist</i>
	2.3Draft Memorandum of Agreement (MOA)	None	3 days	<i>Cherry Mae D. Mingo Aqua II PAgO</i>
3. Submit required documents (Proposal, SP accreditation, SEC/CDA/DOLE accreditation, Audited Financial Report, Work and Financial Plan, Sworn Affidavit of Secretary, Source of Equity, SP Resolution authorizing the Provincial Governor to enter inter contracts with Pos) 1 photocopy each	3.Receive necessary requirements and indorse together with MOA to Provincial Legal Officer for review	None	5 minutes	<i>Cherry Mae D. Mingo Aqua II PAgO</i>
	3.1 Indorse MOA to Sangguniang Panlalawigan for Committee Hearing	None	5 minutes	<i>Ma. Janice F. Leynes AA IV PAgO</i>
	3.2 Sign MOA between PGOM and RBO/FCA	None	4 hours	<i>Cherry Mae D. Mingo Aqua II FCRMD PAgO</i>
	3.3 Prepare and facilitate procurement documents	None	20 minutes	<i>Nerissa D. Cuna AT Marivic F. Guntan</i>



				<i>Seralyn R. Moten</i> <i>ATs</i> <i>Bilnavie J. Sodayi</i> <i>AT II</i> <i>PAgO</i>
4. Receive the financial assistance and issue receipt of the organization issued by BIR and fill up the client satisfaction survey form	4. Release/ Distribute financial assistance, receive receipt of the organization issued by the BIR and provide client satisfaction survey form	None	1 day	<i>Cherry Mae D. Mingo</i> <i>Aqua II</i> <i>Nerissa D. Cuna</i> <i>AT</i> <i>Marivic F. Guntan</i> <i>Seralyn R. Moten</i> <i>ATs</i> <i>Bilnavie J. Sodayi</i> <i>AT II</i> <i>PAgO</i>
	TOTAL	None	6 days, 8 hours, 31 minutes	

5. Availing of Information, Education, Communication (IEC) Materials

Farmers, students, and other clients can avail a variety of Information, Education, and Communication (IEC) materials on agriculture and fishery technologies, production guides, etc. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Technical Support Services Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Farmers, walk-in clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
N/A		N/A



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's logbook	1. Give logbook to client	None	1 minute	<i>John Mark E. Malaza Agricultural Technologist Provincial Agriculturist's Office (PAgO)</i>
2. Provide necessary information needed.	2. Interview client to verify needed IEC materials.	None	3 minutes	<i>John Mark E. Malaza AT PAgO</i>
3. Receive IEC materials.	3. Provide appropriate IEC materials.	None	10 minutes	<i>John Mark E. Malaza AT PAgO</i>
4. Fill up client satisfaction rating form.	4. Assist client in filling-up client satisfaction rating form.	None	2 minutes	<i>John Mark E. Malaza AT PAGO</i>
	TOTAL	None	16 minutes	

6. Availing of Livelihood Projects

The Fishery Livelihood Projects extended to fisherfolk (POs and farmers) to diversify their source of income, for sustainable development of fishery resources. Livelihood projects provide fishery inputs like feeds, fertilizers, fingerlings, and cage materials (fish nets, PE rope), fish processing equipment like smokehouse, grinding machine, drying machine pressure cooker and kitchen utensils. Beneficiary counterparts are essential to avail the project. Livelihood projects are packaged with training to capacitate the beneficiaries. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Fishery & Coastal Resource Management Division
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	FISHERFOLK ASSOCIATION/COOPERATIVE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Original copy of Board Resolution /Letter Request signed by the governing board/officers requesting financial	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
2. Board Resolution signed by the governing board/officers authorizing the representative to enter into MOA with the PGOM (one original copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
3. SP Accreditation (authenticated photocopy)	Sangguniang Panlalawigan			
4. Certificate of Registration with SEC/CDA/DOLE (one photocopy)	Security Exchange Commission (SEC), Cooperative Development Authority (CDA), Department of Labor and Employment (DOLE)			
5. Project Proposal signed by the organization's officers (one original copy)	Fisherfolk Association/Cooperative/ Municipal and Barangay Local Government Units			
6. Original Copy of & one photocopy of LGU endorsement	Municipal and Barangay Local Government Units			
7. Validation report (one original copy)	PAgO			
8. Memorandum of Agreement (MOA) (one original copy)	PAgO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/ resolution with a received copy from the Office of the Governor	1. Receive request letter/ resolution	None	1 minute	Ma. Janice F. Leynes AA IV Riza T. Canilang AA II PAgO
2. Participate in the on-site validation	2. Conduct On-site validation	None	1 day	Cherry Mae D. Mingo Aqua II Solomon Paulo T. Barroso Nerissa D. Cuna ATs Marivic F. Guntan Seralyn R. Moten ATs



				<i>Bilnavie J. Sodayi AT II PAGO</i>
	2.1 Prepare validation reports and recommendations for approval	None	1 day	<i>Cherry Mae D. Mingo Aqua II</i> <i>Nerissa D. Cuna ATs</i> <i>Marivic F. Guntan Seralyn R. Moten ATs</i> <i>Bilnavie J. Sodayi AT II PAGO</i>
	2.2 Review and Approve validation reports.	None	4 hours	<i>Christine M. Pine Provincial Agriculturist</i>
	2.3 Draft Memorandum of Agreement (MOA)	None	3 days	<i>Cherry Mae D. Mingo Aqua II PAgO</i>
3. Submit required documents (Proposal, SP accreditation, SEC/CDA/DOLE accreditation, Audited Financial Report, Work and Financial Plan, Sworn Affidavit of	3. Receive necessary requirements and indorse together with MOA to Provincial Legal Office for review 3.1. Review MOA and issuance of Certificate of	None None	5 minutes 19 days	<i>Ma. Janice F. Leynes AA IV PAgO</i> <i>Atty. Earl Ligorio R. Turano Provincial Legal Officer</i>



Secretary, Source of Equity, SP Resolution authorizing the Provincial Governor to enter inter contracts with Pos) 1 photocopy each	Legal Sufficiency			Provincial Legal Office
	3.2 Indorse MOA to Sangguniang Panlalawigan for Committee Hearing	None	5 minutes	<i>Cherry Mae D. Mingo Aqua II PAgO</i>
	3.3 Issue Legislative authority to LCE to sign and enter into MOA	None	1 day	SP
	3.4 Sign the MOA between PGOM and RBO/FCA	None	4 hours	<i>Christine M. Pine Provincial Agriculturist</i>
	3.5. Prepare and facilitate procurement documents	None	20 minutes	<i>Cherry Mae D. Mingo Aqua II Solomon Paulo T. Barroso Nerissa D. Cuna ATs Marivic F. Guntan Seralyn R. Moten ATs Bilnavie J. Sodayi AT II PAgO</i>
4. Receive the inputs for livelihood and fill up requisition & issue slip/	4. Release/ Distribute inputs for livelihood and facilitate filling up of	None	1 day	<i>Christine M. Pine Provincial Agriculturist</i>



invoice receipt for property form and client satisfaction survey form	requisition & issue slip/ invoice receipt for property form and client satisfaction survey form			<i>Cherry Mae D. Mingo</i> <i>Aqua II</i> FCRMD PAgO
	TOTAL	None	26 days, 8 hours and 31 minutes	

“Availing of Livelihood Projects: Qualified for multi-stage processing.”

7. Availing of On-site Soil Test

The Provincial Soils Laboratory also provides free on-site soil testing services for farmers/ farmer associations. Soils Laboratory staff visit and conduct soil test on-site as per request of LGUs or Farmer Associations. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Technical Support Services Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Farmer Associations, LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/ Verbal Requests		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at the front desk and submit number 1 documents	1. Receive documents and endorse to the Provincial Agriculturist	None	5 minutes	<i>Ma. Janice F. Leynes</i> <i>AA IV</i> <i>Riza T. Canilang</i> <i>AA II</i> PAgO
	1.1 Endorse documents to concerned division/program implementer for	None	10 minutes	<i>Christine M. Pine</i> Provincial Agriculturist



	appropriate actions.			
2. Request for on-site soil test.	2. Receive request.	None	15 minutes	<i>Arthur P. Fortu</i> <i>Agricultural</i> <i>Center Chief II</i> John Mark E. Malaza AT PAgO
3. Wait for notification on approval of request.	3. Notify client/requesting party on status of request. 3.1 Discuss with client/ requesting party the schedule and preparations for the on-site soil analysis	None	15 minutes	John Mark E. Malaza AT PAgO
4. On-site soil test	4. Soil sampling and soil analysis using the Soil Test Kit (STK). 4.1 Prepare soil test result and fertilizer recommendations	None None	3 hours 2 hours	<i>Ruel C. Balay</i> <i>Agricultural</i> <i>Technician II</i> PAgO John Mark E. Malaza AT PAgO
	4.2 Review of soil analysis report.	None	10 minutes	<i>Arthur P. Fortu</i> <i>ACC II</i> TSSD PAgO
5. Receive soil test result.	5. Issue and discuss soil analysis result and fertilizer recommendation with client.	None	10 minutes	<i>Arthur P. Fortu</i> <i>ACC II</i> John Mark E. Malaza AT PAgO
6. Fill up client satisfaction rating form.	6. Assist client in filling-up client	None	2 minutes	John Mark E. Malaza AT



	satisfaction rating form.			PAgO
	TOTAL	None	6 hours, 7 minutes	

8. Availing of Planting Materials

The Provincial Demonstration Farm at Merit, Victoria produces a variety of propagated planting materials such as calamansi, lanzones, rambutan, mango, santol, and other fruit crops which are provided free for farmers and clients. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Technical Support Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers, walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal Requests.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's logbook.	1. Give logbook to client	None	1 minute	<i>Bermardo B. Obando Agricultural Technologist PAgO</i>
2. Provide necessary information needed (farm size, fruit trees preferences, location, etc)	2. Interview client to verify needed information.	None	5 minutes	<i>Franciscoco C. Dapito Agricultural Center Chief I PAgO</i>
3. Receive planting materials.	3. Provide planting materials.	None	30 minutes	<i>Franciscoco C. Dapito Agricultural Center Chief I PAgO</i>



4. Fill up client satisfaction rating form.	4. Assist client in filling-up client satisfaction rating form.	None	2 minutes	<i>Francisco C. Dapito Agricultural Center Chief I PAgO</i>
	TOTAL	None	38 minutes	

9. Availing of Soil Test for Walk-in Clients

The Provincial Soils Laboratory provides free soil testing services for farmers, researchers, students, and other clients. Soil samples brought by walk-in clients are immediately analyzed in the laboratory. Available Monday-Friday from 8:00AM-5:00PM except holidays.

Office or Division:	Technical Support Services Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Farmers, students, walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soil sample		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's logbook	1. Give logbook to client	None	1 minute	<i>Ruel C. Balay AT II Michelle D. Quinto Laboratory Aide I PAgO</i>
2. Submit soil samples for laboratory analysis.	2. Accept soil samples	None	2 minutes	<i>Ruel C. Balay AT II Michelle D. Quinto LA I PAgO</i>
3. Fill-up soil sample information sheet	3. Give soil sample information sheet to be	None	2 minutes	<i>Ruel C. Balay AT II Michelle D. Quinto</i>



	filled up by client			LA / PAgO
4. Provide information/ data.	4. Interview client to verify information/ data provided in the soil sample information sheet	None	5 minutes	<i>Ruel C. Balay AT II PAgO</i>
	4.4 Interpret the soil analysis result and formulation of fertilizer recommendation.	None	15 minutes	<i>John Mark E. Malaza AT PAgO</i>
	4.5 Review soil analysis report.	None	10 minutes	<i>Arthur P. Fortu ACC II PAgO</i>
5. Receive soil analysis result.	5. Issue and discuss soil analysis result and fertilizer recommendation with client.	None	5 minutes	<i>John Mark E. Malaza AT PAgO</i>
6. Fill up client satisfaction rating form.	6. Assist client in filling-up client satisfaction rating form.	None	2 minutes	<i>John Mark E. Malaza AT PAgO</i>
	TOTAL	None	5 days, 47 minutes	

10. Availing of Technical Services

This service involves the provision of technical assistance on agricultural production involving consultations, referrals and advice. Available Monday-Friday from 8:00AM-5:00PM except holidays.



Office or Division:	Agro-Technology Resource Development & Management Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers and Walk-In Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the front desk	1. Interview client and endorse to concerned division/ program implementer for appropriate action	None	2 minutes	<i>Ma. Janice F. Leynes</i> AA IV <i>Riza T. Canilang</i> AA II PAgO
	1.1. Provide technical assistance	None	10 minutes	<i>Christian M. Generato</i> Agri II <i>Sharmaine B. Cruzado</i> <i>Manilyn L. Albania</i> <i>Librada O. Leviste</i> <i>Vida Gracia G. Basa</i> ATs PAgO
2. Fill up client satisfaction survey form	2. Give and Receive Client Satisfaction Survey Form	None	2 minutes	<i>Sharmaine B. Cruzado</i> <i>Manilyn L. Albania</i> <i>Librada O. Leviste</i> <i>Vida Gracia G. Basa</i> ATs PAgO



	TOTAL	None	14 minutes	
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11. Availing of Trichoderma

The Provincial Soils Laboratory and Pest Clinic produce *Trichoderma* that are used to improve soil health and as biocontrol agents for plants pests. This is provided and distributed for free to farmers, farmers' associations, and other clients.

Office or Division:	Technical Support Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers, farmers' associations, walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's logbook	5. Give logbook to client	None	1 minute	<i>Michelle L. Sison Laboratory Aide II Michelle D. Quinto LA I PAgO</i>
2. Provide necessary information needed (farm size, crops planted, location, etc)	6. Interview client.	None	5 minutes	<i>Mariannell Ramos Agricultural Technologist Ruel C. Balay AT II PAgO</i>
7. Receive <i>Trichoderma</i> .	3. Provide <i>Trichoderma</i> .	None	2 minutes	<i>Mariannell Ramos AT Ruel C. Balay AT II PAgO</i>
4. Fill up client satisfaction rating form.	8. Assist client in filling-up client	None	2 minutes	<i>Mariannell Ramos AT</i>



	satisfaction rating form.			<i>Ruel C. Balay AT II TSSD PAgO</i>
	TOTAL	None	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 3. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 4. Contact info: (288 - 7282) and/or (pago@ormindoro.gov.ph).
How feedbacks are processed	<ol style="list-style-type: none"> 5. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 6. For negative feedbacks and those that require answers/response, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 7. Response/Action of the concerned office is relayed to the client as soon as possible. 8. For inquiries and follow-ups, clients may contact (288 - 7282) and/or (pago@ormindoro.gov.ph).
How to file a complaint	<ol style="list-style-type: none"> 4. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the 2nd Floor, Provincial Administrator's Office, Main Bldg., Provincial Capitol Complex, Camilmil, Calapan City. 5. The name, designation and office of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 6. For inquiries and follow ups, clients may contact (288 - 7282) and/or (pago@ormindoro.gov.ph).
How complaints are processed	<ol style="list-style-type: none"> 2. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 6. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention.



	<ol style="list-style-type: none">7. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.8. Response/Action of the concerned office is relayed to the complainant as soon as possible.9. The client shall be notified of the progress of the complaint.10. For inquiries and follow ups, clients may contact (288 - 7282) and/or (pago@ormindoro.gov.ph).
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565

Province of Oriental Mindoro
PROVINCIAL AGRICULTURIST'S OFFICE
Provincial Capitol Complex, Ignacio St., Camilmil, Calapan City
5200 Oriental Mindoro Philippines
(043) 288 – 7282 / (043) 288 – 7791
pago@ormindoro.gov.ph



**PROVINCIAL COOPERATIVE
DEVELOPMENT OFFICE
(PCDO)
External Services**



1. Investment Counselling and Business Matching

This service covers the provision of advisory and referrals pertaining to investment and business. It also provides assistance in market matching with producers, suppliers and consumers. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Investment Promotion Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	General public, Entrepreneurs, Businessmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Governor – 1 original copy		Requesting Party		
2. Filled-out application form – 1 original copy		Provincial Cooperative Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	<i>Lorena A. Calinao</i> Administrative Aide IV (AAIV), Provincial Cooperative Development Office (PCDO)
2. Discuss the request with concerned staff of PCDO	2. Provide investment counselling and matching services	None	1 day	<i>Orlando B. Tizon</i> Department Head Provincial Cooperative Development Office (PCDO) <i>Michelle G. Catly,</i> Economist IV, Provincial Cooperative Development Office (PCDO)
3. Provide the client the investment counselling and business matching services	3. Counsel the client and give business matching same as no. 2 agency action	None	1 day	<i>Michelle G. Catly,</i> Economist IV, PCDO



4. Wait for the result of the counselling and further instructions.	4. Inform the client about the result of the activity	None	10 minutes	<i>Michelle G. Catly,</i> <i>Economist IV,</i> PCDO
5. Fill out client survey feedback form	5. Advise the client to fill out feedback form and drop the accomplished form to the client survey box	None	5 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
TOTAL		None	2 days and 20 minutes	

2. Provision of Assistance for Investment Generation

This service covers the provision of advisory and referrals pertaining to investment and business. It also provides assistance in market matching with producers, suppliers, consumers and other stakeholders. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Investment Promotion Division			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B			
Who may avail:	Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Governor- 1 original copy		Requesting Party		
2. Filled-out application form – 1 original copy		Provincial Cooperative Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter-request	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	Lorena A. Calinao AAIV, PCDO
2. Coordinate with concerned staff for preparation of activity design and other related matters such as venue, date and time of activity	2. Evaluate the request and discuss the findings with client	None	1 hour	Michelle G. Catly, Economist IV, PCDO
	2.1 Prepare activity design	None	3 days	Michelle G. Catly, Economist IV, PCDO
	2.2 Review and endorse activity design to PA's Office for approval	None	1 day	Orlando B. Tizon DH, PCDO
	2.3 Approve activity design	None	4 days	Ms. Beverly N. Aguila Supervising Administrative Officer (SAO), Provincial Administrator's Office (PAdmO)
	2.4 Prepare required documents and logistics for conduct of activity	None	1 day	Hubbert Christopher A. Dolor, MD, MHA, MPA, PA (Res) Provincial Administrator
	2.5 Conduct activity	None	4 hours	Lorena A. Calinao AAIV, PCDO
		None	1 day	Michelle G. Catly Economist IV, PCDO
4. Fill out client survey feedback form	4. Advise the client to fill out feedback form and drop the	None	5 minutes	Lorena A. Calinao AAIV, PCDO



	accomplished form to the client survey box.			
TOTAL		None	10 days, 5 hours and 10 minutes	

3. Referral/endorsement for Financial Assistance

This service covers request for assistance involving referral to national government agencies and financial institutions for the provision of credit and grants. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Investment Promotion Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	General public, entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter endorsed to PGDH-PCDO (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	<i>Lorena A. Calinao</i> AA/IV, PCDO
2. Coordinate with concerned staff for preparation of required documents for	2. Evaluate the request and discuss the findings with client	None	1 hour	<i>Michelle G. Catly</i> Economist IV, PCDO



referral to financial institutions and national government agencies	2.1 Coordinate with national government agencies such as DA, DOLE and DTI and financial institutions such as DBP and Land Bank of the Philippines	None	1 day	<i>Michelle G. Catly Economist IV, PCDO</i>
	2.2 Facilitate the referral process	None	1 day	<i>Michelle G. Catly Economist IV, PCDO</i>
3. Inquire for the result of the referral process	3. Inform the Client about the result of the referral process	None	10 minutes	<i>Michelle G. Catly Economist IV, PCDO</i>
4. Fill out client survey feedback form	4. Advise the client to fill out feedback form and drop the accomplished form to the client survey box	None	5 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
TOTAL		None	2 days, 1 hour and 20 minutes	

4. Request for Assistance for Cooperatives Formation and Registration

This service aims to assist cooperatives in the formation and registration with the Cooperative Development Authority (CDA) thru Cooperative Orientation, Pre-Registration Seminar, and CDA online registration. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Cooperative Development Division
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	General Public, Entrepreneurs



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Cooperative Orientation/Formation:</p> <ol style="list-style-type: none"> Letter addressed to the Department Head requesting for Cooperative Orientation (1 original copy) <p>For Pre-Registration Seminar (PRS):</p> <ol style="list-style-type: none"> Letter addressed to the Department Head requesting for Pre-Registration Seminar (1 original copy) <p>For CDA Online Registration Assistance:</p> <ol style="list-style-type: none"> Letter addressed to the Department Head requesting for CDA online registration to e-CoopRIS (1 original copy) Active cooperative email account E-CoopRIS account Draft Articles of Cooperation and By-laws (ACBL) and Economic Survey (CDA Format) (1 copy) Surety Bond of Accountable Officers and Certification of Pre-Registration Seminar (for photo documentation and submission online) (1 original copy) Photocopied Valid IDs of members issued by the government (SSS ID, PhilHealth ID, Voter's ID, PRC ID, Driver's License, Senior Citizen ID, Postal ID, Passport ID, UMID, etc) 		Client		
		Client		
		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request	1. Record the incoming document in the logbook and attach	None	5 minutes	Lorena A. Calinao AA/IV, PCDO



	internal routing			
2. Coordinate with concerned staff for preparation of required documents for referral to financial institutions and nation- al government agencies	2. Evaluate the request and discuss the findings with client 2.1 Coordinate with national government agencies such as DA, DOLE and DTI and financial institutions such as DBP and Land Bank of the Philippines 2.2 Facilitate the referral process	None None None	1 hour 1 day 1 day	<i>Orlando B. Tizon DH, PCDO</i>
3. Inquire on the result of the referral process	3. Inform the client about the result of the referral process	None	10 minutes	<i>Orlando B. Tizon DH, PCDO</i>
4. Fill out client survey feedback form	Advise the client to fill out feedback form and drop the accomplished form to the client survey box	None	5 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
TOTAL		None	2 days, 1 hour and 20 minutes	



5. Request for Assistance in Registration of Livelihood Associations

This service aims to assist people in the formation and registration of associations with Department of Labor and Employment (DOLE). This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Enterprise Development Division	
Classification:	Simple	
Type of Transaction:	G2C, G2B	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notarized Application for Registration of Association - 2 original copies and 1 photo- copy		Department of Labor and Employment
2. List of the association's officers and their respective addresses - 2 original copies and 1 photocopy		Applicant Association
3. Minutes of Organizational Meetings - 1 original and 2 photocopies		Applicant Association
4. List of the members of who participated in the organizational meetings - 2 original copies and 1 photocopy		Applicant Association
5. Annual Financial Reports if the applicant association has been in existence for 1 year or more - 2 original copies and 1 photocopy		Applicant Association
6. Constitution and by-laws accompanied by the names and signatures of ratifying members - 2 original copies and 1 photocopy		Applicant Association



7. Minutes of adoption or ratification of the constitution and by-laws and date when ratification was made. This is not required when if it is done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting - 2 original copies and 1 photocopy		Applicant Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request or accomplish Client Request Form	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
	1.1 Conduct preliminary evaluation of the request	None	15 minutes	<i>Romeo L. Paner</i> <i>Development</i> <i>Management Officer</i> <i>III (DMOIII), PCDO</i>
3. Submit additional documentary requirements	3. Accept and evaluate documentary requirements and advise the client to proceed to DOLE	None	15 minutes	Orlando B. Tizon DH, PCDO
4. Submit documents to DOLE and pay the application fee	4. Accept the documents, receive payment and issue official receipt	75.00 (application fee)	15 minutes	<i>DOLE staff</i> Department of Labor and Employment (DOLE)
TOTAL		Php. 75.00	50 minutes	



6. Request for Conduct of Training – Association

This service aims to provide capacity development assistance to livelihood associations and general public. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Enterprise Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B			
Who may avail:	General Public, Livelihood Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resolution-request for the conduct of training - 1 original copy and 1 photocopy		Requesting association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resolution- request or accomplish Client Request Form	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	<i>Lorena A. Calinao AAIV,PCDO</i>
2. Inquire the result of preliminary evaluation	2. Conduct preliminary evaluation of the request	None	15 minutes	<i>Orlando B. Tizon DH,PCDO</i>
3. Inquire for the result of the validation of requested assistance	3. Validate requested assistance	None	15 minutes	<i>Romeo L. Paner DMOIII, PCDO</i>



4. Wait for the approval of the requested training	4. Prepare training design and other resource requirements	None	2 days	<i>Romeo L. Paner</i> <i>DMOIII, PCDO</i>
	4.1 Review, sign and endorse training design to PA's Office	None	1 day	<i>Orlando B. Tizon</i> <i>DH, PCDO</i>
	4.2 Approve training design	None	3 days	<i>Beverly N. Aguila</i> <i>SAO, PAdmO</i>
	4.3 Prepare venue and other logistics and documents preparatory to training	None	4 hours	<i>Hubbert A.</i> <i>Christopher A.</i> <i>Dolor, MD, MHA,</i> <i>MHA, PAR (Res)</i> <i>Romeo L. Paner</i> <i>DMOIII, PCDO</i>
5. Attend and participate in the training	5. Conduct training	None	2 days	<i>Romeo L. Paner</i> <i>DMOIII, PCDO</i>
TOTAL		None	8 days, 4 hours and 35 minutes	

7. Request for Conduct of Training – Cooperative

This service involves the provision of assistance for the conduct of trainings on specific matters for the advancement of knowledge, capabilities and skills of the members. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Enterprise Development Division
Classification:	Complex
Type of Transaction:	G2C, G2B



Who may avail:		General public, livelihood associations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request thru Board Resolution specifying the number of participants, location, and objectives 2 months before the target date (1 original copy)		Requesting Party		
2. Endorsement letter from the City/Municipal Cooperative Development Office/Officer and Local Chief Executive (1 original copy)		City/Municipal Cooperative Development Office/Officer		
3. Certificate of Registration (1 photocopy)		Cooperative Development Authority (CDA)		
4. List of Members certified by the Secretary and Chairperson (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1. Record the incoming document in the logbook and attach internal routing and transmittal slip. Submit/inform to DH.	None	5 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
	1.1 Preliminary evaluation and scheduling of the training requested.	None	30 minutes	<i>Orlando B. Tizon</i> DH, PCDO
	1.2 Inform the client regarding the tentative schedule.	None	5 minutes	<i>Orlando B. Tizon</i> DH, PCDO
2. Wait for the approval of the requested training.	2. Prepare the training design and endorse to CDS II	None	3 days	<i>Orlando B. Tizon</i> DH, PCDO



	2.1 Review and endorse of the training design to the SCDS. For revision, return to CDS I.	None	30 minutes	<i>Orlando B. Tizon DH, PCDO</i>
	2.2 Review and endorse the training design to DH. For revision, return to CDS II.	None	30 minutes	<i>Orlando B. Tizon DH, PCDO</i>
	2.3 Approve and endorse the training design to PA-ODPMD.	None	10 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	2.4 Inform the client in the approval of the training.	None	5 minutes	
	2.5 Prepare venue and other logistics and documents preparatory to training.	None	3 hours	
3. Attend the training	3. Conduct the training	None	1 day	<i>Orlando B. Tizon DH, PCDO</i>
4. Fill-out feedback forms	4. Advise the client to fill-out feedback forms.	None	5 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
TOTAL		None	4 days and 5 hours	

8. Request for Financial Assistance – Association

This service covers the provision of interest-free loan and/or grant for purchase of desktop computers and printers to qualified livelihood associations. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.



Office or Division:	Enterprise Development Division	
Classification:	Highly Technical	
Type of Transaction:	G2C, G2B	
Who may avail:	Livelihood associations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Board Resolution addressed to the Provincial Governor requesting for financial assistance specifying the purpose and amount and authorizing an officer to sign and enter a MOA - 1 original copy and 2 photocopies 2. Certificate of Registration issued by DOLE and authenticated Articles of Cooperation and By- Laws - 1 original copy and 2 photocopies 3. Certificate of Accreditation issued by SP - 1 original copy & 2 photocopies 4. Disclosure by the association of other related business, if any, and extent of ownership therein - 1 original copy & 2 photocopies 5. Financial Reports audited by an independent Certified Public Accountant for the past three (3) years preceding the date of project implementation - 1 original copy & 2 photocopies		Requesting Party
6. List and/or photographs of similar projects previously completed by the association, if any, indicating the source of funds for their implementation and Pictures of Physical Office - 1 original copy and 2 photocopies 7. Sworn affidavit of the Secretary of the Association that None of the incorporators, organizers, directors or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of the		Requesting Party



PGOM authorized to process and/or approve the proposal, the MOA and the release of funds. - 1 original copy & 2 photocopies 9. Photocopies of Official Receipt and bank depository account. - 1 original copy & 2 photocopies Pictures of physical office (applicable only to grants for purchase of desktop computer and printer only) - 1 original copy and 2 photocopies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1. Draft Memorandum of Agreement and submit to the DH for review	None	1 day	<i>Romeo L. Paner</i> DMOIII, PCDO
	1.1 Submit MOA to Provincial Legal Office	None	5 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
	1.2 Review MOA and issue Certificate of Legal Sufficiency	None	10 days	<i>Atty. Earl Ligorio R. Turano II,</i> Provincial Legal Officer
	1.3 Endorse to Sangguniang Panlalawigan for issuance of legislative authority	None	5 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
2. Wait for the signing of MOA	2. Sign MOA	None	20 days	<i>Humerlito A. Dolor,</i> MPA, Ph.D. Provincial Governor



3. Wait for the release of check	3. Prepare vouchers and other supporting documents	None	1 hour	<i>Lorena A. Calinao</i> AAIV, PCDO
	3.1 Endorse vouchers and complete documentary requirements to Department Head for signature.	None	30 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
	3.2 Submit the complete documentary requirements for issuance of check	None	5 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
	3.3 Check budget for the request	None	1 day	<i>Ms. May Anne Ylagan</i> Provincial Budget Officer
	3.4 Issue check	None	3 days	<i>Ms. Abelle Gardoce,</i> Provincial Treasurer, PTO
	3.5 Provide advice to issued check	None	1 day	<i>Ms. Althea F. Agutaya</i> Provincial Accountant
	3.2 Follow-up release of check	None	30 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
	Notify proponent on the release of check	None	5 minutes	<i>Romeo L. Paner</i> DMOIII, PCDO
4. Receive the check.	4. Release check to the proponent	None	10 minutes	<i>Romeo L. Paner</i> DMOIII, PCDO
TOTAL		None	36 days, 2 hours and 30 minutes	

“Request for Financial Assistance-Association: qualified for multi-stage processing”.



9. Request for Financial Assistance – Cooperative

This service covers the provision of soft loans to qualified cooperative payable in three (3) years, financial grants for system automation, and product laboratory testing. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Cooperative Development Division	
Classification:	Highly Technical	
Type of Transaction:	G2C, G2B	
Who may avail:	Cooperatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. BR addressed to the Provincial Governor requesting for financial grant assistance specifying its amount and purpose as well as the site/location of the proposed project and intended beneficiaries& authorizing an officer to sign & enter a MOA (1 original copy, 1 photocopy)		Requesting Party
2. Copies of Certificate of Registration issued by CDA & authenticated Articles of Cooperation and By-Laws (1 original copy, 1 photocopy)		Cooperative Development Authority
3. Certificate of Accreditation issued by Sangguniang Panlalawigan (2 photocopies)		Sangguniang Panlalawigan
4. Disclosure by the cooperative of other related business, if any, and extents of ownership therein (1 original copy, 1 photocopy)		Requesting Party
5. Financial Reports audited by an independent Certified Public Accountant for the past three (3) years preceding the date of project implementation. For the cooperatives which has been operation for less than three (3) years, report of accomplishment or any equivalent proof certified by its Chairperson and		Requesting Party



<p>Secretary that it had implemented similar projects shall be required, in addition to financial reports for the years it has been in operation (2 photocopies)</p> <p>6. Complete Project Proposal and Work and Financial Plan and Sources and Details of Proponents Equity; Participation in the Project (at least 20% equity). Project Proposal approved/signed by its officers which shall include the project name, site/location, target beneficiaries, objectives, feasibility studies, project cost estimates, risk assessment, designs, plans, blueprints, charts, etc. (1 original copy, 1 photocopy)</p> <p>7. List and/or photographs of similar projects previously completed by the cooperative, if any, indicating the source of funds for their implementation and pictures of physical office (1 original copy, 1 photocopy)</p> <p>8. Sworn affidavit of the Secretary of the Cooperative that None of the incorporators, organizers, directors or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of the PGOM authorized to process and/or approve the proposal, the MOA and the release of funds. (1 original copy, 1 photocopy)</p> <p>9. Photocopies of official receipt and bank depository account (2 copies)</p> <p>For product laboratory testing:</p> <ol style="list-style-type: none"> 1. BR addressed to the Provincial Governor requesting for financial grant assistance specifying its amount and purpose as well as the site/location of the proposed project and intended beneficiaries (1 	<p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p>
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original copy) 2. Laboratory analysis quotation (1 original copy) 3. Copies of Certificate of Registration issued by CDA & authenticated Articles of Cooperation and By-Laws (1 original copy, 1 photocopy) 4. Certificate of Accreditation issued by Sangguniang Panlalawigan (2 photocopies) 5. Photocopies of official receipt and bank depository account (2 copies) 6. Picture if the product intended for laboratory analysis	Requesting Party		Sangguniang Panlalawigan	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Submit complete documentary requirements	1. Record the incoming documents in the logbook and attach internal routing and transmittal slip. Submit/ inform the DH.	None	5 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	1.1 Draft Memorandum of Agreement and submit to DH for review.	None	1 day	<i>Romeo L. Paner DMOIII, PCDO</i>
	1.2 Submit MOA to Provincial Legal Office	None	5 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>



	1.3 Review MOA and issue Certificate of Legal Sufficiency 1.4 Endorse to Sangguniang Panlalawigan for issuance of legislative authority	None	10 days	<i>Atty. Earl Ligorio R. Turano II, Provincial Legal Officer</i>
2. Await signing of Memorandum of Agreement (MOA)	2. Inform the client regarding schedule of signing of MOA	None	5 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	2.1 Sign MOA of the First and Second Party	None	1 day	<i>Humerlito A. Dolor, MPA, PhD, Governor Orlando B. Tizon PCDO</i>
3. Await release of check.	3. Prepare vouchers and other supporting documents	None	1 hour	<i>Lorena A. Calinao AAIV, PCDO</i>
	3.1 Endorse vouchers and complete documentary requirements to Department Head for signature.	None	30 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	3.2 Submit the complete documentary requirements for issuance of check to PBO	None	30 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	3.3 Check budget for the request	None	1 day	<i>Ms. May Anne Ylagan Provincial Budget Officer,</i>



4. Receive the check	3.4 Issue check	None	3 days	<i>Provincial Budget Office</i> <i>Ms. Abelle Gardoce, Provincial Treasurer, PTO</i>
	3.5 Provide advice to issued check	None	1 day	<i>Ms. Althea F. Agutaya, Provincial Accountant</i>
	3.6 Follow-up release of check	None	30 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	3.7 Notify proponent on the release of check	None	5 minutes	<i>Orlando B. Tizon DH, PCDO</i>
	3.8 Release the check to proponent		10 minutes	<i>Orlando B. Tizon DH, PCDO</i>
TOTAL		None	17days and 3 hours	

10. Request for Financial Assistance for Nutritional Analysis

This service covers the provision of financial assistance for boosting the value of product thru nutritional analysis. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Enterprise Development Division		
Classification:	Complex		
Type of Transaction:	G2C, G2B		
Who may avail:	General public, Associations, Product Producers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1. Letter addressed to the Department Head requesting for financial assistance for laboratory testing of food products - 1 original copy and 1 photocopy 2. Laboratory quotation - 1 original copy and 1 photocopy 3. Certificate of Registration - 1 original copy and 1 photocopy 4. Pictures of the products - 1 original copy and 1 photocopy 5. Certificate of Accreditation - 1 original copy and 1 photocopy		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request and supporting documents	1. Record the Incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
2. Await and inquire the result of preliminary evaluation	2. Conduct preliminary evaluation of the request	None	15 minutes	<i>Orlando B. Tizon</i> DH PCDO
3. Await the release of payment check	3. Review and validate the request	None	2 hours	<i>Romeo L. Paner</i> DMOIII, PCDO
	3.1 Prepare vouchers and follow-up release of check payment	None	1 hour	<i>Lorena A. Calinao</i> AAIV, PCDO
	3.1 Endorse vouchers and complete	None	30 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO



	documentary requirements to Department Head for signature.			
	3.2 Submit the complete documentary requirements for issuance of check	None	30 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	3.3 Check budget for the request	None	1 day	<i>Ms. May Anne Ylagan Provincial Budget Officer</i>
	3.4 Issue check	None	3 days	<i>Ms. Abelle Gardoce, Provincial Treasurer, PTO</i>
	3.5 Provide advice to issued check	None	1 day	<i>Ms. Althea F. Agutaya, Provincial Accountant</i>
	3.3 Follow-up release of check	None	30 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	3.4 Notify proponent on the release of check	None	5 minutes	<i>Romeo L. Paner DMOIII, PCDO</i>
4. Receive check	4. Release the check to proponent	None	10 minutes	<i>Romeo L. Paner DMOIII, PCDO</i>
TOTAL		None	5 days, 5 hours and 15 minutes	



11. Request for Technical Assistance – Association

This service involves the provision of technical assistance on general matters involving livelihood associations and enterprise development such as consultations, referrals and advisories on the organization, registration and business development of the associations. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Enterprise Development Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	General public, Associations, producers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Department Head requesting for technical assistance and specifying its purpose - 1 original copy and 1 photocopy		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit letter-request and complete documentary requirements of the specific technical assistance	1. Record the incoming document in the logbook and attach internal routing and transmittal slip. Submit/inform the Department Head	None	5 minutes	<i>Lorena A. Calinao</i> AA IV, PCDO
	1.1 Preliminary evaluation and scheduling of the conduct of technical assistance	None	30 minutes	<i>Orlando B. Tizon</i> DH, PCDO
	1.2 Inform the client regarding the schedule	None	5 minutes	<i>Romeo L. Paner</i> DMO III, PCDO



2. Receive technical assistance and fill-out feedback form and/or online after.	2. Conduct technical assistance requested	None	2 hours	<i>Orlando B. Tizon</i> DH-PCDO
	2.1 Advise the client to fill-out feedback form and/or online	None	5 minutes	<i>Lorena A. Calinao</i> AAIV, PCDO
TOTAL		None	2 hours and 45 minutes	

12. Request for Technical Assistance – Cooperative

This service involves the provision of technical assistance on general matters involving cooperative development such as consultations, referrals, and advisories on the organization, registration, product and business development of cooperatives. This service is available during Mondays thru Fridays 8:00AM to 5:00PM.

Office or Division:	Cooperative Development Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Cooperatives, Producer Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Department Head requesting for technical assistance specifying its purpose – 1 original copy For label printing: 1. Soft copy of the product label with appropriate sizing		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter-request	1. Record the incoming document in the logbook and attach internal routing and transmittal slip. Submit/inform the Department Head.	None	5 minutes	<i>Lorena A. Calinao AA IV, PCDO</i>
	1.1 Evaluate and schedule the conduct of technical assistance	None	30 minutes	<i>Orlando B. Tizon DH, PCDO</i>
	1.2 Inform the client regarding the schedule of technical assistance		5 minutes	<i>Orlando B. Tizon DH, PCDO</i>
2. Receive technical assistance and fill-out feedback form and/or online after.	2. Conduct of technical assistance requested.	None	1 day	<i>Orlando B. Tizon DH, PCDO</i>
	2.1 Advise the client to fill-out feedback form and/or online client survey (<i>if personal interaction to the Office</i>)	None	5 minutes	<i>Lorena A. Calinao AA IV, PCDO</i>
TOTAL		None	1 day and 45 minutes	

13. Request for Technical Assistance in SP Accreditation

This service involves the provision of technical assistance in SP accreditation to livelihood associations. This service is available from during Mondays thru Fridays 8:00AM to 5:00PM



Office or Division:	Enterprise Development Division	
Classification:	Simple	
Type of Transaction:	G2C, G2B	
Who may avail:	General public, Associations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter addressed to the Department Head requesting for technical assistance in SP accreditation or accomplished Client Satisfaction Form - 1 original copy & 2 photocopies 2. Letter of Application for Accreditation/Board Resolution Requesting for Accreditation - 1 original copy & 2 photocopies 3. Accomplished Form for Accreditation - 1 original copy & 2 photocopies		Requesting Party
4. Certification of Registration issued by DOLE - 1 original copy & 2 photocopies 5. Articles of Cooperation and By-Laws - 1 original copy & 2 photocopies 6. List of Officers and Members with Record of Membership Contributions as certified by Secretary - 1 original copy & two photocopies 7. Annual Accomplishment Report for the last 2 years - 1 original copy & 2 photocopies 8. Financial Reports, if any (to include Statement of Current Operations, Balance Sheets, Income Statements, Cash Flow, etc) - 1 original copy & 2 photocopies 9. Minutes of the Last General Assembly Showing New Set of Officers, if any 1 original copy & 2 photocopies 10. Resolution of the concerned Sangguniang Barangay as to		Requesting Party



organization's legitimate existence - 1 original copy & 2 photocopies 11. Resolution of Undertaking - 1 original copy & 2 photocopies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Submit letter-request and complete documentary requirements of the specific technical assistance	1. Record the incoming document in the logbook and attach internal routing and transmittal slip. Submit/ inform the Department Head	None	5 minutes	<i>Lorena A. Calinao AAIV, PCDO</i>
	1.1. Evaluate and schedule the conduct of technical assistance	None	30 minutes	<i>Orlando B. Tizon DH, PCDO</i>
	1.2 Inform the client regarding the schedule	None	5 minutes	<i>Romeo L. Paner DMO III, PCDO</i>
2. Receive technical assistance and fill-out feedback form and/or online survey after	2. Conduct technical assistance requested	None	1 day	<i>Orlando B. Tizon DH, PCDO</i>
	2.1 Advise the client to fill-out feedback form and/or online survey	None	5 minutes	<i>Lorena A. Calinao AA IV, PCDO</i>
TOTAL		None	1 day and 45 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: 286-7046 or pcdo@ormindoro.gov.ph
How feedback are processed	<ol style="list-style-type: none"> 1. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generate and consolidate the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedback and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact PCDO at 286-7406.
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either by contacting the telephone numbers below, dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow-ups, clients may contact PCDO at 286-7406.
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible. 5. The client shall be notified of the progress of the complaint. 6. For inquiries and follow-ups, clients may contact PCDO at 286-7406.



Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-656
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PROVINCIAL COOPERATIVE DEVELOPMENT OFFICE			
DIVISION/UNIT	ADDRESS	CONTACT NUMBER	OFFICIAL EMAIL ADDRESS
Administrative Section	2nd Floor Provincial Capitol Complex, Brgy. Camilmil, City of Calapan	(043) 2887046	pcdo@ormindoro.gov.ph
Cooperative Division	2nd Floor Provincial Capitol Complex, Brgy. Camilmil, City of Calapan	(043) 2887046	
Enterprise Division	2nd Floor Provincial Capitol Complex, Brgy. Camilmil, City of Calapan	(043) 2887046	
Investment Division	2nd Floor Provincial Capitol Complex, Brgy. Camilmil, City of Calapan	(043) 2887046	



Provincial Tourism Office (PTO)

External services



1. ORIENTAL MINDORO HERITAGE AND CULTURAL CENTER TOUR

Oriental Mindoro Heritage and Cultural Center is a museum open to the general public, that offers guided tour within the museum gallery with the goal of promoting the appreciation and preservation of the works and culture of the Mangyans. OMHCC Tour Available at 8:00AM to 5:00PM, Monday to Sunday.

Office or Division:	Provincial Tourism Office - Cultural Affairs Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Museum Tour of Oriental Mindoro Heritage and Cultural Center		Requesting group/individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present government-issued valid identification card for the verification of residency.	1. Check client presented identification card to verify residency.	None for Oriental Mindoreños; For non-residents of Oriental Mindoro – Php 50.00	2 minutes	<i>Nikki G. Tugade</i> Tourism Operations Assistant (TOA), Provincial Tourism Office
2. Sign in the Visitor's Log Book in the office information desk.	2. Provide the Log Book to the client.	None	2 minutes	<i>Nikki G. Tugade</i> TOA, Provincial Tourism Office
3. Observe guidelines to be discussed by the Museum Guide and proceed to the Museum Proper for the guided tour.	3.1 Discuss guidelines then conduct guided museum tour.	None	49 minutes	<i>Nikki G. Tugade</i> TOA, Provincial Tourism Office



	Total	None for resident of Oriental Mindoro; Php50.00 for non-residents of Oriental Mindoro	53 minutes	
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*Fee based on Article 18, Section 89 of the Provincial Ordinance No. 139-2022 known as the Provincial Tourism Code of Oriental Mindoro, which was approved on 02 August 2022.

2. ORIENTAL MINDORO HERITAGE MUSEUM (OMHM) FACILITY RENTAL

Oriental Mindoro Heritage Museum offers its facilities, the Mangyan Ballroom and Halcon Performance Area to the public for events whether business such as Meetings, Seminars and Symposium or personal celebrations such as, but not limited to Birthdays and Weddings. The ballroom and performance area is open every Monday to Sunday, subject to availability of the facility.

Office or Division:	Provincial Tourism Office - Cultural Affairs Division			
Classification:	Simple			
Type of Transaction:	G2B, G2C, and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 original copy of facility Request Form		Oriental Mindoro Heritage Museum Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding the rates and availability of the facilities.	1. Inform the client of the corresponding rates and inclusions of the facility for rent.	Php10,000.00	3 minutes	<i>Susan E. Cruz</i> Museum Technician II (MT II) Provincial Tourism Office



	1.2 Check the availability of the facility requested.			
2. Fill out the Facility Request Form in the OMHM office.	2. Provide the Facility Request Form to the client.	None	2 minutes	<i>Susan E. Cruz</i> MT II Provincial Tourism Office
3. Confirm approval/ disapproval of request for service	3. Notify the client regarding the merit of the request.	None	3 minutes	<i>Susan E. Cruz</i> MT II Provincial Tourism Office
	Total	Php10,000.00	8 minutes	

*Fees based on Chapter V-A, Section 197 of the Revised Revenue Code of Oriental Mindoro series of 2011, which was approved on 22 December 2011.

3. ORIENTAL MINDORO HERITAGE MUSEUM TOUR

Oriental Mindoro Heritage Museum is a museum open to the general public that offers guided tours within the museum proper with features inspired by the “MAHAL TANA” theme which highlights the iconic symbols of Oriental Mindoro – Mangyan, Halcon, Tamaraw and Naujan Lake. Available at 8:00AM to 5:00PM, Monday to Sunday except Holidays.

Office or Division:	Cultural Affairs Division			
Classification:	Simple			
Type of Transaction:	G2B, G2C, and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Printed online booking form		https://forms.gle/wqKDysCeQhqUPaMt8		
2. Original copy of government-issued Identification Card		Requesting group/individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Fill out and submit the online booking form accessible thru https://form.s.gle/wqKDysCeQh qUPaMt8 (bookings are accepted 2-3 days prior to the preferred date of visit)	1. Process and check online booking. 1.1 Notify the client via phone call through the contact number provided in the online booking form and inform the client regarding the availability and unavailability of the schedule requested.	None	2 minutes 15 minutes	<i>Susan E. Cruz</i> <i>Museum Technician II (MT II)</i> Provincial Tourism Office
2. Receive online booking confirmation form to be sent via email.	2. Process online booking application.	None	3 minutes	<i>Susan E. Cruz</i> <i>MT II</i> Provincial Tourism Office
3. Upon arrival, prepare the booking confirmation form and present the government-issued identification card for the verification of residency	3. Check confirmation form and valid ID.	None for Oriental Mindoreños; For non-residents of Oriental Mindoro – Php 50.00	3 minutes	<i>Susan E. Cruz</i> <i>MT II</i> Provincial Tourism Office
4.Observe guideline to be discussed by the Museum	4. Discuss guidelines then conduct guided museum tour.	None	47 minutes	<i>Susan E. Cruz</i> <i>MT II</i> Provincial Tourism Office



Guide and proceed to the Museum Proper for the guided tour.				
	Total	None for resident of Oriental Mindoro; Php50.00 for non-residents of Oriental Mindoro	1 Hour and 10 minutes	

*Fees based on Article 18, Section 84 of the Provincial Ordinance No. 139-2022 known as the Provincial Tourism Code of Oriental Mindoro, which was approved on 02 August 2022.

4. REQUEST FOR CULTURAL-RELATED DOCUMENTS AND HISTORICAL REFERENCES DATA

Cultural-Related Documents and Historical References Data Assistance is intended to cater clients requesting cultural related documents and historical references of the province. The service is available every Monday to Friday, 8:00AM to 5:00PM.

Office or Division:	Provincial Tourism Office - Cultural Affairs Division			
Classification:	Complex			
Type of Transaction:	G2C,G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written letter request (1 original copy)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office	1. Provide the Log Book to the client.	None	2 minutes	<i>Nikki G. Tugade Tourism Operations</i>

information desk.				<i>Assistant (TOA), Provincial Tourism Office</i>
2. Submit the required document to the Cultural Affairs Division.	2. Receive the required documents and assess the type of data requested. 2.1 Forward the document received to the person-in-charge on Cultural Related Documents and Historical References of Oriental Mindoro. 2.2 Locate or prepare the data requested	None	3 minutes 2 minutes 5 days	<i>Nikki G. Tugade TOA Provincial Tourism Office</i>
3. Receive the document provided by the Cultural Affairs Division personnel.	3. Provide the data and have it received by the client.	None	15 minutes	<i>Nikki G. Tugade TOA Provincial Tourism Office</i>
4. Fill out the client satisfaction survey form provided by the Cultural Affairs Division personnel.	4. Provide the client satisfaction form survey.	None	2 minutes	<i>Nikki G. Tugade TOA Provincial Tourism Office</i>
	Total	None	5 days, 24 minutes	



5. TECHNICAL ASSISTANCE FOR LINKAGING AND NETWORKING

Tourism Development Planning and Coordination Technical Assistance for Linkaging and Networking is intended to provide technical assistance to tourism organizations and groups to link them with other entities under the jurisdiction of the Provincial Government of Oriental Mindoro to promote tourism. The service is available every Monday to Friday, 8:00AM to 5:00PM.

Office or Division:	Provincial Tourism Office – Tourism Development Planning and Coordination			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2G			
Who may avail:	Community-based Sustainable Tourism Organizations (CBSTOs), Farm Tourism Site Operators (FTSOs), City/Municipal Tourism Officers and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Photocopy of valid DOLE Registration for CBSTO/FTSO 3. Written letter request (1 original copy)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office information desk.	1. Provide the Log Book to the client.	None	1 minute	<i>Chaira M. Malaluan</i> AAIV Provincial Tourism Office
2. Submit the required document/s to the Tourism Development Planning and Coordination Division.	2. Receive the required document/s and assess the completeness and veracity of the document/s.	None	20 minutes	<i>Edwin R. Amparo</i> Tourism Operations Assistant (TOA) Provincial Tourism Office
3. Coordinate with the Tourism Development Planning and	3. Review and assess the request through inquiry	None	2 hours	<i>Edwin R. Amparo</i> TOA Provincial Tourism Office



Coordination Division personnel regarding the request.	and/or coordination with the requesting client.			
	3.1 Endorse the letter request to the Acting Division Head with comments and recommendations.	None	1 hour	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>
	3.2 Review the endorsed request with comments and recommendations and draft a transmittal or endorsement letter addressed to the requested party.	None	2 hours	<i>Kirk Patrick I. Calinao Tourism Operations Officer I (TOO I) Provincial Tourism Office</i>
	3.3 Forward the transmittal or endorsement letter to the Provincial Tourism Officer or Officer-in-Charge for review, recommendation and signature	None	30 Minutes	<i>Kirk Patrick I. Calinao (TOO I) Provincial Tourism Office</i>



	and approval.			
	3.4 Forward the signed transmittal or endorsement letter to the requested party.	None	3 hours	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>
	3.5 Receive confirmation of receipt of transmittal or endorsement letter from requested party.	None	3 days	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>
4 Receive a copy of transmittal or endorsement letter with proof of receipt from the requested party from the Tourism Development Planning and Coordination Division personnel.	4 Provide the client with a copy of a transmittal or endorsement letter with proof of receipt from the requested party.	None	30 minutes	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>
5. Fill out the client satisfaction survey form provided by the Tourism Development Planning and Coordination personnel.	5. Provide the client satisfaction form survey.	None	2 minutes	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>



	Total	None	3 days, 9 hours and 23 minutes	
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6. TECHNICAL ASSISTANCE ON TOURISM DEVELOPMENT AND ENHANCEMENT

Tourism Development Planning and Coordination Technical Assistance on Tourism Development and Enhancement is intended to provide technical assistance to tourism organizations and groups for endeavors focusing on the development of tourism-related initiatives in the Province of Oriental Mindoro. The service is available every Monday to Friday, 8:00AM to 5:00PM.

Office or Division:	Provincial Tourism Office – Tourism Development Planning and Coordination			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2G			
Who may avail:	Community-based Sustainable Tourism Organizations (CBSTOs), Farm Tourism Site Operators (FTSOs), City/Municipal Tourism Officers and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Photocopy of valid DOLE Registration Certificate for CBSTO/FTSO 2 Written letter request (1 original copy) 3 Project Concept Brief or any pertinent document needed for the request		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office information desk.	1. Provide the Log Book to the client.	None	1 minute	<i>Chaira M. Malaluan Administrative Aide IV (AAIV)</i>
2. Submit the required documents to the Tourism Development	2. Receive the required documents and assess	None	2 hours	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>



Planning and Coordination Division.	the nature of request and completeness of the documents.			
3. Coordinate with the Tourism Development Planning and Coordination Division personnel regarding the status of the request.	3. Provide comments and recommendations and propose a plan to accomplish the request (i.e. assessment timeline, travel plan, etc.) and forward it to the Provincial Tourism Officer for approval.	None	1 day	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>
	3.1 Conduct appropriate action to accomplish the request (i.e. Tourism Rapid Assessment, Coordinative Meetings, Site Inspection, etc.).	None	20 days	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>
4. Coordinate with the Tourism Development Planning and Coordination Division personnel regarding the assessment on the action taken.	4. Provide assessment on the action taken and discuss with the client.		3 days	<i>Edwin R. Amparo TOA Provincial Tourism Office</i>
5. Collaborate with Tourism	5. Draft appropriate technical	None	5 days	<i>Edwin R. Amparo</i>



Development Planning and Coordination Division personnel in drafting appropriate technical document/s for the request.	document needed for the request (i.e. Tourism Rapid Assessment Result, Project Proposal, Activity Design, etc.).			TOA Provincial Tourism Office
	5. 1 Forward the drafted document to the Provincial Tourism Officer for comments, recommendations and approval.	None	3 hours	Edwin R. Amparo TOA Provincial Tourism Office
6. Receive the approved document from the Tourism Development Planning and Coordination Division personnel.	6. Upon approval of the Provincial Tourism Officer, provide the client with an original copy of the document and secure proof of receipt.	None	30 minutes	Edwin R. Amparo TOA Provincial Tourism Office
7. Fill out the client satisfaction survey form provided by the Tourism Development Planning and Coordination personnel.	7. Provide the client satisfaction form survey.	None	2 minutes	Edwin R. Amparo TOA Provincial Tourism Office



	Total	None	29 days, 5 hours and 33 minutes	
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7. TECHNICAL ASSISTANCE ON TOURLISTA REGISTRATION

Tourism Development Planning and Coordination Technical Assistance on TourLISTA Registration is intended to provide technical assistance to tourism enterprises in Oriental Mindoro on their application and registration in the TourLISTA website. The service is available every Monday to Friday, 8:00AM to 5:00PM.

Office or Division:	Provincial Tourism Office – Tourism Development Planning and Coordination			
Classification:	Simple			
Type of Transaction:	G2B and G2C			
Who may avail:	Tourism Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of valid Business Permit 2. TourLISTA registration form		1. Requesting client 2. Provincial Tourism Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office information desk.	1. Provide the Logbook to the client.	None	1 minute	<i>Chaira M. Malaluan</i> AAIV Provincial Tourism Office
2. Receive the TourLISTA registration form from the Tourism Development Planning and Coordination Division personnel and fill up necessary details.	2. Provide the client with a TourLISTA registration form.	None	30 minutes	<i>Kirk Patrick I. Calinao</i> Tourism Operations Officer I (TOO I) Provincial Tourism Office



3. Submit the accomplished TourLISTA registration form along with the photocopy of valid Business Permit to the Tourism Development Planning and Coordination Division personnel.	3. Receive the required documents and assess the completeness and veracity of the documents.	None	10 minutes	<i>Kirk Patrick I. Calinao (TOO I) Provincial Tourism Office</i>
4. Coordinate with the Tourism Development Planning and Coordination Division regarding the status of the request.	4.1 Access the TourLISTA website and create the account.	None	10 Minutes	<i>Kirk Patrick I. Calinao (TOOI) Provincial Tourism Office</i>
	4.2 After generating their account, log in to the TourLISTA Provincial user account to approve their user enrollment.	None	5 minutes	<i>Kirk Patrick I. Calinao (TOOI) Provincial Tourism Office</i>
	4.3 After approving their enrollment, log in to the client's generated account and fill up necessary information in the Register Establishment/Attraction tab of the	None	10 minutes	<i>Kirk Patrick I. Calinao (TOOI) Provincial Tourism Office</i>



	TourLISTA website. 4.4 Approve their registration using the TourLISTA Provincial user account to include them in the TourLISTA database.	None	5 minutes	<i>Kirk Patrick I. Calinao (TOOI) Provincial Tourism Office</i>
5. Access the TourLISTA website and log in to their account.	5. Upon enrollment and activation of their account, provide the client with a TourLISTA registration certificate signed by the Acting Division Head, proving they have been registered to the TourLISTA website along with a photocopy of their TourLISTA registration form.	None	10 minutes	<i>Kirk Patrick I. Calinao (TOOI) Provincial Tourism Office</i>
5. Fill out the client satisfaction survey form provided by the Tourism Development Planning and Coordination personnel.	5. Provide the client satisfaction form survey.	None	2 minutes	<i>Kirk Patrick I. Calinao (TOOI) Provincial Tourism Office</i>
	Total	None	1 hour and 38 minutes	



8. TOURISM DEMAND AND SUPPLY DATA ASSISTANCE

Tourism Demand and Supply Data Assistance is intended to cater clients requesting tourism demand and supply data of the province. The service is available every Monday to Friday, 8:00AM to 5:00PM.

Office or Division:	Provincial Tourism Office – Tourism Development Planning and Coordination			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written letter request (1 original copy)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office information desk.	1. Provide the Log Book to the client.	None	1 minute	<i>Chaira M. Malaluan AAIV Provincial Tourism Office</i>
2. Submit the required document to the Tourism Development Planning and Coordination Division.	2. Receive the required document and assess the type of data requested.	None	3 minutes	<i>Kirk Patrick I. Calinao (TOO I) Provincial Tourism Office</i>
	2.1 Generate the data requested.	None	5 hours	<i>Kirk Patrick I. Calinao (TOO I) Provincial Tourism Office</i>



3. Receive the document provided by the Tourism Development Planning and Coordination Division personnel.	3. Provide the data and have it received by the client.	None	15 minutes	<i>Kirk Patrick I. Calinao (TOO I) Provincial Tourism Office</i>
4. Fill out the client satisfaction survey form provided by the Tourism Development and Promotions Division personnel.	4. Provide the client satisfaction form survey.	none	2 minutes	<i>Kirk Patrick I. Calinao (TOO I) Provincial Tourism Office</i>
	Total	None	5 hours and 21 minutes	

9. TOURISM MARKETING AND PROMOTIONS TECHNICAL ASSISTANCE

Tourism Marketing and Promotions Assistance is intended to provide technical assistance to tourism-related activities, projects and events of Local Government Units (LGUs) and assistance in the marketing and promotions of tourism products and services in the Province of Oriental Mindoro. The service is available every Monday to Friday, 8:00AM to 5:00PM.

Office or Division:	Provincial Tourism Office – Tourism Public Affairs Division			
Classification:	Simple			
Type of Transaction:	G2B and G2G			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written letter request (1 original copy)		Requesting LGU/NGA		
Program of Activities (1 original copy)		Requesting LGU/NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in the Client Logbook in the office information desk.	1. Provide the Logbook to the client.	None	1 minute	<i>Chaira M. Malaluan</i> AAIV Provincial Tourism Office
2. Submit the required document to the Tourism Public Affairs Division	2. Receive the required documents and assess the nature of request and completeness of the documents.	None	3 minutes	<i>Cherry Jean C. Sanchez</i> Tourism Operations Officer II (TOO II) Provincial Tourism Office
	2.1 Prepare necessary documents for processing: Travel Order		5 minutes	<i>Kimberly Mae E. Velasquez</i> AO IV Provincial Tourism Office
3. Receive the advisory from the Tourism Public Affairs Division personnel regarding the status of the request.	3. Coordinate with the requesting party regarding the merit and status of the request.	None	2 minutes	<i>Kenn Arbee M. Barcelona</i> Operations Assistant (TOA) or <i>Bryan Delf C. Aquino</i> Operations Assistant (TOA) Provincial Tourism Office
	3.1 Confirm approval/disapproval of the request.		2 minutes	<i>Cherry Jean C. Sanchez</i> TOO II



				Provincial Tourism Office
4. Fill out the client satisfaction survey form provided by the Tourism Public Affairs Division personnel.	4. Provide the client satisfaction form survey.	None	2 minutes	<i>Cherry Jean C. Sanchez</i> <i>TOO II</i> Provincial Tourism Office
	Total	None	15 minutes	

10. Technical Assistance for Marketing and Promotions (for LGUs & Tourism Enterprises)

Office or Division:	Provincial Tourism Office – Tourism Public Affairs Division			
Classification:	Simple			
Type of Transaction:	G2B and G2G			
Who may avail:	Local Government Units (LGU) and Department of Tourism (DOT)- Accredited and LGU-registered Tourism Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully-accomplished Request Form (1 original copy)		Requesting LGU/NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office information desk.	1. Provide the Logbook to the client.	None	1 minute	<i>Chaira M. Malaluan</i> <i>AAIV</i> Provincial Tourism Office
2. Submit the required document to the Tourism Public	2. Receive the required documents and assess the nature of request and completeness	None	3 minutes	<i>Cherry Jean C. Sanchez</i> <i>Tourism Operations Officer II (TOO II)</i>



Affairs Division	of the documents.			Provincial Tourism Office
3. Receive the advisory from the Tourism Public Affairs Division personnel regarding the status of the request.	3. Coordinate with the third-party service provider regarding the details of the request and forward the necessary documents (if applicable).	None	10 minutes	<i>Cherry Jean C. Sanchez</i> TOO II Provincial Tourism Office
	3.1 Coordinate with the requesting party regarding the merit and status of the request.		2 minutes	<i>Kenn Arbee M. Barcelona</i> Provincial Tourism Office or <i>Bryan Delf C. Aquino</i> TOA Provincial Tourism Office
	3.2 Confirm approval/disapproval of the request.		2 Minutes	<i>Cherry Jean C. Sanchez</i> TOO II Provincial Tourism Office
4. Fill out the client satisfaction survey form provided by the Tourism Public Affairs Division personnel.	4. Provide the client satisfaction form survey.	None	2 minutes	<i>Cherry Jean C. Sanchez</i> TOO II Provincial Tourism Office
	Total	None	20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact Info: 0917-110-8733 (043)288-7556 3. byahengormin@gmail.com
How feedbacks are processed	<ol style="list-style-type: none"> 4. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 5. For negative feedbacks and those that require answers/response, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 6. Response/Action of the concerned office is relayed to the client as soon as possible. 7. For inquiries and follow-ups, clients may contact Provincial Tourism Office at 0917-110-8733 or (043)288-7556.
How to file a complaint	<ol style="list-style-type: none"> 8. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the 2nd Floor, Provincial Administrator's Office, Main Bldg., Provincial Capitol Complex, Camilmil, Calapan City. 9. The name, designation and office of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 10. For inquiries and follow ups, clients may contact Provincial Tourism Office at 0917-110-8733 or (043)288-7556.
How complaints are processed	<ol style="list-style-type: none"> 11. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 12. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 13. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 14. Response/Action of the concerned office is relayed to the complainant as soon as possible.



	<p>15. The client shall be notified of the progress of the complaint.</p> <p>16. For inquiries and follow ups, clients may contact Provincial Tourism Office at 0917-110-8733 or (043)288-7556..</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph</p> <p>:1-ARTA (1-2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>

Office Directory

	Name of Office	Address	Contact Information	
			Telephone Number	Official E-mail Address
1	Provincial Tourism Office	Provincial Capitol Complex, Camilmil, Calapan City	0917 110 8733	tourism@ormindoro.gov.ph
2	Provincial Tourism Office - Oriental Mindoro Heritage Museum	Ibaba East, Calapan City	043-288-6350 09686700754	Byahengormin@gmail.com
3	Provincial Tourism Office - Plaza Del Gobernador Ang Liwasan ng Mamamayan	Gov. Ignacio Street, Camilmil, Calapan City	0967-082-9736	Byahengormin@gmail.com



Environment and Natural Resources Office (ENRO)

EXTERNAL SERVICES



Natural Resources Management Services Division

1. Requisition, Payment and Issuance of Delivery Receipts (DRs) for Sand and Gravel

Transport of sand and gravel materials to any point of destination within the province requires Delivery Receipts (DRs). DRs are checked at Provincial Government-Environment and Natural Resources Office (PG-ENRO) Checkpoints located in strategic locations per municipality.

Office or Division:	Natural Resources Management Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Sand and Gravel Permit Holder or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery Receipt Request Form (2 original copies)		Provincial Government – Environment and Natural Resources Office (PG-ENRO)		
2. Certification of Complete Requirements *For businesses intending to avail advance 20% allowable volume of extraction while permit renewal is in process (2 original copies)		Provincial Mining Regulatory Board (PMRB)		
3. Endorsement (2 copies)		Provincial Government – Environment and Natural Resources Office (PG-ENRO)		
4. Requisition Issue Voucher (1 duplicate copy)		Provincial Treasure's Office (PTO)		
5. Official Receipt (1 original copy)		Provincial Treasure's Office (PTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish/ Submit Delivery Receipt	1 Receive and forward to the Mineral Resources	None	3 minutes	<i>John Anthony Gipan Administrative Aide IV (AA IV),</i>



Request Form (DRRF). Submit Certification from PMRB, if applicable/required.	Management Section (MRMS) - Natural Resources Management Division (NRMD). Keep file copy.			PG-ENRO
	1.1 Check the DRRF and prepare Endorsement	None	10 minutes	<i>Mary Frances Rae R. Ramiento Environmental Management Specialist II (EMS II), PG-ENRO</i>
	1.2 Review and affix signature.	None	5 minutes	<i>Lily May E. Lim, OIC-PGDH ENRO</i> <i>Mary Frances Rae R. Ramiento EMS II, PG-ENRO</i>
	1.3 Issue the documents to the client.	None	2 minutes	
2. Pay corresponding taxes, fees and charges.	2 Receive payment for the approved DRRF and issue official receipt.	Sand – P3,907. 50/bklt Mixed – P4,882. 50/bklt Boulders –	6 minutes	<i>Annabelle M. Gardoce, Provincial Treasurer</i>



		P8,312.50/bklt (plus P220.00 additional cost/bklt)		
3. Wait for the stamping of DRs	3 Stamp and issue DRs.	None	2 hours for 12 booklets	<i>Annabelle M. Gardoce, Provincial Treasurer</i>
4 Return to PG-ENRO to present official receipt (OR) and submit Requisition Issue Voucher (RIV).	4. Check OR, update records and keep file of the RIV	None	5 minutes	<i>Mary Frances Rae R. Ramiento EMS II, PG-ENRO</i>
TOTAL		None	2 hours, 31 minutes	

Per Republic Act 7942, otherwise known as the Philippine Mining Act of 1995

2. Conduct of Investigation on Various Environmental Issues/Incidents

This service is available to any citizen, business, or government agency who intends to validate complaints and gather information and evidence on various environmental issues/incidents which may be later used as evidence, should apprehension and filing of case push through. Complaints are filed from Mondays – Fridays, 8:00 am to 5:00 pm

Office or Division:	Natural Resources Management Division Environmental Management Services Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Complainant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Complaint (1 copy original)		Client/Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit a Letter of Complaint to PG-ENRO	<p>1. Receive, record, and forward to the Department Head for instruction.</p> <p>1.1 Conduct investigation by the personnel assigned by the DH.</p> <ul style="list-style-type: none"> • Oversee/Monitor • Perform field investigation, review of pertinent documents and prepare/submit Investigation Report (IR) for submission to the Department Head, copy furnished the Division Chief. <p>*Depending on the result of investigation, prepare necessary documents like:</p> <ol style="list-style-type: none"> a. Notice of Adverse Findings b. Notice of Violation 	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>5 days</p>	<p><i>John Anthony Gipan, AA IV, PG-ENRO</i></p> <p><i>Lily May E. Lim, OIC-PGDH ENRO</i></p> <p><i>Corazon D. Bonsol, Edeliza G. Manzo, Alex R. Boado, Mark Dave A. Dizon, Jomar G. Vargas, Antonio F. Flores, Community Development Assistant I (CDA I)</i></p> <p><i>Ephraim F. Peraja, Delio J. Araman, Altreen C. Cueto Community Development Assistant II (CDA II)</i></p> <p><i>Mary Frances Rae R. Ramiento EMS II</i></p> <p><i>Marc Joseph L. Solis, Community Development Assistant II (CDA II), PG-ENRO</i></p>
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	c. Cease and Desist Order 1.2 Review IR and provide recommendation to the DH, if necessary	None	1 day	<i>Lily May E. Lim, OIC-PGDH ENRO</i>
2. Receive information on the agency's action/result of investigation.	2. Prepare indorsement/letter to the complainant re: results of the investigation 2.1 Review and sign indorsement/letter to the complainant re: results of the investigation	None None	4 hours 1 hour	<i>Mary Frances Rae R. Ramiento EMS II, PG- ENRO Marc Joseph L. Solis, CDO II, PG- ENRO</i> <i>Lily May E. Lim, OIC-PGDH ENRO</i>
2.2 Receive endorsement/letter (Result of investigation)	2.2 Deliver letter to complainant	None	3 hours	<i>Annabelle O. Marasigan, AA I, PG-ENRO</i>
TOTAL	None	6 days, 8 hours, 3 minutes		

3. Request for Bamboo and Indigenous/Native Tree Seedlings



The PGOM promotes the planting and growing of bamboo and indigenous or native tree seedlings for forest rehabilitation, streambank protection, prevention of soil erosion, air purification, biodiversity enrichment, and climate change mitigation.

The PG-ENRO manages a Bamboo and Forest Trees Plant Nursery which ensures the availability of planting materials for distribution provincewide. Requests are accepted every Mondays – Fridays, 8:00 am to 5:00 pm.

Office or Division:	Natural Resources Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Local Government Unit/s (Provincial, City, Municipal, Barangay), Schools, Non-Government Organizations (NGOs), Associations/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of Barangay Resolution (1 original)		Client		
Endorsement Letter (1 original, 1 duplicate)		PG-ENRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request or barangay resolution	1. Receive, record and route to Department Head for instruction.	None	3 minutes	<i>John Anthony Gipan, AA IV, PG-ENRO</i>
	1.1 Review the request/ resolution and interview the client and explain the process, if available.	None	15 minutes	<i>Lily May E. Lim, PG-ENRO or Marc Joseph L. Solis, CDO II, PG-ENRO Blesselda Grace E. Cortes, CDA I, PG-ENRO</i>



	1.2 Prepare an endorsement letter for the Governor.	None	7 minutes	<i>Lily May E. Lim, PG-ENRO</i>
	1.3 Review, initial and sign the endorsement letter	None	5 minutes	<i>Lily May E. Lim, OIC-PGDH ENRO</i>
	1.4 Forward the documents to Governor's Office.	None	5 minutes	<i>Annabelle O. Marasigan AA I, PG-ENRO</i>
2. Wait for Governor's approval of the request	2. Receive, review and approve indorsement letter and letter request/ resolution. Forward copy of approved request to PG-ENRO.	None	7 days	<i>Humerlito A. Dolor, MPA, Ph.D., Governor, PGOM</i>
3. Pick up the requested seedlings at ENRO Plant Nursery and sign Acknowledgement Receipt.	3 Coordinate with the client the schedule of pick-up of seedlings	None	10 minutes	<i>Marc Joseph L. Solis, CDO II, PG-ENRO</i>
	3.1 Monitor/ Supervise the acquisition of requested planting materials	None	2 hours	<i>Marc Joseph L. Solis, CDO II, PG-ENRO</i>
TOTAL		None	7 days, 2 hours, 45 minutes	



4. Request for Certification of No Objection for Cutting of Trees

All Clients may request certification that they may use in any business transaction or purpose as needed. Available from Mondays – Fridays, 8:00 am to 5:00 pm

Office or Division:	Natural Resources Management Division Environmental Management Services Division			
Classification :	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client/Permit Holder/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request	1.1 Receive, record, and forward to the Department Head	None	3 minutes	<i>John Anthony Gipan, AA IV, PG-ENRO</i>
	1.2 Forward to concerned Division/Section	None	2 minutes	<i>Ana Monette R. Ribon, Administrative Officer IV (AO IV), PG-ENRO</i>
	1.3 Assess/Verify the request.	None	10 minutes	<i>Lily May E. Lim, PG-ENRO</i>
	1.4 Conduct data collection/ processing; field validation; information verification	None	5 days	<i>Alex R. Boado, Blesselda Grace E. Cortes, CDA I;</i> <i>Altreen C. Cueto CDA II;</i>



	1.5 Prepare/ Review Certification for Governor's approval and endorsement letter	None	10 minutes	<i>Marc Joseph L. Solis, CDO II, PG-ENRO</i> <i>Blesselda Grace E. Cortes, CDA I, PG-ENRO</i>
	1.6 Initial Certification and sign endorsement letter	None	2 minutes	<i>Lily May E. Lim, OIC-PGDH ENRO</i>
	1.7 Forward to Governor's Office	None	5 minutes	<i>Annabelle O. Marasigan AA I, PG-ENRO</i>
2. Wait for notice of Certification approval.	2 Forward the approved Certification from Governor's Office to concerned Division.	None	3 minutes	<i>John Anthony Gipan, AA IV, PG-ENRO</i> <i>Lily May E. Lim, PG-ENRO</i>
	2.1 Notify client for the approved certification	None	1 day	<i>Blesselda Grace E. Cortes, CDA I, PG-ENRO</i> <i>Altreen C. Cueto CDA II, PG-ENRO</i>
3. Pay corresponding fees to PTO.	3 Advise payment of Certification fee. Issue Official Receipt	P 50.00/ page	20 minutes	<i>Annabelle M. Gardoce, Provincial Treasurer</i>
4. Present OR to PG-ENRO and receive Certification	4 Issue Certification and record/keep file of documents.	None	5 minutes	<i>Altreen C. Cueto CDA II, PG-ENRO</i>



TOTAL	Dependin g on the pages of documen ts	7 days, 1 hour	
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5. Request for Field Verification for Applications on Sand and Gravel Permit

A Field Verification Report (FVR) is one (1) of the requirements for processing and issuance of a Commercial Sand and Gravel (CSAG) Permit issued by the Provincial Governor through the Provincial Mining Regulatory Board (PMRB).

Either new or renewal application, a field verification is requested by the CSAG permit applicant which is endorsed by the PMRB Secretariat to the PG-ENRO. Field verification is conducted from Mondays – Fridays, 8:00 am to 5:00 pm.

Office or Division:	Natural Resources Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Provincial Mining Regulatory Board, Citizens, CSAG Permit Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter attached with <ul style="list-style-type: none"> Letter Request Copy of Notarized CSAG Application Survey Plan/Map of applied area 		Provincial Mining Regulatory Board (PMRB) CSAG Permit Applicant CSAG Permit Applicant CSAG Permit Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The PMRB Secretariat forwards a Provincial Mining Regulatory Board (PMRB) endorsement requesting for a	1. Receive, record and forward PMRB endorsement letter to the Department	None	3 minutes	<i>John Anthony Gipan, AA IV, PG-ENRO</i>



Field Verification Report (FVR) on sand and gravel permit applications.	Head for instruction			
	1.1 Record request and assign field evaluators of the Mineral Resources Management Section	None	5 minutes	<i>Mary Frances Rae R. Ramiento EMS II, PG-ENRO</i>
	1.2 Conduct field verification with barangay officials and sand and gravel permit applicant; and prepare/submit the FVR to the Division Chief.	None	10 days	<i>Alex R. Boado, Mark Dave A. Dizon, Jomar G. Vargas, Antonio F. Flores, CDAI Ephraim F. Peraja, Development CDA II;</i> <i>Mary Frances Rae R. Ramiento EMS II, PG-ENRO</i>
	1.3 Review and sign FVR.	None	1 day	<i>Lily May E. Lim, PG-ENRO</i>
	1.4 Prepare and initial endorsement letter to PMRB	None	5 minutes	<i>Mary Frances Rae R. Ramiento EMS II, PG-ENRO</i>
	1.5 Approve/sign FVR and endorsement letter to PMRB.	None	1 day	<i>Lily May E. Lim, OIC-PGDH ENRO</i>



	1.6 Update records and forward to Admin Unit for delivery to PMRB	None	5 minutes	<i>Mary Frances Rae R. Ramiento</i> EMS II, PG-ENRO
2.The PMRB Secretariat receives the approved FVR. The approved FVR is reviewed by the PMRB members during deliberation of CSAG applications per schedule.	2. Forward endorsement and approved FVR to PMRB Secretariat - John Willard Atienza, Legal Assistant I, Provincial Legal Office/PMRB Secretariat	None	5 minutes	<i>Annabelle O. Marasigan</i> AA I, PG-ENRO
TOTAL		None	12 days, 23 minutes	

“Per Republic Act 7942, otherwise known as the Philippine Mining Act of 1995.

6. Request for Financial Assistance on Mangrove Conservation and Rehabilitation

The PG-ENRO provides financial assistance subject to the availability of funds. Financial assistance is granted to barangays and city/municipalities with mangrove conservation and rehabilitation projects in support of the Coastal Resources Management Program (CRMP) of the Provincial Government of Oriental Mindoro. Requests are filed from Mondays – Fridays, 8:00 am to 5:00 pm

Office or Division:	Natural Resources Management Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Local Government Unit/s (Municipal, Barangay)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Barangay/LGU Resolution/Letter Request	Barangay/City/Municipality



Endorsement Letter to the Provincial Governor		Provincial Government – Environment and Natural Resources Office (PG-ENRO)		
Letter/Resolution with Marginal Note of Approval		Provincial Governor's Office		
Area Assessment Report		PG-ENRO		
Mangrove Planting and Maintenance Plan		Barangay/City/Municipality and PG-ENRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the barangay/municipal resolution or letter request	1. Receive, record, and route to the Department Head for instructions/ marginal note	None	3 minutes	<i>John Anthony Gipan, AA IV, PG-ENR</i>
	1.1 Review the request/ resolution and interview the client and explain the process, if available.	None	15 minutes	<i>Lily May E. Lim, PG-ENRO or Marc Joseph L. Solis, CDO II, PG-ENRO</i>
	1.2 Prepare an endorsement letter for the Governor and keep file copy.	None	7 minutes	<i>Altreem C. Cueto, CDA II, PG-ENRO</i>
	1.3 Review, initial and sign the endorsement letter	None	5 minutes	<i>Lily May E. Lim, OIC-PGDH ENRO</i>
	1.4 Forward the documents to Governor's Office.	None	5 minutes	
	1.5 Review/ Approve barangay/ municipal resolution or letter request.	None	7 days	<i>Annabelle O. Marasigan, AA I, PG-ENRO</i>



	Forward approved request to PG-ENRO			<i>Humerlito A. Dolor, MPA, PhD, Governor PGOM</i>
2. Participate in the inspection of the proposed area requested for FA.	2. Conduct inspection of the area and prepare/submit Area Assessment Report	None	7 days	<i>Alex R. Boado, Blesselda Grace E. Cortes, CDA I; Altreeen C. Cueto CDA II; Marc Joseph L. Solis CDO II, , PG-ENRO</i>
	2.1 Review and approve AAR.	None	1 day	<i>Lily May E. Lim, OIC-PGDH ENRO</i>
3. Continuously coordinate with PG-ENRO for completion of other documentary requirements to process the FA.	3. Facilitate the preparation of Mangrove Planting and Maintenance Plan (MPMP) with the client.	None	10 days	<i>Alex R. Boado, Blesselda Grace E. Cortes, CDA I</i>
	3.1 Submit all documentary requirements to Administrative Unit for preparation of ALOBS & voucher. Record and keep file of project documents.	None	5 minutes	<i>Altreeen C. Cueto, Marc Joseph L. Solis CDA II; PG-ENRO Altreeen C. Cueto CDA II, PG-ENRO</i>
	3.2 Prepare voucher, ALOBS, and attach all documentary requirements.	None	30 minutes	<i>John Anthony Gipan, AA IV, PG-ENRO</i>



	3.3 Review and initial/sign ALOBs, voucher and other documents for the processing of approved request for FA	None	15 minutes	<i>Ana Monette R. Ribon, AO IV, PG-ENRO</i> <i>Lily May E. Lim, OIC-PGDH ENRO</i>
	3.4 Forward voucher and other documents to concerned offices for FA processing	None	5 minutes	<i>Annabelle O. Marasigan, AA I, PG-ENRO</i>
4. Wait for the processing/approval of documents.	4. Process/ approve ALOBs, voucher of approved FA request.	None	20 days	<i>May Anne Ylagan, Provincial Budget Officer</i> <i>Althea F. Agutaya, Provincial Accuntant</i> <i>Annabelle M. Gardoce, Provincial Treasurer</i> <i>Hubbert Christopher A. Dolor, MD, MHA, PA Res</i> <i>Provincial Administrator</i> <i>Humerlito A. Dolor, MPA, PhD</i> <i>Governor, PGOM</i>



5. Claim/Receive the FA at the Provincial Treasurer's Office	5. Advise/Notify the client to claim the FA at the PTO.	None	5 minutes	<i>Altreen C. Cueto CDA II or Marc Joseph L. Solis, CDO II PG-ENRO</i>
	5.1 Discuss/Confirm the schedule of field activities.	None	15 minutes	<i>Alex R. Boado, Blesselda Grace E. Cortes, CDA I; Altreen C. Cueto CDA II; Marc Joseph L. Solis, CDO II PG-ENRO</i>
TOTAL		None	45 days, 1 hour and 55 minutes	

“Request for Financial Assistance on Mangrove Conservation and Rehabilitation: qualified for multi-stage processing

7. Application, Payment and Approval of Ore Transport Permit

Transport of sand and gravel materials outside the province requires an Ore Transport Permit (OTP) from the Provincial Government of Oriental Mindoro (PGOM). The OTP is inspected at the local ports. The absence or presentation of invalid OTP is deemed illegal shipment of aggregates and, hence, is subject to apprehension, investigation, confiscation/filing of a case, or both. Filing of request is available from Mondays – Fridays, 8:00 am to 5:00 pm.

Office or Division:	Natural Resources Management Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any qualified persons
CHECKLIST OF REQUIREMENTS	
1. Ore Transport Permit Request Form (2 original copies)	Provincial Government – Environment and Natural Resources Office (PG-ENRO)



2. Inspection Report (2 original copies)		Provincial Government – Environment and Natural Resources Office (PG-ENRO)		
3. Request for Official Receipt (4 original copies)		Provincial Government – Environment and Natural Resources Office (PG-ENRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish/ Submit the Ore Transport Permit Request Form (OTPRF) with corresponding DRs	1. Receive and forward to Mineral Resources Management Section.	None	2 minutes	<i>John Anthony Gipan, AA IV, PG- ENRO</i>
	1.1 Check and record the OTPRF and Delivery Receipts (DRs) and forward to the Department Head for instruction.	None	6 minutes	<i>Mary Frances Rae R. Ramiento EMS II, PG- ENRO</i>
	1.2 Schedule/ confirm with the client the schedule of inspection.	None	5 minutes	<i>Mary Frances Rae R. Ramiento EMS II, PG- ENRO</i>
2. Accompany PG-ENRO personnel in the conduct of inspection	2. Conduct inspection and prepare/submit Inspection Report (IR)	None	5 days	<i>Mark Dave A. Dizon, Jomar G. Vargas, Antonio F. Flores, CDA I;</i> <i>Ephraim F. Peraja, CDA II,</i> <i>Mary Frances Rae R. Ramiento EMS II, PG- ENRO</i>



3. Return to PG-ENRO for OTP processing	<p>3. Check OTPRF, IR and other supporting documents. If complete, prepare the following:</p> <ul style="list-style-type: none"> a. Ore Transport Permit (OTP) b. Request for Official Receipt (ROR) 	None	10 minutes	<i>Mary Frances Rae R. Ramiento</i> EMS II, PG-ENRO
	1.1 Review the documents and sign the ROR.	None	5 minutes	<i>Lily May E. Lim,</i> OIC-PGDH ENRO
	1.2 Initial the OTP	None	2 minutes	
4. Receive the OTP, ROR and other supporting documents.	4. Update record, advise payment to PTO and release of the OTP and supporting documents to client.	None	3 minutes	<i>Mary Frances Rae R. Ramiento</i> EMS II, PG-ENRO
5. Pay fees and charges to PTO.	5. Accept/ Assess OTP and ROR; receive payment, sign the OTP and release to client.	None	30 minutes	<i>Annabelle M. Gardoce,</i> Provincial Treasurer



2. Wait for Governor's approval	6. Accept/ Review, Approve OTP.	None	7 days	<i>Humerlito A. Dolor, MPA, Ph.D. Governor, PGOM</i>
3. Claim/Receive approved OTP from Governor's Office.	7. Issue approved OTP to client. Record and keep file. Provide one (1) copy of approved OTP to PG-ENRO for records management.	None	10 minutes	<i>Humerlito A. Dolor, MPA, Ph.D. Governor, PGOM</i>
TOTAL		None	13 days, 1 hour and 2 minutes	

“Per Republic Act 7942, otherwise known as the Philippine Mining Act of 1995.”

8. Sale of Planting Materials

Bamboo and forest tree seedlings propagated at the PG-ENRO Bamboo and Forest Trees Plant Nursery are also sold as per the Provincial Revenue Code. Fast-growing tree species like Mahogany, Gmelina, and Acacia Mangium are good for tree plantation farms. Indigenous or native tree species like Narra, Batino, Bangkal, etc. are likewise recommended for those land owners who value these tree species for tropical forest ecosystem and biodiversity conservation. Purchase is available from Mondays – Fridays, 8:00 am to 5:00 pm.

Office or Division:	Natural Resources Management Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B - Government to Business
Who may avail:	Private Person/Entity/Organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of intent to purchase (1 original)	Client
Letter of Endorsement to Provincial Treasurer's Office	Provincial Government – Environment and Natural Resources Office (PG-ENRO)



Official Receipt (1 original)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to purchase seedlings/planting materials.	1. Receive and route to Forest and Water Resources Management Section	None	2 minutes	<i>John Anthony Gipan, AA IV, PG-ENRO</i>
	1.1 Check letter of intent and prepared letter of endorsement to Provincial Treasurer's Office for payment. Keep file of request.	None	10 minutes	<i>Blesselda Grace E. Cortes, CDA I, PG-ENRO</i>
	1.2 Review, initial and sign.	None	3 minutes	<i>Marc Joseph L. Solis, CDA II PG-ENRO</i> <i>Lily May E. Lim, OIC-PGDH ENRO</i>
	1.3 Provide the document to client and advise payment to PTO.	None	3 minutes	<i>Blesselda Grace E. Cortes, CDA I, PG-ENRO</i>
2. Present documents; pay corresponding fees and return to PG-ENRO for presentation of official receipt (OR).	2 Receive letter of endorsement; accept payment and issue OR.	P4.00/forest tree seedling P20.00/bamboo plant	5Minutes	<i>Annabelle M. Gardoce, Provincial Treasurer</i>



	2.1 Check and record OR and advise the nursery laborers for the release of seedlings purchased by the client.	None	10 minutes	<i>Altreen C. Cueto, CDA II, PG-ENRO</i>
3. Pick up the purchased seedlings at ENRO Plant Nursery.	3. Release the seedlings and keep/maintain records.	None	2 hours	<i>Marc Joseph L. Solis, CDA II PG-ENRO</i>
TOTAL		None	2 hours and 35 minutes	

“Rates as per Article F of Section 197 under Provincial Ordinance 039-214, dated September 1, 2014.”

Environmental Management Services Division

Request for Recycled Plastic Bricks (RPB)

The PGOM through the PG-ENRO promotes 3Rs on solid waste management- RE-USE, REDUCE and RECYCLE. Recycled Plastic Bricks (RPB) may be requested for community garden projects; school beautification initiatives; playground establishment and other related activities that may require environment-friendly products. Available from Mondays – Fridays, 8:00 am to 5:00 pm.

Office or Division:	Environmental Management Services Division	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Local Government Unit/s (Provincial, City, Municipal, Barangay), Schools, Non-Government Organizations (NGOs), Associations/Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request of Barangay Resolution (1 original)		Client



Endorsement Letter (1 original, 1 duplicate)		Provincial Government – Environment and Natural Resources Office (PG-ENRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request or barangay resolution	1. Receive, record and route to Department Head for instruction.	None	3 minutes	<i>John Anthony Gipan, AA IV, PG-ENRO</i>
	1.1 Review the request/ resolution and interview the client and explain the process, if available.	None	15 minutes	<i>Lily May E. Lim, SEMS, PG-ENR Corazon D. Bonsol, CDA I, PG-ENRO</i>
	1.2 Prepare an endorsement letter for the Governor.	None	5 minutes	<i>Lily May E. Lim, OIC- PG-ENRO</i>
	1.3 Review, initial and sign the endorsement letter	None	5 minutes	<i>Annabelle O. Marasigan, AA I, PG-ENRO</i>
	1.4 Forward the documents to Governor's Office.	None	5 minutes	
2. Wait for Governor's approval of the request	2. Receive, review and approve indorsement letter and letter request/ resolution. Forward approved request to PG-ENRO.	None	7 days	<i>Humerlito A. Dolor, MPA, Ph.D., Governor, PGOM</i>
3. Pick up the requested recycled bricks or compost fertilizer and sign	3 Coordinate with client re: the schedule of pick-up	None	10 minutes	<i>Delio J. Araman, CDA II, PG-ENRO</i>
	Supervise the acquisition of requested recycled	None	2 hours	



Acknowledge ment Receipt.	bricks or compost fertilizer and keep records.			<i>Delio J. Araman, CDA II, PG-ENRO</i>
TOTAL		None	7 days, 2 hours, 43 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: office landline number and/or email address.
How feedbacks are processed	<ol style="list-style-type: none"> 3. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 4. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 5. Response/Action of the concerned office is relayed to the client as soon as possible. 6. For inquiries and follow-ups, clients may contact the (office) at (landline number).
How to file a complaint	<ol style="list-style-type: none"> 7. Complaints can be filed either thru telephone numbers below, by dropping the written complaint, or by filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 8. The name and designation of the person being complained must be clearly indicated as well as



	<p>the actual incident and evidence of the complaint.</p> <p>9. For inquiries and follow-ups, clients may contact the (office) at (landline number).</p>
How complaints are processed	<p>10. Results of CSS, including the complaints, are generated and consolidated on a monthly basis.</p> <p>11. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention.</p> <p>12. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.</p> <p>13. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>14. The client shall be notified of the progress of the complaint.</p> <p>15. For inquiries and follow ups, clients may contact the (office) at (landline number).</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph :1-ARTA (1-2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>

Name of Office	Address	Contact Information	
		Telephone Number	Official E-mail Address
Environment and Natural	Provincial Capitol Complex, Camilmil, Calapan City	0920-239-9378	pgom.enro@yahoo.com



Provincial Administrator's Office

External Services



1. Receipt of Communications / Letter Requests and Other Documents for appropriate action of the Provincial Administrator

These pertain to communications, letter-requests and other documents for signature/initial/ dissemination/endorsement and/or for appropriate action of the Provincial Administrator. Service availability (Mondays-Fridays, 8:00AM-5:00PM).

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Pertinent official documents (communication/letter request) (1 original)		Client / Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Sign in the office Client Appointment form at the table of the Public Assistance and Complaint Desk (PACD)	1. Assist the client to log	None	1 minute	Kryston Cleo M. Magbanua Administrative Aide VI (AAVI), Provincial Administrator's Office (PAdmO)
4. Submit copy of letter/ communication	2. Receive, encode document and stamp with date and time of receipt	None	1 minute	Kryston Cleo M. Magbanua Administrative Aide VI (AAVI), PAdmO
3. Receive instructions on whether to proceed to the concerned department/s for appropriate action or to	3. Evaluate document as to its nature, subject matter and necessary attachments.	None	10 minutes	Kryston Cleo M. Magbanua Administrative Aide VI (AAVI), PAdmO



return on a later date for document/ transaction follow-up	3.1 Instruct client on whether to proceed to the concerned department/s for appropriate action or to return on a later date for document/transaction follow-up.			<i>Zyreen Kate B. Cataquis, AO IV, PAdmO</i>
4. For urgent matters and concerns that require immediate action/feedback, discuss with the Provincial Administrator.	4. Upon determination of the urgency of subject matter of the communication / letter-request / line up client for discussion or consultation with PA. 4.1 Approve/ disapprove/ recommend action on the document	None	4 hours	<i>Kryston Cleo M. Magbanua Administrative Aide VI (AAVI), PAdmO Zyreen Kate B. Cataquis, AO IV, PAdmO Provincial Administrator Hubbert Christopher A. Dolor</i>
Total		None	4 hours, 12 minutes	



Provincial Administrator's Office

Internal Services



1. Drafting/Review of Official Communications

Prior to the approval or required action of the Provincial Administrator, official communications that are needed to be signed either by the Provincial Governor or the Provincial Administrator shall be drafted or reviewed as to content and form and compliance to appropriate format/template of official communications. Service availability (Mondays-Fridays, 8:00AM-5:00PM).

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Offices that will be sending out official communications needed to be signed either by the Provincial Governor or the Provincial Administrator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft of communication (1 original copy)		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the office Client Logbook at the table of the Officer of the Day.	1. Assist the client to log	None	1 minute	<i>Kryston Cleo M. Magbanua</i> Administrative Aide VI (AAVI), PAdmO
2. For communications / indorsements for signature of the Provincial Governor or the Provincial Administrator, submit draft letter for review/revision	2. Receive, encode document and stamp with date and time of receipt 2.1 Edit and revise as to content and standard format.	None	1 hour	<i>Kryston Cleo M. Magbanua</i> Administrative Aide VI (AAVI), PAdmO <i>Zyreen Kate B. Cataquis, AO IV,</i> PAdmO
3. Re-submit reviewed/ revised document with necessary attachments (if applicable) for	3. Evaluate the revisions made and completeness of necessary attachments.	None	8 hours	<i>Zyreen Kate B. Cataquis, AO IV,</i> PAdmO



initial/signature of concerned official.	3.1. If found compliant with corrections made, submit to the Provincial Administrator for signature/initial			
4. Receive signed / initialed document/ communication.	4. Sign the communication/ documents 4.1. Return document to originating office. 4.2. Affix initial on the communication/document 4.3. Forward the document to the Office of the Provincial Governor for signature.	None	5 minutes	<i>Kryston Cleo M. Magbanua</i> <i>Administrative Aide VI (AAVI), PAdmO</i> <i>Zyreen Kate B. Cataquis</i> <i>AO IV, PAdmO</i> <i>Zyreen Kate B. Cataquis</i> <i>AO IV, PAdmO</i>
Total		None	1 day, 1 hour, 6 minutes	

2. ICT SUPPORT-HELP DESK

This service is available to all PGOM offices that need assistance with all ICT-related concerns within their respective offices. Service availability (Mondays-Fridays, 8:00AM-5:00PM).



Office or Division:	Management Information Services Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All offices with ICT-related concerns			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request (1 original)		Requesting Office		
2. Request Ticket (1 original)		Management Information Services Division – Provincial Administrator's Office		
3. Request for Service Form (1 original)		Management Information Services Division – Provincial Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request or call or walk-in transactions to the MIS for immediate ICT-related concerns	1. Receive letter-request or calls or receive walk-in clients. 1.1 Evaluate nature of request / concern or appropriate action	None	10 minutes	<i>Albert B. Cabungcal</i> <i>Information System Analyst II (ISA)</i> Management Information Services (MIS)-PAdmO <i>Christopher A. Prangue</i> <i>Information System Analyst I (ISA I)</i> MIS-PAdmO
2. Secure issuance of Request Ticket for deployment of available technician.	2. Conduct onsite/ hands-on assessment of the reported IT concern. 2.1. For minor concern,	None	8 hours	<i>Albert B. Cabungcal</i> <i>ISA II, MIS-PAdmO</i> <i>Christopher A. Prangue</i>



	<p>immediately assist / resolve IT concern.</p> <p>2.2. For major concern like replacement of spare parts, inform clients of the time needed to resolve it depending on the availability materials. Installation of the parts shall be separately scheduled once available.</p>		18 days	<p>ISA-I, MIS-PAdmO</p> <p><i>Mr. Albert B. Cabungcal</i> ISA II, MIS-PAdmO</p>
3. Accomplish Request for Service Form	3. File and consolidate accomplished Request for Service Form	None	5 minutes	<i>Mr. Albert B. Cabungcal</i> ISA II, MIS-PAdmO
Total		None	18 days, 8 hours, 15 minutes	

3. Post Purchase Clearance

This service is to ensure, based on inspection that the equipment purchase has met the specifications reflected in the pre-purchase clearance.

Office or Division:	Management Information Services Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All PGOM offices



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of IT equipment		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of IT equipment for procurement	1. Receive list for evaluation of listed IT equipment.	None	1 minute	<i>Mr. Reywel M. Dela Roca, Information Technology Officer I MIS-PAdmO</i>
	a. Evaluate listed IT equipment as to specifications, quality, and price based on existing rules and regulations. b. Inform requesting office of the result of evaluation.		2 days	<i>Mr. Reywel M. Dela Roca, ITO II, MIS-PAdmO</i> <i>Mr. Reywel M. Dela Roca, ITO II, MIS-PAdmO</i>
2. Obtain Pre-Purchase Clearance	2. If there are no remarks or suggestions on the equipment being procured, issue a Pre-Purchase clearance.	None	2 minutes	<i>Mr. Albert B. Cabungcal ISA II, MIS-PAdmO</i>
Total		None	2 days, 3 minutes	

4. Preparation of Supporting Documents for Disbursement of Remunerations/Salaries/Wages

These pertain to the consolidation and completion of necessary supporting documents for the processing and disbursement of remunerations, salaries and wages of permanent and non-permanent employees of the Provincial Administrator's Office.



Office or Division	Administrative Division			
Classification:	Simple			
Type of Transaction:				
Who may avail:	All PAdmO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order (2 original copies) or 2 authenticated photocopies)		Provincial Administrator's Office		
2. Certificate of Appearance (2 original copies) or 2 authenticated photocopies)		Provincial Administrator's Office		
3. Application for Leave (2 original copies) or 2 authenticated photocopies)		Provincial Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplishment Report and DTR attachments.	1. Receive and evaluate documents for errors.	None	10 minutes	<i>Mr. Redentor A. Mendoza, Administrative Aide II (AAII), PAdmO</i>
	1.1 Indicate necessary deductions.	None	3 minutes	<i>Mr. Redentor A. Mendoza, AAII, PAdmO</i>
2.	2. Sign and approve	None	5 minutes	<i>PA Hubbert Christopher A. Dolor</i>
TOTAL		None	18 minutes	

5. Pre-Purchase Clearance

This service evaluations specifications and quality of IT equipment prior to procurement by the requesting office.

Office or Division:	Management Information Services Division
Classification:	Simple
Type of Transaction:	G2G – government to government



Who may avail:	All offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Procurement documents (PR, PO, Pre-purchase clearance)		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of IT Equipment for procured as evidenced by procurement documents.	1. Receive list and schedule for evaluation of procured IT equipment.	None	2 mins	<i>Mr. Albert B. Cabungcal ISA II, MIS-PAdmO</i>
2. Await for schedule of Inspection of IT equipment procured and issuance of inspection report.	2. Conduct actual inspection of IT equipment 2.1 Inform requesting office of the result of evaluation.	None	16 hours	<i>Mr. Reywel M. Dela Roca, ITO II, MIS-PAdmO</i>
3. Obtain Post-Purchase Clearance	3. If there are no remarks or suggestions on the equipment procured, issue a Post-Purchase clearance.	None	2 mins	<i>Mr. Albert B. Cabungcal ISA II, MIS-PAdmO</i>
Total		None	2 days, 4 minutes	

6. Request for Internet Connection

To ensure internet connectivity in all PGOM offices requiring internet access in their daily operations and transactions



Office or Division:	Management Information Services Division			
Classification:	G2G – government to government			
Type of Transaction:	Complex			
Who may avail:	Offices needing internet connectivity in the course of their office operations and transactions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request (1 original)		Originating Office		
2. Request Ticket (1 original)		Management Information Services Division – Provincial Administrator's Office		
3. Request for Service Form (1 original)		Management Information Services Division – Provincial Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit letter of request for approval to the Provincial Administrator's Office.	1. Receive letter request and recommend for appropriate action of the MIS	None	5 minutes	<i>Mr. Albert B. Cabungcal ISA II, MIS-PAdmO</i>
2. Secure issuance of Request Ticket for deployment of available technician.	2. Issue Request Ticket to the requesting office.	None	2 minutes	<i>Mr. Albert B. Cabungcal ISA II, MIS-PAdmO</i>
	2.1. Deploy available technician		5 minutes	<i>Mr. Albert B. Cabungcal ISA II, MIS-PAdmO</i>
	2.2. Conduct onsite inspection and evaluation		1 day	<i>Mr. Albert B. Cabungcal ISA II, MIS-PAdmO</i>
	2.3. Undertake on-site installation and testing of network connection		5 days	<i>Mr. Albert B. Cabungcal ISA II, MIS-PAdmO</i>



3. Fill up and sign Request for Service Form	3. Provide Request for Service Form for feedback and documentation of the service	None	5 minutes	<i>Mr. Albert B. Cabungcal</i> ISA II, MIS-PAdmO
	3.1 File and consolidate accomplished Request for Service Form		2 minutes	<i>Mr. Albert B. Cabungcal</i> ISA II, MIS-PAdmO
Total		None	6 days, 17 minutes	

7. Review and Approval of Training and Activity Designs

To ensure that the submitted Training/Activity design is in the prescribed format and its contents are compliant to the existing regulatory requirements, review of the same is necessary prior to its approval of the Provincial Administrator for its actual implementation.

Office or Division:	Organizational Development and Performance Management Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All PGOM Offices who will conduct trainings and activities as indicated in the Annual Investment Program (AIP) and the Detailed Physical and Financial Targets (DPFT)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Training/Activity Design (1 original copy)		Program Implementer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log into the client's logbook	1. Assist the client to log	None	1 minute	<i>Jennifer D. Nasi,</i> Administrative Officer II (AOII), PAdmO



2. Submit the Training/Activity Design to the assigned staff for initial review and recording	2. Receive, encode and forward the submitted document to the assigned staff	None	1 minute	<i>Jennifer D. Nasi, AO II, PAdmO</i>
	2.1 Review and notify or instruct the program implementer in case of revision or forward the document to the Division Chief 2.2 Final review and indorsement to the Provincial Administrator	None	1. 5 days	<i>Daphne Beau T. Moscare, Administrative Officer IV, PAdmO</i> <i>Beverly N. Aguila Supervising Administrative Officer, PAdmO</i>
	2.2 Approve/disapprove the document			<i>PA Hubbert Christopher A. Dolor</i>
3. Receive the approved Training/Activity Design	3. Release the approved document	None	1 minute	<i>Jennifer D. Nasi, AO II, PAdmO</i>
Total		None	5 days, 3 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: (043) 288-7333 and/or pa@ormindoro.gov.ph.
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers/response, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact PAdmO at (043) 288-7333.
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the 2nd Floor, Provincial Administrator's Office, Main Bldg., Provincial Capitol Complex, Camilmil, Calapan City. 2. The name, designation and office of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow ups, clients may contact PAdmO at (043) 288-7333.
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses



	<p>the complaints to concerned departments/individuals for appropriate immediate action and intervention.</p> <ol style="list-style-type: none">3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.4. Response/Action of the concerned office is relayed to the complainant as soon as possible.5. The client shall be notified of the progress of the complaint.6. For inquiries and follow ups, clients may contact PAdmO at (043) 288-7333.
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565



Provincial Veterinary Office (ProVet)

EXTERNAL SERVICES



1. Walk-in Veterinary Services and Technical Assistance

To protect both animals and the human populace, the Provincial Veterinary Office provides basic veterinary services such as consultation, treatment, vaccination, deworming, supplementation and technical assistance to walk-in clients. The services are provided to all clients in order to augment the lack of licensed veterinarians in the various municipalities. Services are available from Monday to Friday.

Office or Division:		PROVET Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2B-Government to Business Entity		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Client Request Form (1 original)		Provincial Veterinary Office Administrative Aide II Agricultural Technician		
2.Client Consultation Form (1 original)				
3.Client Satisfaction Survey Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Client Request Form (CRF) from Frontdesk officer	1. Provide CRF to the client	None	5 minutes	<i>Jinky S. Pasia Agricultural Technician II John Lewens F. Cuevas Agriculturist I ProVet Office</i>
2. Fill-up and Return CRF to Frontdesk officer for initial assessment	2. Refer CRF to concerned personnel 2.1 Accomplish Client consultation Form and refer to concerned personnel	None	5 minutes	<i>Jinky S. Pasia AT II ProVet Office</i>



3. Present the patient / discuss details of concern (for technical assistance)	3. Attend to patient/client	None	15 minutes	<i>Alfredo P. Manglicmot, DVM. Veterinarian IV</i> <i>Anna Rochelle A. Bongaling, DVM. Veterinarian IV</i> <i>Ranniel L. Aceveda Farm Worker II</i> <i>ProVet Office</i>
- 4. Receive veterinary services and/or technical assistance	4. Provide treatment or technical assistance 4.1 Provide post-treatment instructions / follow-up	None		
5. Evaluate service rendered using Client Satisfaction Survey Form (CSSF)	5. Receive accomplished CSSF and submit to Performance Management Team	None	5 minutes	<i>Jinky S. Pasia AT II</i> <i>John Lewens F. Cuevas Agri I</i> <i>Ranniel L. Aceveda FW II</i> <i>ProVet Office</i>
	TOTAL	None	30 minutes	

2. Elective Veterinary Services and Technical Assistance

To further assist local government units and other livestock raisers in the province, certain veterinary services are provided *as scheduled*. Mass Rabies vaccination, large animal castration, spay and neuter services, estrus synchronization and artificial insemination, epidemiological surveillance and veterinary medical mission, among others, are considered elective. These services require logistics, extensive evaluation of manpower and resources and close coordination with local government units and other organized groups prior to conduct of activities. Upon confirmation, services are rendered between Mondays through Fridays

Office or Division:	PROVET Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen, G2B-Government to Business Entity, G2G- Government to Government



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (1 original or 1 e-mail)		Provincial Veterinary Office – Administrative Officer		
2.Proposed itinerary (1 original or 1 e-mail)		Requesting party (LGU, Organized groups, Individual)		
3.Client Satisfaction Survey Form (1 original)		Provincial Veterinary Office – Agricultural Technician		
4.Monitoring and Feedback Form (1 original or 1 e-mail)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to PROVET through: A.e-mail: prov ^{et} _ormdo@yah ^{oo} .com B.PROVET Front desk <i>* letter must be addressed to the Provincial Governor, for the Attention of the Provincial Veterinarian</i> <i>* letter must contain inventory of animals to be served</i>	1.Acknowledge receipt of request and forward to Department Head for assessment	None	10 minutes	<i>Eleonor G. Laya</i> <i>Agricultural Center Chief I</i> <i>Janine P. Ulep</i> <i>Market Specialist II</i> <i>PROVET Office</i>
2. Coordinate and confirm logistics with PROVET <i>* Ensure coordination with local counterparts (barangay</i>	2. Discuss logistics (supplies, resources, schedule) with client	None	5 days	<i>Alfredo P.Manglicmot, DVM.</i> <i>Veterinarian IV</i> <i>Anna Rochelle A. Bongaling, DVM.</i> <i>Veterinarian IV</i> <i>ProVet Office</i>



<i>officials, technicians) as needed</i>	2.1 Finalize and confirm plans with client			
3. Render service and/or technical assistance	3. Provide the service needed	None		<i>Alfredo P. Manglicmot, DVM. Vet IV</i> <i>Anna Rochelle A. Bongaling, DVM. Vet IV</i> <i>Eleonor G. Laya ACC I</i> <i>Janine P. Ulep MS II</i> <i>ProVet Office</i>
4. Evaluate service rendered using Client Satisfaction Survey Form (CSSF) and return to Provet Staff	4. Receive and consolidate accomplished CSSF	None	30 minutes	
5. Conduct post-service / treatment monitoring and feedback	5. Provide follow-up as needed	None	30 minutes	
	TOTAL	None	5 days, 1 hour, 10 minutes	

3. Veterinary Health Certificate

The Veterinary Health Certificate is issued to animals' raisers as requirement for transport, slaughter and other processes and transactions which require the establishment of the current health status of their animal/s. Issuance of Veterinary Health Certificate at the Provincial Veterinary Office is from Monday to Friday, office hours. At the Animal Quarantine Offices at the Ports, the service is available 24/7, from Monday to Sunday.

Office or Division:	PROVET Office		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen , G2B- Government to Business Entity, G2G- Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS *		WHERE TO SECURE	
Client Request Form (1 original)		Provincial Veterinary Office – Agriculturist 1	



	PORT Animal Quarantine Office – Provincial Quarantine Personnel
For dogs and cats :	
Vaccination certificate for Rabies (1 original) *	Licensed Veterinarian

For livestock and poultry :				
1. Municipalities without Government Veterinarians: Animal Inspection Certificate (1 original) *		Municipal Agriculture Office		
2. Municipalities with Government Veterinarians Veterinary Health Certificate (1 original) *		Mayor’s Office, Municipal Agriculture Office		
3. For farms with Private licensed veterinarians Veterinary Health Certificate (1 original) *		Licensed Farm Veterinarian		
4. Negative blood test results for economically important diseases (1 original, 1 photocopy) *		DA-Regional Animal Disease Diagnostic Laboratory DA- Bureau of Animal Industry		
5. Vaccination certificate (1 original, 1 photocopy) *		Licensed Veterinarian – Private or Government		
6. Certificate of Farm Accreditation * (1 original, 1 photocopy)		DA- Bureau of Animal Industry – Animal Health and Welfare Division		
Payment Slip		Provincial Veterinary Office – Technical Staff PORT Animal Quarantine Office – Provincial Quarantine Personnel		
Official Receipt (1 original)		Provincial Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit Client Request Form (CRF) from PROVET Front desk officer (office) or PROVET Quarantine Personnel (Ports)	1.Provide CRF to the client 1.1 Endorse request to Veterinarian	None	5 minutes	Janine P. Ulep Market Specialist II John Lewens F. Cuevas Agriculturist I ProVet Office Edgar G. Bandayrel



				<i>Livestock Inspector</i>
				<i>Provincial Port</i>
2. Present animal/s together with the required documents to Veterinarians (office) or Quarantine Personnel (Ports) for assessment and verification *	2. Receive the required documents and check for completeness and correctness 2.1 Assess fees to be paid and issue payment slip if all requirements are complied with 2.2 Conduct animal inspection		15 minutes	<i>Grimaldo C. Catapang, DVM. Provincial Veterinarian</i> <i>Alfredo P. Manglicmot, DVM. Veterinarian IV</i> <i>Anna Rochelle A. Bongaling, DVM. Veterinarian IV</i> <i>ProVet Office</i> <i>Edgar G. Bandayrel LI I</i> <i>Provincial Port</i>
3. Pay the Required Fees and secure Official Receipt from the Provincial Treasurer's Office. * Official receipt must be returned to PROVET for the release of the certificate.	3. Check the Official Receipt	Per Head (hd): Dog and cat: PHP 20 Pigs, Goat, Sheep: PHP 10 Cattle, Carabao: PHP 20 Poultry:	5 minutes	<i>Janine P. Ulep MS II</i> <i>John Lewens F. Cuevas Agri I</i> <i>ProVet Office</i> <i>Edgar G. Bandayrel LI I</i> <i>Provincial Port</i>



		DOC: PHP 0.10 Other: PHP 1 Gamefowl PHP 20 Ducks: 1-500 heads: PHP 1/hd 501-1000 heads: PHP 800 1001- 2000 heads: PHP 1000 2001 heads and above: PHP 1500		
4. Receive Veterinary Health Certificate	4. Issue Veterinary Health Certificate	None	10 minutes	<i>Alfredo P. Manglicmot, DVM. Vet IV Anna Rochelle A. Bongaling, DVM. Vet IV ProVet Office Edgar G. Bandayrel L I I Provincial Port</i>
	TOTAL		35 minutes	



****As per latest issuance and policies of the Department of Agriculture and Bureau of Animal***

4. Other Support Services

Trainings, orientation, lectures, seminars, animal dispersal and technical assistance to various livestock projects are among the other services the department provide to all clients in order to ensure animal health and provide support in the whole production process. Services are rendered between Monday to Friday, as per agreed schedule with requesting party

Office or Division:	PROVET Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen , G2B-Government to Business Entity, G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (1 original or 1 e-mail)		Provincial Veterinary Office – Administrative Officer		
2. For animal dispersal to LGUs and organized groups: Project design/ Implementation plan (1 original)		Requesting LGU / Organized group		
3. Notarized Contract of Dispersal (1 original, 2 photocopies)		Requesting party (LGU, Organized groups, Individual)		
4. Requisition Issuance Slip (RIS)		Provincial Veterinary Office – Administrative Officer		
5. Client Satisfaction Survey Form (1 original)				
6. Monitoring and Feedback Report		Client / Beneficiary (LGU, Organized groups, Individual)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to PROVET through: A. e-mail :	1. Acknowledge receipt of request and forward to Department	None	10 minutes	Eleonor G. Laya Agricultural Center Chief I Janine P. Ulep Market Specialist II



provet_ormdo@yahoo.com B. PROVET Frontdesk * letter must be addressed to the Provincial Governor, for the Attention of the Provincial Veterinarian	Head for assessment and assignment			<i>John Lewens F. Cuevas</i> <i>Agriculturist I</i> <i>ProVet Office</i>
2. Fill-up Consultation form and provide specific details of request	2. Discuss with the clients the list of requirements	None	30 minutes	
3. Submit the required documents to PROVET Division heads for assessment. * For animal dispersal to LGUs and organized groups, must submit project design or implementation plan	3. Receive the required documents and check for completeness and correctness	None	1 day	
4. Coordinate and confirm logistics (supplies, resources, schedule of	4. Discuss logistics (supplies, resources, schedule) with client	None	3 days	<i>Eleonor G. Laya</i> <i>ACC I</i> <i>Janine P. Ulep</i> <i>MS II</i> <i>John Lewens F. Cuevas</i> <i>Agri I</i>



inspection) with PROVET	<p>* For animal dispersal projects, actual inspection of site is scheduled</p> <p>*For animal dispersal projects, provide client with Contract of Dispersal and Requisition and Issue Slip (RIS)</p>			ProVet Office
<p>5. For animal dispersals:</p> <p>a. Receive /undergo required training or seminar.</p> <p>b. Sign Contract of Dispersal and Requisition and Issue Slip (RIS)</p> <p>* must return RIS and Notarized Contract of Dispersal to Provett Technical Staff</p>	5. Provide the service requested	None		<p>Anna Rochelle A. Bongaling, DVM. Veterinarian IV Eleonor G. Laya ACC I</p> <p>ProVet Office</p>
6. Evaluate service rendered using Client Satisfaction Survey Form (CSSF) and submit to Provett Technical Staff	6. Receive and consolidate accomplished CSSF	None	30 minutes	<p>Eleonor G. Laya ACC I Janine P. Ulep Market Specialist II John Lewens F. Cuevas Agri I</p> <p>ProVet Office</p>



7. Report post-service monitoring and feedback through phone, email, or writing	7. Provide follow-up as needed	None	30 minutes	<i>Alfredo P. Manglicmot, DVM.</i> <i>Veterinarian IV</i> <i>Anna Rochelle A. Bongaling, DVM.</i> <i>Vet IV</i> <i>Eleonor G. Laya</i> <i>ACC I</i> <i>Janine P. Ulep</i> <i>MS II</i> <i>John Lewens F. Cuevas</i> <i>Agri I</i> <i>ProVet Office</i>
	TOTAL	None	4 days, 1 hour 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: 043-288-7333 and/or pa@ormindoro.gov.ph .
How feedbacks are processed	1. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact the Provincial Administrator's Office at 043-288-7333.



How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow ups, clients may contact the Provincial Administrator's Office at 043-288-7333.
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status, and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible. 5. The client shall be notified of the progress of the complaint. 6. For inquiries and follow ups, clients may contact the Provincial Administrator's Office at 043-288-7333.
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565



**THE OFFICE OF THE VICE GOVERNOR AND THE
SANGGUNIANG PANLALAWIGAN
OF ORIENTAL MINDORO
(OVG and the SP)**

EXTERNAL SERVICES



1. Assistance to Walk-In Clients

Service Information: Assistance to walk-in clients of the Office of the Vice Governor whose purpose may be varied, such as: (a) Endorsement / scholarship, (b) Barangay resolutions / requests, (c) Medical/ emergency assistance, (d) Invitations and other communication, and (e) Concerns requiring assistance of other PGOM departments and offices. This service may be availed from Monday to Friday, except holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Office of the Vice Governor	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Documentary requirements depending on purpose of visit:		
(a) Endorsement / scholarship:		Requesting parties
- Basic information: name, address, course, school, contact numbers.		
(b) Barangay resolutions / requests:		Concerned barangays
- Two (2) original copies of barangay resolution		
(c) Medical/ emergency assistance:		Requesting parties
- One (1) original copy of medical certificate, final hospital bill / doctor's prescription		
(d) Invitations and other communication:		Requesting parties
- One (1) original copy of invitation letter		
(e) Concerns requiring assistance of other PGOM departments and offices		Requesting parties
- letter request, if any		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and state purpose of visit	1. Check to make sure all necessary information is provided	None	2 minutes	<i>Miko Mark Francis P. Atienza Executive Assistant II (EA II)</i>
	1.1 Evaluate what kind of assistance is needed		3 minutes	<i>Joshua D. Ojenal Executive Assistant II (EA II)</i>
	1.2 Refer to focal in-charge of needed assistance		2 minutes	<i>Office of the Vice Governor (OVG)</i>
2. Proceed to respective focal person for needed assistance upon instruction of Officer of the Day: a. Endorsement / scholarship b. Barangay resolutions / requests c. Medical/ emergency assistance d. Invitations and other communication e. Concerns requiring assistance of other	2. Evaluate concern and facilitate assistance needed	none	10 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II, OVG</i>



PGOM departments and offices				
3. Accomplish Client Satisfaction Survey	3. Guide client on how to accomplish electronic satisfaction survey questionnaire	None	3 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II</i> OVG
4. If requesting to speak with the Vice Governor, fill out appointment slip	4. Check appointment slip if all necessary details are provided	None	2 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II</i> OVG
5. Proceed to the Vice Governor's main office when called	5. Call client and introduce to the Vice Governor upon entrance to Vice Governor's Office	None	10 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II</i> OVG
6. Accomplish Client Satisfaction Survey	6. Guide client on how to accomplish electronic satisfaction survey questionnaire	None	3 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II</i> OVG
TOTAL		None	35 minutes	



2. Availing services for the accreditation of Civil Society Organizations (CSOs)

Service Information: The accreditation of Civil Society Organizations (CSOs) is governed by (a) Article 64(b) of the Rules and Regulations Implementing the Local Government Code of 1991 ("LGC of 1991"), in relation to Section 108 of the LGC; (b) relevant DILG Memorandum Circulars; (c) Provincial Ordinance No. 69-2017, entitled "*An ordinance setting the Sangguniang Panlalawigan of Oriental Mindoro's guidelines in the accreditation of Civil Society Organizations (CSOs) in the Province of Oriental Mindoro*", as amended by Provincial Ordinance No. 74-2017; and (d) Revised Internal Rules of Procedures of the Sangguniang Panlalawigan of Oriental Mindoro.

This service may be availed from Monday to Friday, except holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Sangguniang Panlalawigan	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity	
Who may avail:	Civil Society Organizations (CSOs) in the Province of Oriental Mindoro	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For CSOs in the Province, the following documentary requirements shall be submitted, per Provincial Ordinance No. 69-2017.		
1. One original copy of Letter of Application for Accreditation / Duly approved Board Resolution requesting for accreditation addressed to the Sangguniang Panlalawigan		CSO President or Chairperson / Board of Directors
2. One original copy of duly accomplished Application Form for Accreditation		Records Section, Sangguniang Panlalawigan CSO
3. One certified true copy of Certificate of Registration, with any national government agency, supported by Articles of Incorporation and Constitution and By-Laws		CSO
4. One certified true copy of List of Organization's Officers and Members		CSO Secretary



with Record of Membership contributions duly certified by the CSO Secretary	
5. One certified true copy of Documented Annual Accomplishment Reports for the last two (2) years	CSO Secretary
6. One certified true copy of Financial Reports, if any (to include Statement of Current Operations, Balance Sheets, Income Statements, Cash Flows, etc.)	CSO Treasurer
7. One certified true copy of Minutes of the Last General Assembly Meeting, showing the New Set of Officers, if any	CSO Secretary
8. One certified true copy of Resolution of the concerned Sangguniang Barangay as to the CSO's existence in the Barangay	Concerned Sangguniang Barangay / CSO Secretary
9. One certified true copy of Certificate of Affiliation to Federations, if applicable (for non-cooperative)	CSO Secretary
10. One certified true copy of Certificate of Compliance (Good Standing) (for coops only)	CDA/CSO
11. One certified true copy of certification as an affiliate of the duly recognized international or local federation/s, if applicable	CSO
12. Resolution of Undertaking	CSO Board of Directors
<p>B. For CSOs involving Oriental Mindoro Migrant Workers:</p> <p>1. Requirements Nos. 1, 2, 4, 7, 12 above; and</p> <p>2. One certified copy of certificate/proof of registration from Philippine Embassy/Consulate who has jurisdiction over the organization of migrants Oriental Mindoreños or the Department of Foreign Affairs shall be submitted. (Per Section III of Provincial Ordinance No. 74-2017)</p>	CSO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for accreditation together with all the required documents	1. Accept the application and examine/scan to determine the submitted documents.	none	5 minutes	<i>Ronnalyn B. Fabian</i> <i>Administrative Officer (AO) III</i> <i>Angelica M. De Roxas</i> <i>Administrative Officer (AO) I</i> <i>Mailen B. Cruzado</i> <i>Librarian III</i> <i>Ma. Luisabeth P. Aliwalas</i> <i>Librarian I</i> <i>Sangguniang Panlalawigan (SP)</i>
	1.1 Record the application in the logbook for incoming documents.	none	2 minutes	<i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Mailen B. Cruzado,</i> <i>Librarian III</i> <i>Ma. Luisabeth P. Aliwalas</i> <i>Librarian I</i> <i>SP</i>
	1.2 Prepare agenda to include the application and disseminate the same to the SP Members	none	5 days	<i>Rogelio M. Aguila</i> <i>Local Legislative Staff Officer (LLSO)V</i>



				<i>Diwata H. Fetizanan</i> <i>Secretary to the Sangguniang Panlalawigan ("SP Secretary")</i> <i>Ejay L. Falcon</i> <i>Vice Governor</i> <i>Office of the Vice Governor (OVG)</i>
	1.3 Conduct legislative undertakings relative to the application; to include: (a) referral of the application to the Committee on Cooperatives, Non-Government Organizations (NGOs), People's Organizations (POs), and People's Participation and Empowerment; (b) conduct of hearing, (c) rendition and approval of Committee Report; (d) approval of resolution embodying the action of the SP, and (e) adoption of Journal	none	21 days	<i>Sangguniang Panlalawigan Members (SP Members)</i> SP
	1.4 Finalize the resolution denying or approving the application for accreditation of the CSO, and forward said resolution to the SP Secretary and Presiding Officer for signature.	none	3 days	<i>Melan Carla L. Ortega</i> <i>Local Legislative Staff Employee (LLSE) II</i> <i>Rogelio M. Aguila</i> <i>LLSO V</i> <i>Diwata H. Fetizanan</i> <i>SP Secretary</i>



	1.5 Sign the approved resolution and return the same to the Records Section.	none	5 days	<i>Melan Carla L. Ortega, LLSE II</i> <i>Diwata H. Fetizanan</i> <i>SP Secretary</i> <i>Vice Governor</i> <i>OVG</i>
	1.6 Receive / record the signed copy of approved resolution in the logbook	none	5 minutes	<i>Mailen B. Cruzado</i> <i>Librarian III</i> <i>Ronnalyn B. Fabian, AO III</i> <i>SP</i>
	1.7 Disseminate the approved resolution to the concerned CSO, PPDO, PCDO and DILG.	none	3 days	<i>Mailen B. Cruzado</i> <i>Librarian III</i> <i>SP</i>
2. Receive copy of the resolution	2. Record proof of receipt of the copy of resolution	none	5 minutes	<i>Mailen B. Cruzado</i> <i>Librarian III</i> <i>SP</i>
Total		None	36 days, and 17 minutes	

“Availing services for the accreditation of Civil Society Organizations (CSOs): Qualified for multi-stage processing.”

3. Issuance of the certificate of accreditation to the accredited Civil Society Organizations (CSOs)

Service Information: The issuance of certificate of accreditation to accredited Civil Society Organizations (CSOs) is governed by (a) Article 64(b) of the Rules and Regulations Implementing the Local Government Code of 1991 (“LGC of 1991”), in relation to Section 108 of the LGC; (b) relevant DILG Memorandum Circulars; (c) Provincial Ordinance No. 69-2017, entitled *“An ordinance setting the Sangguniang Panlalawigan of Oriental Mindoro’s guidelines in the accreditation of Civil Society Organizations (CSOs) in the Province of Oriental Mindoro”*, as amended by Provincial Ordinance No. 74-2017; (d) 2011 Revised Revenue Code of the PGOM; and (e) Revised Internal Rules of Procedures of the Sangguniang Panlalawigan of Oriental Mindoro.

This service may be availed from Monday to Friday, except holidays, from 8:00 A.M. to 5:00 P.M.



Office or Division:	Sangguniang Panlalawigan			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity			
Who may avail:	Civil Society Organizations (CSOs) in the Province of Oriental Mindoro			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. For CSOs in the Province, the following documentary requirement shall be submitted, per Provincial Ordinance No. 69-2017.				
1. One original copy of Official Receipt (OR) in the total amount of P80.00			Provincial Treasurer's Office (PTO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive / notice / invitation and attend during the scheduled awarding of certificate of accreditation	1. Prepare / send notice of invitation to accredited CSOs, with the information that they shall pay Secretary's Fees and Documentary Stamp Tax in the total amount of P80.00 at the PTO as a requirement prior to the awarding of certificate.	none	3 days	<i>Rogelio M. Aguila</i> <i>LLSO V</i> <i>Rolando L. Faigmane</i> <i>Administrative Aide IV (AA IV)</i> <i>Diwata H. Fetizanan</i> <i>SP Secretary</i>
	1.1. Prepare certificate of accreditation	none	3 days	<i>Maria Fe Corazon E. Martinez</i> <i>Local Legislative Staff Assistant I (LLSA I)</i>



				<i>Aira Danielle S. Solivio, LLSA I</i> <i>Rogelio M. Aguila LLSO V</i> <i>Diwata H. Fetizanan</i> <i>SP Secretary</i> <i>Ejay L. Falcon</i> <i>Vice Governor</i> <i>OVG</i>
2. Pay and present OR	2. Check the OR	P80.00	1 minute	<i>Maria Fe Corazon E. Martinez, LLSA I</i> <i>Aira Danielle S. Solivio, LLSA I</i> <i>SP</i>
3. Receive copy of the certificate of accreditation	3. Handover the certificate of accreditation	none	30 minutes	<i>Ejay L. Falcon</i> <i>Vice Governor and</i> <i>SP Members</i>
Total		P80.00	6 days, and 31 minutes	

4. Endorsement for availment of Financial Assistance

Service Information: The Office of the Vice Governor accepts and facilitates the endorsement of requests for financial assistance to barangays, accredited NGOs and POs.

This service may be availed from Monday to Friday, except holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Office of the Vice Governor
Classification:	Simple
Type of Transaction:	G2C; G2G
Who may avail:	All
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



Resolution from requesting Barangay, Municipality, Cooperative or NGO			Respective requesting parties	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Check to make sure all necessary information is provided	none	2 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II OVG</i>
2. Give original copy and receiving copy of resolution / request, incl. other details as may be requested.	2. Evaluate validity of request / resolution (authenticity of docs, purpose, format, etc.)	None	3 minutes	<i>Miko Mark Francis P. Atienza, EA II</i>
	2.1. Stamp both original and receiving copies with "RECEIVED" write date and time, as well as name of receiving personnel		1 minute	<i>Joshua D. Ojenal, EA II OVG</i>
	2.2. Record in the logbook / computer for control and monitoring		3 minutes	
3. Give contact number for updates and/or other concerns regarding request/resolutions	3. Advise client of next steps, and give contact number for follow ups and other concerns.	None	5 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II OVG</i>



4. Accomplish client satisfaction survey questionnaire	4. Guide client on how to accomplish electronic satisfaction survey questionnaire	None	3 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II OVG</i>
5. Wait for notification from Provincial Treasurer's Office regarding availability of check	5. Forward to the Vice Governor for approval / marginal notes. 5.1 Prepare necessary documents for the processing of assistance and forwards the same to the Vice Governor's Office 5.2. Route for processing	None	2 days 5 minutes 10 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II OVG</i>
TOTAL		None	2 days and 32 minutes	

5. Endorsement letters

Service Information: To assist job applicants requesting for the Vice Governor's endorsement. This service may be availed from Monday to Friday, except Holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Office of the Vice Governor
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Anybody who is qualified for the position he/she is applying for and seeks to be endorsed by the Vice Governor



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment Slip		Office of the Vice Governor		
Private Data Sheet (PDS)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the appointment slip	1. Provide the requested appointment slip and ensure that the form is properly filled out	None	3 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II</i> OVG
2. Submit PDS / Resume	2. Prepare the endorsement letter	None	5 minutes	<i>Miko Mark Francis P. Atienza, EA II</i>
	2.1. Forward letter to EA II for checking and initial		2 minutes	<i>Joshua D. Ojenal, EA II</i>
	2.2. Forward to the Vice Governor for his signature		2 days	<i>Ejay L. Falcon</i> Vice Governor
3. Receive the Vice Governor's endorsement letter	3. Record in the logbook for Outgoing Documents	None	3 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II</i> OVG



4. Accomplish Client Satisfaction Survey	4. Guide client on how to accomplish electronic satisfaction survey questionnaire	None	3 minutes	<i>Miko Mark Francis P. Atienza, EA II</i> <i>Joshua D. Ojenal, EA II</i> OVG
TOTAL		None	2 days and 16 minutes	

6. Request for the availment of Library and Archival Services

Service Information: The Sangguniang Panlalawigan of Oriental Mindoro provides Library and Archival Services not only to officials and employees of the provincial government but also to outside clients, particularly researchers and students. However, taking the books and other reading materials outside the library is prohibited, except for photocopying purposes which shall be supervised/accompanied by the SP personnel.)

This service may be availed from Monday to Friday, except Holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Records, Library and Archives Section under the Secretariat and Legislative Assistance Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Valid ID (student ID or any government issued ID)		Records, Library and Archives Section Sangguniang Panlalawigan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalize the request to	1. Record to the Logbook the	none	2 minutes	<i>Mailen B. Cruzado</i> <i>Librarian III</i>



borrow books, reference material or other reading material, and provide valid ID to the personnel on duty.	name of client and the requested reading/ reference material.			<i>Ma. Luisabeth P. Aliwalas, Librarian II</i> SP
	1.1. Locate the requested reading/ reference material and, if available, provide the same to the client	none	10 minutes	<i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II</i> SP
2. Receive the requested reading/ reference material. After the research, returns the borrowed reading/ reference material to the Librarian and secures the ID.	2. Receive the reading/ reference material from the client and return his/her ID. 2.1 Return the reading/ reference material to the proper shelf.	none	5 minutes	<i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II</i> SP
3. Accomplish the Client Satisfaction Survey Form (CSSF) or Feedback Form	3. Assist the client in accomplishing/ filling-out CSSF/ Feedback Form	none	1 minute	<i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II, SP</i>



Total	None	18 Minutes	
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7. Request for the issuance of Certificate of Appearance

Service Information: The Certificate of Appearance is released/issued to individuals who made official transaction with the Office of the Vice Governor and the Sangguniang Panlalawigan or to those who served as resource persons or participants during legislative undertakings or activities.

This service may be availed from Monday to Friday, except Holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Administrative Support Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Individuals who made official transaction with the Office of the Vice Governor and the Sangguniang Panlalawigan or those who served as resource persons or participants during legislative undertakings or activities.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of his official transaction with the OVG and the SP			Administrative Support Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for a copy of Certificate of Appearance				
1. Verbalize request to the personnel on duty and write his/her name in the logbook with corresponding signature.	1. Courteously entertain client by asking his/her transaction with the OVG and the SP	none	2 minutes	<i>Sherill A. Soriano</i> <i>Administrative Officer (AO) V</i> SP
	1.1. Prepare copy of the pre-signed Certificate of	none	2 minutes	<i>Sherill A. Soriano,</i> <i>AO V</i> SP



	Appearance, put his/her initial beside the printed name of designated issuing personnel.			
2. Receive the Certificate of Appearance	2. Release/issue the Certificate of Appearance to the requesting client.	none	1 minute	<i>Sherill A. Soriano, AO V SP</i>
3. Accomplish the Client Satisfaction Survey Form (CSSF) or Feedback Form	3. Assist the client in accomplishing / filling-out CSSF / Feedback Form	none	1 minute	<i>Sherill A. Soriano, AO V SP</i>
Total		None	6 Minutes	

8. Request for the issuance of legislative documents / records

Service Information: Among the conferred powers of the Sangguniang Panlalawigan, under the Local Government Code of 1991 (“LGC of 1991”), is the enactment and approval of legislative measures. The Sangguniang Panlalawigan likewise generates various legislative documents in the performance of its functions that serve as legal instruments, such as but not limited to: (a) copy of ordinances and resolutions, transcript/minutes of the hearing, committee reports, privilege speeches, certificate of posting and accreditation. Clients request from the Sangguniang Panlalawigan for the copy of legislative measure and/or document for whatever legal purpose it may serve them.

This service may be availed from Monday to Friday, except Holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Records, Library and Archives Section under the Secretariat and Legislative Assistance Services Division
Classification:	Simple
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity



	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Document Request Slip		Records, Library and Archives Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalize or submit written request and accomplish Document Request Slip for the issuance of requested copy of documents to the personnel on duty.	1. Accept the filled-out accomplished Document Request Slip and forward the same to the SP Secretary or authorized personnel for approval.	none	15 minutes	<i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Mailen B. Cruzado</i> <i>Librarian III</i> <i>Ma. Luisabeth P. Aliwalas,</i> <i>Librarian II</i> <i>Diwata H. Fetizanan</i> <i>SP Secretary/</i> <i>Authorized</i> <i>Personnel</i> <i>SP</i>
	1.1. Once the request is approved, advise the client (private entities) to pay the required Secretary's Fee at the Provincial Treasurer's Office (PTO)	P50.00/ document not exceeding two pages plus P10.00 per succeeding pages (per Section 174(f)(1) of the 2011 Revised Revenue Code	1 minute	<i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Mailen B. Cruzado</i> <i>Librarian III</i> <i>Ma. Luisabeth P. Aliwalas,</i> <i>Librarian II</i> <i>SP</i>



	1.2. Retrieve and photocopy requested document.	none	1 hour	<i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II SP</i>
2. Receive copy of the requested document	2. Release the requested document to the client, and file filled-out Document Request Slip and the OR, if any.	none	1 minute	<i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II SP</i>
3. Accomplish the Client Satisfaction Survey Form (CSSF) or Feedback Form	3. Assist the client in accomplishing / filling-out CSSF/ Feedback Form	none	1 minute	<i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II SP</i>



Total	P50.00/ document not exceeding two pages plus P10.00 per succeeding pages (per Section 174(f)(1) of the 2011 Revised Revenue Code	1 hour and 18 minutes	
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9. Request from the government agencies and private entities for the passage of provincial ordinance and resolution

Service Information: As the highest Local Legislative Body in the Province of Oriental Mindoro, the Sangguniang Panlalawigan is empowered to enact ordinances and resolutions, authorize the annual and supplemental budget of the province, levy taxes, impose charges and fees for the services rendered by the PGOM, and such other legislative undertaking for the promotion of the general welfare of all the constituents of the province.

The enactment of ordinances and approval of resolutions by the sanggunian is covered under pertinent provisions of the Local Government Code of 1991 and its Implementing Rules and Regulations, various jurisprudence, and Internal Rules of Procedures of the Sanggunian. It entails multi-stage processing, as it undergoes several steps of legislative undertakings, to wit: inclusion in the Agenda; referral to and rendering of committee reports by concerned committee/s; approval under first, second and third reading, approval and posting.

This service may be availed from Monday to Friday, except holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. One copy of the letter clearly specifying the requested ordinance or resolution	Requesting entity
2. One draft copy of proposed ordinance or resolution, if any.	Requesting entity
3. Any documents that would support or serve as bases for the enactment of ordinance or approval of resolution	Requesting entity

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request, as well as all the required documents	1. Accept the letter request and examine/scan to determine the submitted documents.	none	5 minutes	<i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II SP</i>
	1.1. Record the letter request in a logbook of incoming documents.	none	2 minutes	<i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II SP</i>
	1.2. Prepare agenda to include the intent of the letter request and disseminate	none	3 days	<i>Rogelio M. Aguila, LLSO V</i> <i>Diwata H. Fetizanan</i>



	the same to the SP Members			<i>SP Secretary</i> <i>Floor Leader</i> <i>SP</i>
	1.3. Conduct legislative undertakings relative to the requested legislative measures; to include: (a) referral of the request to the appropriate SP Committee; (b) conduct of hearing, (c) rendition and approval of Committee Report; (d) enactment of ordinance or approval of resolution, and (e) adoption of Journal	none	21 days	<i>SP Members</i> <i>SP</i>
	1.4. Finalize the enacted ordinance or approved resolution, and forward said resolution to the SP Secretary and Presiding Officer for signature.	none	3 days	<i>Melan Carla L. Ortega, LLSE II</i> <i>Rogelio M. Aguila, LLSO V</i> <i>Diwata H. Fetizanan</i> <i>SP Secretary</i> <i>SP</i>
	1.5. Sign the enacted ordinance / approved resolution and return the same to the Records Section.\	none	5 days	<i>Melan Carla L. Ortega, LLSE II</i> <i>Diwata H. Fetizanan</i> <i>SP Secretary</i> <i>SP</i>



				<i>Ejay L. Falcon</i> Vice Governor OVG
	1.6. Receive / record the signed copy of enacted ordinance / approved resolution in the logbook	none	5 minutes	<i>Mailen B. Cruzado</i> Librarian III <i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> SP
	1.7. For ordinance, forward copy of the same to the Governor for approval or appropriate action. The Governor has 15 days within which to act on the enacted ordinance. Action shall mean to approve or to veto the legislative measure.	none	1 day	<i>Mailen B. Cruzado</i> Librarian III <i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Diwata H. Fetizanan</i> SP Secretary SP
	1.8. Accept and record the approved or vetoed legislative measure.		5 minutes	<i>Mailen B. Cruzado</i> Librarian III <i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I</i> <i>Ma. Luisabeth P. Aliwalas,</i> Librarian II SP



	1.9. Disseminate the approved ordinance/ resolution to the Office of the Governor and/or to the requesting party.	none	2 days	<i>Mailen B. Cruzado Librarian III</i> <i>Angelica M. De Roxas, AO I SP</i>
2. Receive copy of the approved ordinance or resolution	2. Record proof of receipt of the copy of approved ordinance or resolution	none	5 minutes	<i>Mailen B. Cruzado Librarian III</i> <i>Angelica M. De Roxas, AO I SP</i>
Total		None	35 days and 22 minutes	

“Request from the government agencies and private entities for the passage of provincial ordinance and resolution: Qualified for multi-stage processing.”

10. Review of Ordinances and Resolutions approving Local Development Investment Plans and Investment Programs of the City and Municipalities in the Province

Service Information: One of the functions of the Sangguniang Panlalawigan is to review approved ordinances and resolutions of all the component city and municipalities of the province per Sections 56 and 327 of the Local Government Code (LGC) of 1991.

Subject for review of the Sangguniang Panlalawigan are the following measures:

- a. Appropriation Ordinances authorizing Annual and Supplemental Budgets, and augmentation/reversion of funds.
- b. General Ordinances as mandated under Section 468(a)(1)(i) of LGC of 1991.
- c. Revenue/Tax Ordinances.
- d. Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO) of the LGU
- e. Resolution approving the Local Development Plan and Investment Programs of the LGU.

It must be noted however that the SP Members, as a collegial body, adopted their Internal Rules of Procedures (IRP) which serves as the basis of their legislative undertakings and/or actions.



For the review of appropriation ordinances authorizing the LGU's annual and supplemental budgets, the Department of Budget and Management (DBM) issued Budget Operation Manual for LGUs, 2023 Edition.

As part of the review process, all appropriation ordinances and resolutions approving the Local development plans and investment programs are forwarded to the Provincial Finance Committee, through the Provincial Budget Office (PBO) and Provincial Planning and Development Office (PPDO), respectively, for evaluation and recommendation. Likewise, the CLUP, as well as all the attached documents, is forwarded to the Provincial Land Use Committee (PLUC), through the PPDO, for evaluation and recommendation. Moreso, if the concerned SP Committee deems it necessary, general ordinance subject for review are forwarded to the Provincial Legal Office (PLO) for evaluation whether the same is within the conferred powers of the Sanggunian to enact or approve.

This service may be availed from Monday to Friday, except holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Sangguniang Panlalawigan		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Sangguniang Panlungsod and Sangguniang Bayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For the Review of Annual Budget, Supplemental Budget and Augmentation/Reversion of Funds			
1. For the Annual Budget:			
<ul style="list-style-type: none">• One original copy of Transmittal Letter signed by the Sanggunian Secretary• One original copy and one certified photocopy of the Budget Message signed by the LCE• One original copy and one certified true copy of the Local Expenditure Program signed by the LCE• One original copy and one certified true copy of Plantilla of Personnel signed by the Human Management Officer, Budget Officer and LCE• Appropriation Ordinance, bearing the official seal of the LGU, and signed by the Sanggunian Secretary, Presiding Officer, and		Sangguniang Panlungsod / Sangguniang Bayan	



<p>the Local Chief Executive (LCE). The LCE shall sign each and every page of the appropriation Ordinance.</p> <ul style="list-style-type: none"> • One certified true copy of Approved Annual Investment Program (AIP). • One certified true copy of the Sanggunian Resolution approving the AIP • One certified true copy of the Veto Message, if any • One original copy of the Sanggunian's action on veto, if any 	
<p>2. For Supplemental Budget</p> <ul style="list-style-type: none"> • One original copy of the Transmittal Letter signed by the Sanggunian Secretary • One original copy and one certified true copy of the Appropriation Ordinance bearing the official seal of the LGU, and signed by the Sanggunian Secretary, Presiding Officer, and the Local Chief Executive (LCE). The LCE shall sign each and every page of the appropriation Ordinance. • Funds Actually Available: • One certified true copy of Certified Statement of Additional Realized Income • One certified true copy of Certification of Savings • New Revenue Measures: <ul style="list-style-type: none"> • One certified true copy of Certified Statement of Income from New Revenue Measures <ul style="list-style-type: none"> ➤ One certified true copy of duly enacted Tax Ordinance which imposes new local taxes, charges, 	<p>Sangguniang Panlungsod / Sangguniang Bayan</p>



<p>fees, fines or penalties, or which raises existing local taxes, charges, fees, fines or penalties</p> <p>➤ One certified true copy of official communication stating that the LGU is a recipient of new or higher remittances, contributions, subsidies or grants in aid from National Government or from government corporations and private entities</p> <ul style="list-style-type: none"> • Realignment of appropriations in times of public Calamity <ul style="list-style-type: none"> • One certified true copy of Certificate of Source of Funds Available for Appropriations • One certified true copy of Supplemental AIP, if any • One certified true copy of Sanggunian Resolution approving the Supplemental Investment Program (SIP) • One certified true copy of Veto Message, if any • One certified true copy of Sanggunian's action on veto, if any 	
<p>3. For augmentation/reversion of funds</p> <ul style="list-style-type: none"> • One original copy of Transmittal Letter signed by the Sanggunian Secretary • One original copy and one photocopy of Appropriation Ordinance bearing the official seal of the LGU, and signed by the Sanggunian Secretary, Presiding Officer, and the Local Chief Executive (LCE). The LCE shall sign each and every page of the appropriation Ordinance. 	<p>Sangguniang Panlungsod / Sangguniang Bayan</p>
<p>4. For AIP/SIP</p>	<p>Sangguniang Panlungsod / Sangguniang Bayan</p>



<ul style="list-style-type: none"> • One original copy of Transmittal Letter signed by the Sanggunian Secretary • One original copy and one certified true copy of Resolution approving AIP/SIP bearing the official seal of the LGU, and signed by the Sanggunian Secretary, Presiding Officer, and the Local Chief Executive (LCE). The LCE shall sign each and every page of the resolution. • One original copy and one certified true copy of the AIP/SIP, with one photocopy of all supporting documents 	
<p>B. General Ordinances</p> <ul style="list-style-type: none"> • One original copy of Transmittal Letter signed by the Sanggunian Secretary • One original copy and one certified true copy of city/municipal ordinance bearing the official seal of the LGU, and signed by the Sanggunian Secretary, Presiding Officer, and the Local Chief Executive (LCE). The LCE shall sign each and every page of the ordinance. <p>For amendatory ordinance, one certified true copy of the amended ordinance or at least portion of the same being amended.</p>	<p>Sangguniang Panlungsod / Sangguniang Bayan</p>
<p>C. Comprehensive Land Use Plan (CLUP) and Zoning Ordinance</p> <ul style="list-style-type: none"> • One original copy of the Transmittal Letter signed by the Sanggunian Secretary • Three copies of the Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO) including digital copy <ul style="list-style-type: none"> • One set of presentation map including digital copy • Executive Summary of the CLUP (refer to Annex 9-1 of CLUP Step 9) 	<p>Sangguniang Panlungsod / Sangguniang Bayan</p>



<ul style="list-style-type: none"> • One certified true copy of Sanggunian Secretary's Certificate of Public Hearing conducted • One certified true copy Minutes of Public Hearing / Consultation • One certified true copy of List of invitees and sector represented • One certified true copy of issued invitation letter/Notice of public hearing • One certified true copy of Attendance Sheet 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit transmittal letter forwarding the local legislative measure subject for review, as well as all the required documents	1. Accept the transmittal letter and examine/scan to determine completeness of the submitted documents. If the documents submitted are incomplete, the request shall not be accepted.	none	5 minutes	<i>Mailen B. Cruzado, Librarian III</i> <i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I SP</i>
	1.1. Record the transmittal letter in a logbook of incoming documents.	none	5 minutes	<i>Mailen B. Cruzado Librarian III</i> <i>Ronnalyn B. Fabian, AO III</i> <i>Angelica M. De Roxas, AO I SP</i>
	1.2. Prepare agenda, to include the	none	5 days	<i>Rogelio M. Aguila LLSO V</i>



	transmittal letter submitting local legislative measure subject for review, and disseminate the same to the SP Members			<i>Diwata H. Fetizanan</i> <i>SP Secretary</i> <i>Floor Leader</i> <i>SP</i>
	1.3. Conduct legislative undertakings relative to the review of local legislative measures; to include: (a) referral of the application to the appropriate SP Committee; (b) conduct of hearing, (c) rendition and approval of Committee Report; (d) approval of resolution embodying the action of the SP, and (e) adoption of Journal	none	25 days	SP Members SP
	1.4. Finalize the resolution approving or disapproving the local legislative measure subject for review, and forward said resolution to the SP Secretary and	none	4 days	<i>Melan Carla L. Ortega, LLSE II</i> <i>Rogelio M. Aguila</i> <i>LLSO V</i> <i>Diwata H. Fetizanan,</i> <i>SP Secretary</i> <i>SP</i>



	Presiding Officer for signature.			
	1.5. Sign the approved resolution and return the same to the Records Section.	none	8 days	<i>Melan Carla L. Ortega, LLSE II</i> <i>Diwata H. Fetizanan</i> <i>SP Secretary</i> <i>SP</i> <i>Ejay L. Falcon</i> <i>Presiding Officer</i> <i>OVG</i>
	1.6. Receive / record the signed copy of approved resolution in the logbook	none	5 minutes	<i>Mailen B. Cruzado</i> <i>Librarian III</i> <i>Ronnalyn B. Fabian</i> <i>AO III</i> <i>Angelica M. De Roxas</i> <i>AO I</i> <i>SP</i>
	1.7. Disseminate the approved resolution to the Office of the Mayor, Sangguniang Bayan of the concerned LGU and the PFC.	none	3 days	<i>Mailen B. Cruzado</i> <i>Librarian III</i> <i>Angelica M. De Roxas</i> <i>AO I</i> <i>SP</i>
2. Receive copy of the resolution	2. Record proof of receipt of the copy of resolution	none	5 minutes	<i>Mailen B. Cruzado,</i> <i>Librarian III</i> <i>Angelica M. De Roxas, AO I</i> <i>SP</i>
Total		None	45 days and 17 minutes	

“Review of Ordinances and Resolutions approving Local Development Investment Plans and Investment Programs of the City and Municipalities in the Province: Qualified for multi-stage processing.”



**THE OFFICE OF THE VICE GOVERNOR AND
THE SANGGUNIANG PANLALAWIGAN
OF ORIENTAL MINDORO
(OVG and the SP)**

INTERNAL SERVICES



1.Request for Authority to enter into and sign Memorandum of Agreement (“MOA”) / Memorandum of Understanding (“MOU”) / Contract of Lease (“COL”) / Deed of Donations (“DOD”) / Usufruct Agreement (“UA”) / Broadcast Contract (“BC”) and such other Legal Instruments

Service Information: To fast-track socio-economic progress in Oriental Mindoro, the Provincial Government links its developmental activities with national government agencies as well as private institutions to ensure effective realization of those undertakings.

Likewise, the Provincial Government is recognizing the inevitable role of the Cooperatives, NGOs, POs and other organizations in the delivery of direct services to the people, particularly those in the grassroots. Thus, it forges and maintains strong partnership with those sectors and provides technical, financial and other related support to bring into fruition the common objective of uplifting the lives of the people.

The Local Government Code of 1991 (R.A. No. 7160) grants power to the Provincial Governor to “Represent the province in all its business transactions and sign in its behalf all bonds, contracts, and obligations, and such other documents upon authority of the Sangguniang Panlalawigan or pursuant to law or ordinance [Section 465(b)(1)(vi)]”.

In view of the above premises, the Sangguniang Panlalawigan (SP) acts on the request from the Provincial Governor for the grant of authority to enter into MOA, MOU, COL, DOD, UA and BC.

The approval of resolutions by the sanggunian is covered under pertinent provisions of the Local Government Code of 1991 and its Implementing Rules and Regulations, various jurisprudence, and Internal Rules of Procedures of the Sanggunian. It entails multi-stage processing, as it undergoes several steps of legislative undertakings, to wit: inclusion in the agenda; referral to and rendering of committee reports by concerned committee/s; and approval under first, second and/or third reading.

However, in case the requested resolution has not been favorably granted by the SP for valid reasons, such action shall be communicated to the concerned party by the Secretariat within 3 days upon instruction.

This service may be availed from Monday to Friday, except holidays, from 8:00 A.M. to 5:00 P.M.



Office or Division:	Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Provincial Governor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. For the MOA / MOU / COL / DOD / UA/ BC</p> <ul style="list-style-type: none"> • One original copy of letter request signed by the Provincial Governor or the Provincial Administrator, for and by the authority of the Provincial Governor (one original copy) If the said request needs urgent action by the SP, indicate the same in the letter and attached therewith one original copy of CERTIFICATE OF URGENCY issued for such purpose signed by the Provincial Governor. • One photocopy of draft MOA/MOU/COL/DOD/UA/BC (one copy) • One original copy of Certification from the Provincial Legal Officer as to Legal Sufficiency • One photocopy of the Terms of Reference (TOR), if any • One original copy of Board Resolution authorizing its President/Chairman to represent the organization and to enter into MOA/MOU/COL/DOD/UA/BC, if the party involved is a private corporation/company / agency or institutions <p>2. For the MOA granting soft loan and other assistance from the PGOM requiring authority of the SP</p> <ul style="list-style-type: none"> • One original copy of the letter request signed by the Provincial Governor or the Provincial Administrator, for and by authority of the Governor. If the said request needs urgent action by the SP, indicate the same in the letter and attached therewith one original copy of CERTIFICATE OF URGENCY issued for such purpose signed by the Provincial Governor. 	Office of the Governor



<ul style="list-style-type: none"> • One photocopy of draft MOA • One original copy of Certification from the Provincial Legal Officer as to Legal Sufficiency • For renewal of loan, original copy of certification that the CSO has no outstanding balance or default of amortization from previous loan to be issued by the Office of the Provincial Accountant • One original copy of Certificate of Budgetary Allocations/Availability of Funds jointly issued by the Provincial Budget Officer and Provincial Treasurer • One original copy of Coop/NGO/POs Board Resolution authorizing its President/Chairman to represent the organization and to enter into and sign into MOA • One photocopy of Project Proposal prepared and approved by the CSO • One original copy of Evaluation Report as to viability of the project proposal conducted by the PICEDO <p>Noted: Only the CSOs duly accredited by the Sangguniang Panlalawigan shall be entitled to soft loan and other assistance from the PGOM.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for authority to enter into and sign MOA/MOU/COL/DOD/UA/BC				
1. Submit written request together with all the required documents	1. Accept the request and examine/scan to determine completeness of the submitted documents. If the documents submitted are incomplete, the	none	5 minutes	<i>Ronnalyn B. Fabian, AO III</i> <i>Mailen B. Cruzado Librarian III</i>



	request shall not be accepted.			<i>Ma. Luisabeth P. Aliwalas, Librarian II</i> <i>Angelica M. De Roxas, AO I SP</i>
	1.1. Record in the logbook for incoming documents.	none	2 minutes	<i>Ronnalyn B. Fabian, AO III</i> <i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II</i> <i>Angelica M. De Roxas, AO I SP</i>
	1.2. Prepare agenda to include the letter request, and disseminate the same to the SP Members	none	5 days	<i>Wilson R. Rodio, LLSE II</i> <i>Maria Fe Corazon E. Martinez, LLSA I</i> <i>Rogelio M. Aguila, LLSO V</i> <i>Diwata H. Fetizanan SP Secretary</i> <i>Floor Leader SP</i>
	1.3. Conduct legislative undertakings relative to the request; to include: (a) referral of the letter to	none	25 days	<i>SP Members</i>



	appropriate SP Committee; (b) conduct of hearing, (c) rendition and approval of Committee Report; (d) approval of resolution embodying the action of the SP, and (e) adoption of Journal			
	1.4. Finalize the resolution granting authority to the Governor and forward said resolution to the SP Secretary and Presiding Officer for signature.	none	4 days	<p><i>Melan Carla L. Ortega, LLSE II</i></p> <p><i>Rogelio M. Aguila, LLSO V</i></p> <p><i>Diwata H. Fetizanan</i> SP Secretary</p>
	1.5. Sign the approved resolution and return the same to the Records Section.	none	8 days	<p><i>Diwata H. Fetizanan</i> SP Secretary</p> <p><i>Ejay L. Falcon,</i> Vice Governor / Presiding Officer</p> <p><i>Melan Carla L. Ortega, LLSE II</i></p>
	1.6. Receive / record the signed copy of approved resolution in the logbook	none	5 minutes	<p><i>Ronnalyn B. Fabian, AO III</i></p> <p><i>Mailen B. Cruzado</i> Librarian III</p> <p><i>Angelica M. De Roxas, AO I</i> SP</p>



	1.7. Disseminate the approved resolution to the Office of the Governor and concerned PGOM Offices	none	1 day	<i>Mailen B. Cruzado Librarian III Angelica M. De Roxas, AO I SP</i>
2. Receive copy of the resolution granting authority to the Governor	2. Record proof of receipt of the copy of resolution	none	5 minutes	<i>Mailen B. Cruzado Librarian III Angelica M. De Roxas, AO I SP Designated personnel Governor's Office.</i>
Total		None	48 days and 17 minutes	

“Request for Authority to enter into and sign Memorandum of Agreement (“MOA”) / Memorandum of Understanding (“MOU”) / Contract of Lease (“COL”) / Deed of Donations (“DOD”) / Usufruct Agreement (“UA”) / Broadcast Contract (“BC”) and such other Legal Instruments: Qualified for multi-stage processing.”

2. Request from the PGOM Executive Branch for the passage of general and appropriation ordinances and resolutions approving the Provincial Development Investment Plan (PDIP)/Annual Investment Program (AIP) and Supplemental Investment Program (SIP)

Service Information: As the highest Local Legislative Body in the Province of Oriental Mindoro, the Sangguniang Panlalawigan is empowered to (a) enact appropriation ordinances authorizing the annual and supplemental budgets and augmentation of funds, and (b) pass resolution approving the development plans and investment programs necessary for the promotion of the general welfare of all the constituents of the province.

The enactment of appropriation ordinances and approval of resolutions by the sanggunian is covered under pertinent provisions of the Local Government Code of 1991 and its Implementing Rules and Regulations, Budget Operation Manual, 2023 Edition, various jurisprudence, and Internal Rules of Procedures of the Sanggunian. It entails multi-stage processing, as it undergoes several steps of legislative undertakings, to wit:



inclusion in the Agenda; referral to and rendering of committee reports by concerned committee/s; and approval under first, second and/or third reading.

However, in case the requested appropriation ordinance or resolution has not been favorably granted by the SP for valid reasons, such action shall be communicated to the concerned party by the Secretariat within 3 days upon instruction.

This service may be availed from Monday to Friday, except holidays, from 8:00 A.M. to 5:00 P.M.

Office or Division:	Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Sangguniang Panlungsod and Sangguniang Bayan
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. For the PDIP/AIP	
2. Transmittal Letter signed by the Governor	Office of the Governor (GO)
3. One original copy and 16 photocopies of the PDIP/AIP	
4. One photocopy each of the following supporting documents:	
a. One original copy of the Provincial Development Council Resolution adopting the PDIP/AIP	
	Provincial Planning and Development Office (PPDO)
B. For SIP	
1. Transmittal Letter signed by the Governor	GO
2. One original copy and 16 photocopies of the SIP	PPDO
3. One original copy of the PDC Resolution adopting the SIP	
C. For the Annual Budget	
1. Transmittal Letter/Budget Message of the Governor	GO
2. One original copy and 16 photocopies of Executive Budget	Provincial Budget Office (PBO)



3. One original copy and 16 photocopies of Local Expenditure Program (LEP)	
4. Plantilla of Personnel	Provincial Human Resource Management Office (PHRMO)
5. One original copy and 16 photocopies of Annual Operating Budget of the Local Economic Enterprise, if any	Provincial Budget Office (PBO)
6. One original copy of the approved AIP	PBO/PPDO
D. For Supplemental Budget (SB)	
1. One original copy of Transmittal signed by the Governor	Provincial Finance Committee PBO
2. One original copy and 16 photocopies of the SB	
For Funds Actually Available	
<ul style="list-style-type: none"> One original copy of Certified Statement of Additional Realized Income 	
<ul style="list-style-type: none"> One original copy of Certification of Savings 	
For New Revenue Measures:	
<ul style="list-style-type: none"> One original copy of Certified Statement of Income from New Revenue Measure 	
For Realignment of Appropriations in Times of Calamity	
<ul style="list-style-type: none"> One original copy of Source of Funds Available for Appropriations 	
E. For Augmentation Personal Services (PS) and Maintenance and Other Operating Expenses (MOOE) Savings / Reversion of funds	
1. One original copy of Transmittal Letter signed by the Governor or by the Provincial Administrator, for and by authority of the Governor	GO / Provincial Administrator (PA)
2. One original copy of Certification jointly issued and signed by the Provincial Budget Officer,	PBO



Provincial Accountant and Provincial Treasurer, embodying therein period covered of savings and object/s of expenditure/s with corresponding Account Code/s, Key Result Area/s (KRAs) and amount.				
3. For augmentation of PS savings, one copy of List of Vacant Positions affected/covered by the PS Savings and List of New Personnel/Hires		PHRMO		
F. Ordinances of General Application and Resolution				
1. One copy of the Transmittal Letter signed by the Governor or by the Provincial Administrator, for and by the authority of the Governor		GO / PA		
2. One original copy of Certificate of Urgency, if the matter requires urgent action of the SP		GO		
3. One copy of Certificate of Legal Sufficiency, if applicable		Provincial Legal Office (PLO)		
4. One draft copy of proposed ordinance or resolution, if any.		GO/PLO		
5. Any documents that would support or basis for the enactment of ordinance or approval of resolution		GO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit transmittal letter, as well as all the required documents	1. Accept the transmittal letter and examine / scan to determine completeness of the submitted documents. If the documents submitted are	None	5 minutes	<i>Ronnalyn B. Fabian, AO III</i> <i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II</i>



	incomplete, the request shall not be accepted.			<i>Angelica M. De Roxas, AO I SP</i>
	1.1. Record the transmittal letter in a logbook for incoming documents.	None	2 minutes	<i>Ronnalyn B. Fabian, AO III</i> <i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II</i> <i>Angelica M. De Roxas, AO I SP</i>
	1.2. Prepare the agenda to include the subject of the transmittal letter, and disseminate the same to the SP Members	none	5 days	<i>Wilson R. Rodio, LLSE II</i> <i>Maria Fe Corazon E. Martinez, LLSA I</i> <i>Rogelio M. Aguila, LLSO V</i> <i>Diwata H. Fetizanan SP Secretary</i> <i>Floor Leader SP</i>
	1.3. Conduct legislative undertakings relative to the requested legislative measures; to include: (a) referral of the	none	25 days	<i>SP Members</i>



	request to the appropriate SP Committee; (b) conduct of hearing, (c) rendition and approval of Committee Report; (d) enactment of ordinance or approval of resolution, and (e) adoption of Journal			
	1.4. Finalize the enacted ordinance or approved resolution, and forward said resolution to the SP Secretary and Presiding Officer for signature.	None	4 days	<p><i>Melan Carla L. Ortega, LLSE II</i></p> <p><i>Rogelio M. Aguila, LLSO V</i></p> <p><i>Diwata H. Fetizanan</i> <i>SP Secretary</i></p>
	1.5. Sign the enacted ordinance / approved resolution and return the same to the Records Section.	None	8 days	<p><i>Melan Carla L. Ortega, LLSE II</i></p> <p><i>Diwata H. Fetizanan</i> <i>SP Secretary</i></p> <p><i>Ejay L. Falcon</i> <i>Presiding Officer/Presiding Officer, OVG</i></p>
	1.6. Receive / record the signed copy of enacted ordinance / approved resolution in the logbook	none	5 minutes	<p><i>Ronnalyn B. Fabian, AO III</i></p> <p><i>Mailen B. Cruzado</i> <i>Librarian III</i></p>



				<i>Ma. Luisabeth P. Aliwalas, Librarian II</i> <i>Angelica M. De Roxas, AO I SP</i>
	<p>1.7. For ordinances and resolution approving the PDIP/AIP/SIP, forward copy of the same to the Governor for approval or appropriate action.</p> <p>The Governor has 15 days within which to act on the said legislative measures. Action shall mean to approve or to veto legislative measure.</p>	none	1 day	<i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II</i> <i>Angelica M. De Roxas, AO I</i> <i>Diwata H. Fetizanan SP Secretary</i>
	1.8. Accept and record the approved or vetoed legislative measures.		5 minutes	<i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II</i> <i>Angelica M. De Roxas, AO I SP</i>
	1.9. Disseminate the approved ordinance / resolution to the Office of the Governor and	none	1 day	<i>Mailen B. Cruzado Librarian III</i> <i>Ma. Luisabeth P. Aliwalas, Librarian II</i>



	concerned PGOM offices.			<i>Angelica M. De Roxas, AO I SP</i>
2. Receive copy of the approved ordinance or resolution	2. Record proof of receipt of the copy of approved ordinance or resolution	none	5 minutes	<i>Ronnalyn B. Fabian, AO III Mailen B. Cruzado Librarian III Ma. Luisabeth P. Aliwalas, Librarian II Angelica M. De Roxas, AO I SP</i>
Total		None	49 days and 22 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSC) from via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact Info: 288-7250 and/ or sp@ormindoro.gov.ph
How feedback is processed	<ol style="list-style-type: none"> 1. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answer, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact the <i>Sangguniang Panlalawigan</i> at 288-7250.
How to file complaint	<ol style="list-style-type: none"> 1. Complaint can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow ups, clients may contact the <i>Sangguniang Panlalawigan</i> at 288-7250.
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible. 5. The client shall be notified of the progress of the complaint. 4. For inquiries and follow-ups, clients may contact the <i>Sangguniang Panlalawigan</i> at 288-7250.
Contact information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782)</p> <p>PCC : 8888 CCB : 0908-881-6565</p>



OVG AND THE SP DIRECTORY			
DIVISION / UNIT	ADDRESS	CONTACT NUMBER	OFFICIAL EMAIL ADDRESS
Administrative Unit	1F Batasang Panlalawigan (Benigno S. Aquino Legislative Bldg.), Brgy. Camilmil, City of Calapan	(043) 288-7463	sp@ormindoro.gov.ph
Records Unit	1F Batasang Panlalawigan (Benigno S. Aquino Legislative Bldg.), Brgy. Camilmil, City of Calapan	(043) 288-72-50	
Legislative Assistance and Secretariat Services Division	1F Batasang Panlalawigan (Benigno S. Aquino Legislative Bldg.), Brgy. Camilmil, City of Calapan	(043) 288-7463	
Office of the SP Secretary	1F Batasang Panlalawigan (Benigno S. Aquino Legislative Bldg.), Brgy. Camilmil, City of Calapan	0917-850-87-39	
Office of the Vice Governor	2F Batasang Panlalawigan (Benigno S. Aquino Legislative Bldg.), Brgy. Camilmil, City of Calapan	09171065810	



PROVINCIAL PLANNING AND DEVELOPMENT OFFICE

External Services



1.PROVISION OF DATA/INFORMATION/MAPS (WALK-IN)

The Research, Project Development and Database Management Division maintains a database of secondary information and statistics about the province, which serve as inputs in the preparation of plans and project proposals. These are being used by government offices, researchers, investors and thesis writers, among others. This service is available from Mondays to Fridays (8:00am to 5:00pm) except holidays.

Office or Division:	Provincial Planning and Development Office (PPDO) Research, Project Development and Database Management (RPDDM) Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Walk-in				
1. Request Slip (1 original)			PPDO - Administrative Unit	
2. Letter Request (1 original and signed)			Requesting Client	
3. Order of Payment (1 original)			PPDO - RPDDM Division	
4. Official Receipt (1 photocopy)			Provincial Treasurer's Office	
5. Client Satisfaction Measurement via e-portal or Client Satisfaction Measurement Form (CSMF)			PPDO - Administrative Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and accomplish request slip	1. Receive letter request and accomplished request slip and forward to RPDDM Division	None	5 Minutes	<i>Lerma L. Ramirez,</i> <i>Administrative Officer IV</i> or <i>Rebecca A. Reyes,</i> <i>Administrative Aide VI</i> Administrative Unit-PPDO



2. Proceed to RPDDM Division	2. Requested process data/ information/ maps	None	30 Minutes	<p><i>Maria Marsha F. De Castro, Statistician II</i> or <i>Reynaldo S. Larracas, Project Development Officer II</i> or <i>Sharlene M. Santos, Statistician I</i> or <i>Carl Vincent G. Tugade Statistician I</i></p> <p>RPDDM Division-PPDO</p>
	2.1 Validate and approve release of requested data/ information/ maps	None	5 Minutes	<p><i>Lydia Muneca S. Melgar, Provincial Planning and Development Coordinator</i> or <i>Lennie B. Alberto, Project Development Officer IV</i></p> <p>RPDDM Division-PPDO</p>
	2.2 Determine corresponding fees	None	5 Minutes	<p><i>Maria Marsha F. De Castro, Statistician II</i> or <i>Reynaldo S. Larracas, PDO II</i> or <i>Sharlene M.</i></p>



				<i>Santos, Statistician I or Carl Vincent G. Tugade, Statistician I RPDDM Division-PPDO</i>
3. Pay research fees at the Provincial Treasurer's Office	3. Receive payment and issue Official Receipt	PHP 10.00/ page (research fee) PHP 20.00/ page (report-size map) PHP 20.00/ page (electronic copy)	9 minutes	<i>Angela Camille Ferrer, RCC I or Joycel B. Bagus RCC I Provincial Treasurer's Office</i>
4. Present Official Receipt to RPDDM Division	4. Record/ Scan Official Receipt	None	5 minutes	<i>Maria Marsha F. De Castro, Statistician II or Reynaldo S. Larracas, PDO II or Sharlene M. Santos, Statistician I or Carl Vincent G. Tugade, Statistician I RPDDM Division-PPDO</i>
5. Receive document/s	5. Release document/s	None	5 Minutes	<i>Maria Marsha F. De Castro, Statistician II or Reynaldo S. Larracas,</i>



				<i>PDO II</i> or <i>Sharlene M. Santos, Statistician I</i> or <i>Carl Vincent G. Tugade, Statistician I</i> RPDDM Division-PPDO
6. Accomplish Client Satisfaction Measurement via e-portal or Client Satisfaction Measurement (CSM) Form	6. Assist client and receive accomplished CSM Form	None	5 minutes	<i>Lerma L. Ramirez, AO IV</i> or <i>Rebecca A. Reyes, AA VI</i> Administrative Unit-PPDO
TOTAL:		depends on type of document	1 hour and 9 minutes	

2. PROVISION OF DATA/INFORMATION/MAPS (ONLINE)

The Research, Project Development and Database Management Division maintains a database of secondary information and statistics about the province, which serve as inputs in the preparation of plans and project proposals. These are being used by government offices, researchers, investors and thesis writers, among others. This service is available from Mondays to Fridays (8:00am to 5:00pm) except holidays.

Office or Division:	PPDO RPDDM Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business
Who may avail:	All



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Online				
1. Letter Request (1 signed scanned copy)			Requesting Client	
2. Client Satisfaction Measurement via Google Forms			PPDO - RPDDM Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to ppdo.rpddm@gmail.com	1. Receive letter request and process requested data/information/maps	None	40 Minutes	Maria Marsha F. De Castro, Statistician II or Reynaldo S. Larracas, PDO II or Sharlene M. Santos, Statistician I or Carl Vincent G. Tugade, Statistician I RPDDM Division-PPDO
	1.1 Validate and approve release of requested data/information/maps	None	5 Minutes	Lydia Muneca S. Melgar, PPDC-PPDO or Lennie B. Alberto, PDO IV RPDDM Division-PPDO
2. Acknowledge receipt of requested data/information / maps	2. Send requested data/information/ maps thru email	None	10 Minutes	Maria Marsha F. De Castro, Statistician II or Reynaldo S. Larracas, PDO II or Sharlene M. Santos, Statistician I or



				<i>Carl Vincent G. Tugade, Statistician I</i> PPDO
3. Accomplish Client Satisfaction Measurement (CSM) via Google Forms	3. Record result of CSM Google Forms	None	5 Minutes	<i>Maria Marsha F. De Castro, Statistician II</i> or <i>Reynaldo S. Larracas, PDO II</i> or <i>Sharlene M. Santos, Statistician I</i> or <i>Carl Vincent G. Tugade, Statistician I</i> PPDO
TOTAL:		None	1 hour	

3. PROVISION OF FEEDBACK INFORMATION TO MANAGEMENT AND OTHER INTERESTED PARTIES ON THE STATUS OF PROGRAM/ PROJECT IMPLEMENTATION (WALK-IN)

Monitoring and evaluation activities are regularly conducted to ensure timely and quality program/project implementation and determine its effectiveness and impact to the constituents. The findings and recommendations of the programs/projects monitored/evaluated shall be reported to the top management and implementers to serve as bases for decision/policy making. This service is available from Mondays to Fridays (8:00 am to 5:00 pm) except holidays.

Office or Division:	PPDO Monitoring and Evaluation (M&E) Division	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Walk-in		



1. Request Slip (1 original copy)			PPDO - Administrative Unit	
2. Letter Request (1 original copy)			Requesting Client	
3. Client Satisfaction Measurement (CSM) via e-portal or Client Satisfaction Measurement (CSM) Form			PPDO - Administrative Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and accomplish request slip	1. Receive letter request and accomplished request slip and forward to M&E Division	None	5 minutes	<i>Lerma L. Ramirez, AO IV</i> or <i>Rebecca A. Reyes, AA VI</i> Administrative Unit-PPDO
2. Proceed to M&E Division	2. Prepare/ process the requested information	None	30 minutes	<i>Edmin L. Distajo, Project Evaluation Officer III</i> or <i>Nestor M. Manongsong, Project Evaluation Officer II</i> <i>Maria Margarita V. Lopez, Project Evaluation Officer II</i> or <i>Jeffrey G. Maramot, Project Evaluation Officer II</i> M&E Division-PPDO
	2.1 Validate and approve release of requested information	None	5 minutes	<i>Lydia Muneca S. Melgar, PPDC-PPDO</i> or <i>Edmin L. Distajo, PEO III</i> M&E Division-PPDO



3. Receive document/s	3. Release document/s	None	5 minutes	<i>Edmin L. Distajo, PEO III</i> or <i>Nestor M. Manongsong, PEO II</i> or <i>Maria Margarita V. Lopez, PEO II</i> or <i>Jeffrey G. Maramot, PEO II</i> <i>M&E Division-PPDO</i>
4. Accomplish CSM via e-portal or CSM Form	4. Assist client and receive accomplished CSM	None	5 minutes	<i>Lerma L. Ramirez, AO IV</i> or <i>Rebecca A. Reyes, AA VI</i> Administrative Unit-PPDO
TOTAL:		None	50 minutes	

4. PROVISION OF FEEDBACK INFORMATION TO MANAGEMENT AND OTHER INTERESTED PARTIES ON THE STATUS OF PROGRAM/ PROJECT IMPLEMENTATION (ONLINE)

Monitoring and evaluation activities are regularly conducted to ensure timely and quality program/project implementation and determine its effectiveness and impact to the constituents. The findings and recommendations of the programs/projects monitored/evaluated shall be reported to the top management and implementers to serve as bases for decision/policy making. This service is available from Mondays to Fridays (8:00 am to 5:00 pm) except holidays.

Office or Division:	PPDO -M&E Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen
Who may avail:	All



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Online				
1. Letter Request (1 original copy of email/signed scanned copy)			Requesting Client	
2. Client Satisfaction Measurement (CSM) via Google Forms			PPDO – M&E Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to ppdo.monitoring@gmail.com	1. Receive letter request and process requested information	None	40 minutes	Edmin L. Distajo, PEO III or Nestor M. Manongsong, PEO II or Maria Margarita V. Lopez, PEO II or Jeffrey G. Maramot, PEO II M&E Division-PPDO
	1.1 Validate and approve request	None	5 minutes	Lydia Muneca S. Melgar, PPDC-PPDO or Edmin L. Distajo, PEO III PPDO
2. Acknowledge receipt of requested information	2. Send requested information through email	None	10 minutes	Edmin L. Distajo, PEO III or Nestor M. Manongsong, PEO II or Maria Margarita V. Lopez, PEO II or Jeffrey G. Maramot, PEO II PPDO



3. Accomplish CSM via Google Forms	3. Check the accomplished CSM if recorded	None	5 minutes	<i>Edmin L. Distajo, PEO III</i> <i>Nestor M. Manongsong, PEO II</i> <i>Maria Margarita V. Lopez, PEO II</i> <i>Jeffrey G. Maramot, PEO II</i> PPDO
TOTAL:		None	1 hour	

5. TECHNICAL ASSISTANCE IN THE REVIEW OF COMPREHENSIVE DEVELOPMENT PLANS (CDPS) OF COMPONENTS LOCAL GOVERNMENT UNITS

The review of CDP of every Local Government Unit is in compliance with Executive Order No. 152, s. 2018 creating and mobilizing the Comprehensive Development Plan - Technical Assessment Committee Secretariat (CDP-TACS) for the assessment of the CDPs of Component City and Municipalities of the Province of Oriental Mindoro. The Provincial Planning and Development Coordinator as Chairperson of the CDP-TAC and the Provincial Planning and Development Office acting as Technical Secretariat makes it a prime responsibility of the Office. This service is available from Mondays to Fridays (8:00am – 5:00pm) except holidays.

Office or Division:	PPDO Planning and Programming Division (PPD)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request/Indorsement Letter (1 original and signed by the Local Chief Executive) 2. Comprehensive Development Plans (1 original and soft copy) 3. Client Satisfaction Measurement Form (CSMF)			Local Government Units (LGUs) Local Government Units (LGUs) PPDO - Administrative Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter request/indorsement Letter	1. Receive and forward the same to the PPD for recording and checking of requirements	None	5 minutes	<i>Lerma L. Ramirez, AO IV</i> or <i>Rebecca A. Reyes, AA VI</i> PPDO <i>Robert Michael T. Sarguilla, Planning Assistant</i> PPD-PPDO
	1.1 Initial assessment and verification of Comprehensive Development Plans and forward the same to concerned Coordinator	None	5 hours	<i>Ma. Lena Lauren A. Jurquia, Planning Officer III</i> PPDO
	1.2 Review of the planning documents by concerned coordinator including conduct of researches and prepares assessment tool report	None	5 days	<i>Marilyn A. Ramos, Planning Officer III</i> or <i>Ma. Lena Lauren A. Jurquia, Planning Officer III</i> or <i>Sofia Alexandra A. Logmao, Planning Officer II</i> PPDO
	1.3 Submit accomplished assessment tool report to Planning Officer IV	None	30 minutes	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> PPDO



	1.4 Prepare revised/adjusted assessment tool report	None	4 days	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or Sofia Alexandra A. Logmao, PO II PPDO
	1.5 Submit revised/adjusted assessment tool report to Planning Officer IV	None	30 minutes	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or Sofia Alexandra A. Logmao, PO II PPDO
	1.6 Submit review action slip report to the PPDC	None	1 day	Ma. Lena Lauren A. Jurquia, Planning Officer III PPDO
	1.7 Review submit assessment tool report for revision/finalization	None	50 minutes	Ma. Lena Lauren A. Jurquia, Planning Officer III PPDO
	1.8 Revise/adjust assessment tool report per comment/s of the PPDC	None	1 day	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or Sofia Alexandra A. Logmao, PO II PPDO



	1.9 Submit final assessment tool matrices to the PPDC for approval	None	1 day	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> PPDO
	1.10 Submit final assessment tool matrices to the Governor for signature	None	7 days	<i>Robert Michael T. Sarguilla, Planning Assistant</i> PPD-PPDO <i>Paula Bianca S. Mendroz, Senior Administrative Assistant III/Private Secretary II</i> Office of the Governor
	1.11 Inform the concerned LGU of the assessment result	None	1 hour	<i>Ma. Lena Lauren A. Jurquia, PO III</i> PPDO
2. Accomplish CSM via e-portal or CSM Form	2. Ask the client to fill out CSM Form via e-portal or print out copy	None	5 minutes	<i>Lerma L. Ramirez, AO IV</i> or <i>Rebecca A. Reyes, AA VI</i> Administrative Unit-PPDO
TOTAL:		None	20 days	



PROVINCIAL PLANNING AND DEVELOPMENT OFFICE

Internal Services



1. PROVISION OF TECHNICAL SERVICES TO SANGGUNIAN PANLALAWIGAN IN THE REVIEW OF CIVIL SOCIETY ORGANIZATIONS' APPLICATION FOR ACCREDITATION

Civil Society Organizations may apply for accreditation to the Sanggunian Panlalawigan for purposes of representation to Local Special Bodies and involvement in Provincial Government of Oriental Mindoro projects, among others. The Provincial Planning and Development Office provides technical assistance to the Sanggunian Panlalawigan in evaluating the authenticity and completeness of all documentary requirements and provide corresponding recommendations. This service is available from Mondays to Fridays (8:00AM to 5:00PM) except holidays.

Office or Division:	Provincial Planning and Development Office (PPDO) Research, Project Development and Database Management (RPDDM) Division		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Sangguniang Panlalawigan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Endorsement (1 original)		Sangguniang Panlalawigan	
2. Required documents for Civil Society Organization accreditation		Civil Society Organization / Sangguniang Panlalawigan	
3. Letter of Application for Accreditation/Duly approved Board Resolution requesting for accreditation (1 original)		Civil Society Organization applying for accreditation	
4. Duly accomplished Application Form for Accreditation (1 original)		Civil Society Organization applying for accreditation	
5. Certificate of Registration, with any national government agency, supported by Articles of Incorporation and Constitution and By-Laws (1 photocopy)		Securities and Exchange Commission / Department of Labor and Employment / Cooperative Development Authority	
6. List of Organization's officers and members with Record of Membership contributions duly certified by the Secretary (1 original or photocopy)		Civil Society Organization applying for accreditation	
7. Documented Annual Accomplishment Reports for the last two (2) years, if applicable (1 original or photocopy)		Civil Society Organization applying for accreditation	
8. Financial Reports, if any (to include Statement of Current Operations, Balance		Civil Society Organization applying for accreditation	



Sheets, Income Statements, Cash Flows, etc.) (1 photocopy)				
9. Minutes of the last General Assembly Meeting showing the new set of officers, if any (1 photocopy)		Civil Society Organization applying for accreditation		
10. Resolution of the concerned Sangguniang Barangay as to its organization's legitimate existence in the barangay (1 original)		Civil Society Organization applying for accreditation / Sangguniang Barangay		
11. Certificate of Affiliation to federations, if applicable (for non-cooperatives) (1 original or photocopy)		Federation where applicant Civil Society Organization is affiliated		
12. An affiliate of the duly recognized international or local federation/s, if applicable		Federation where applicant Civil Society Organization is affiliated		
13. Certificate of Compliance (for coops only) (1 photocopy)		Civil Society Organization applying for accreditation		
14. Resolution of Undertaking (1 original or photocopy)		Civil Society Organization applying for accreditation		
15. Client Satisfaction Measurement Form (1 original)		PPDO - Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse Civil Society Organization application and accreditation documents to the PPDO for review	1. Receive Civil Society Organization documents with endorsement letter from Sangguniang Panlalawigan and forward to RPDDM Division	None	10 minutes	<i>Lerma L. Ramirez, AO IV</i> or <i>Rebecca A. Reyes, AA VI</i> Administrative Unit-PPDO
	1.1 Receive and forward documents for review to concerned staff	None	20 minutes	<i>Lennie B. Alberto, PDO IV</i> RPDDM Division-PPDO



	1.2. Evaluate and verify documents as to completeness and compliance, and prepare Evaluation Report	None	2 days	<i>Maria Marsha F. De Castro, Statistician II</i> or <i>Reynaldo S. Larracas, PDO II</i> or <i>Sharlene M. Santos, Statistician I</i> or <i>Carl Vincent G. Tugade, Statistician I</i> PPDO
	1.3 Review of Evaluation Report	None	5 hours	<i>Lennie B. Alberto, PDO IV</i> PPDO
	1.4 Endorse the reviewed documents with Evaluation Report	None	2 hours	<i>Lydia Muneca S. Melgar,</i> PPDC-PPDO
2. Receive Review Evaluation Report and reviewed documents	2. Forward Review Evaluation Report and reviewed documents to Sangguniang Panlalawigan for appropriate action	None	20 minutes	<i>Rebecca A. Reyes, AA VI</i> or <i>Catalino F. Oracion, Jr., AA I</i> PPDO
3. Accomplish CSM Form	3. Receive accomplished CSM Form	None	10 minutes	<i>Rebecca A. Reyes, AA VI</i> or <i>Catalino F. Oracion, Jr., AA I</i> PPDO



TOTAL:	None	3 days	
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2. REVIEW OF THE OFFICES' ANNUAL/ SUPPLEMENTAL INVESTMENT PROGRAMS (A/SIPS)

The Local Government Code of 1991 prescribes that the Provincial Planning and Development Office to prepare comprehensive plans and other development planning documents for consideration of the local development council. The PPDO as Technical Secretariat of the Provincial Development Council, should ensure that investment programs being formulated promotes local development and are aligned with regional and national agenda. This service is available from Mondays to Fridays (8:00am – 5:00pm) except holidays.

Office/Division:	PPDO Planning and Programming Division (PPD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Provincial Government of Oriental Mindoro Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request/Indorsement Letter (1 original and signed by the department head) 2. A/SIPs (1 original and soft copy) 3. Worksheets 1, 2, 3 (1 original and soft copy) 4. Project Brief (1 original and soft copy) 5. Client Satisfaction Measurement Form (CSMF)			PGOM Concerned Offices PGOM Concerned Offices PGOM Concerned Offices PGOM Concerned Offices Administrative Unit - PPDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request/ indorsement Letter	1. Receive and forward the same to the PPD for recording and checking of requirements	None	5 minutes	<i>Lerma L. Ramirez,</i> AO IV or <i>Rebecca A. Reyes,</i> AA VI Administrative Unit-PPDO <i>Robert Michael T. Sarguilla,</i> Planning Assistant PPD-PPDO



	1.1 Initial assessment and verification of AIP and its attachments and forward the same to concerned Coordinator	None	15 minutes	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> PPD-PPDO
	1.2 Review of the planning documents by concerned coordinator including conduct of researches; prepares document review slip	None	2 days	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> PPD-PPDO
	1.3 Submit initial document review slip to the Planning Officer IV	None	1 hour	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> PPD-PPDO



	1.4 Review of submitted documents (review slip/AIP attachments) to concerned coordinator for revisions/ finalization	None	2 days	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or Sofia Alexandra A. Logmao, PO II or Benito C. Ballesteros III, PO I PPD-PPDO
	1.5 Prepare revised/adjusted review slip	None	4 hours	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or Sofia Alexandra A. Logmao, PO II or Benito C. Ballesteros III, PO I PPD-PPDO
	1.6 Submit revised/adjusted review slip to Planning Officer IV	None	20 minutes	Robert Michael T. Sarguilla, Planning Assistant PPD-PPDO
	1.7 Review submitted action slip for revision/ finalization	None	5 hours	Lydia Muneca S. Melgar, PPDC
	1.8 Revise/adjust planning document per comment/s of the PPDC	None	4 hours	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or



				<i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> PPD-PPDO
	1.9 Submit final review slip to the PPDC for approval	None	40 minutes	<i>Robert Michael T. Sarguilla, Planning Assistant</i> PPD-PPDO
	1.10 Submit final document, review slip together with attached documents and recommendations to the concerned office	None	30 minutes	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> PPD-PPDO
2. Fill out CSM Form	2. Ask the client to fill out CSM Form via e-portal or print out copy	None	5 minutes	<i>Lerma L. Ramirez, AO IV</i> or <i>Rebecca A. Reyes, AA VI</i> Administrative Unit-PPDO
TOTAL:		None	5 days, 7 hours and 55 inutes	

3. REVIEW OF PROGRAM/PROJECT DESIGN



The review of Program/Project Design is done prior to approval by the Provincial Administrator. Said document is required in the procurement process of government transactions in the Provincial Government of Oriental Mindoro. This service is available from Monday to Friday (8:00AM to 5:00PM) except holidays.

Office or Division:	PPDO Research, Project Development and Database Management (RPDDM) Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Provincial Government of Oriental Mindoro Program/Project Implementers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Initial Review				
1. Transmittal/Indorsement Letter (1 original, signed by department head)		Program/Project Implementer		
2. Program/Project Design with attached supporting documents (1 original, signed by department head)		Program/Project Implementer		
3. Client Satisfaction Measurement Form		PPDO - Administrative Unit		
Final Review				
1. Transmittal/Indorsement Letter (1 original, signed by department head)		Program/Project Implementer		
2. Original Program/Project Design with comments (1 original or photocopy)		Program/Project Implementer		
3. Revised Program/Project Design with attached supporting documents (1 original, signed by department head)		Program/Project Implementer		
4. Review Report (1 original or photocopy)		PPDO - RPDDM Division		
5. Client Satisfaction Measurement Form (1 original)		PPDO - Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the Program/ Project Design with transmittal/indorsement letter to the Administrative Unit	1. Receive the Program/Project Design and forward to RPDDM Division	None	10 minutes	<i>Lerma L. Ramirez, AO IV or Rebecca A. Reyes, Aide VI Administrative Unit-PPDO</i>
	1.1 Receive and forward documents	None	10 minutes	<i>Lennie B. Alberto, PDO IV RPDDM Division-PPDO</i>
	1.2 Review the Design and prepare Review Report or Endorsement for Approval	None	2 days	<i>Reynaldo S. Larracas, PDO II or Nikki Rose M. Hernandez, PDO II RPDDM Division-PPDO</i>
	1.3 Check Review Report or Endorsement for Approval	None	5 hours	<i>Lennie B. A lberto, PDO IV RPDDM Division-PPDO</i>
	1.4 Forward the Review Report or Endorsement for Approval to the PPDC for endorsement	None	10 minutes	<i>Reynaldo S. Larracas, PDO II or Nikki Rose M. Hernandez, PDO II RPDDM Division-PPDO</i>
	1.5 Endorse the reviewed Program/ Project Design	None	2 hours	<i>Lydia Muneca S. Melgar, PPDC-PPDO</i>



2. Receive reviewed Program/Project Design 2.1 For Incomplete/ Not Compliant Design: receive document for revision/ resubmission	2. Release Program/ Project Design 2.1 For Incomplete/Not Compliant Design: release Review Report and reviewed design to the implementing office for revision	None	25 minutes	<i>Lerma L. Ramirez, AO IV or Rebecca A. Reyes, Aide VI</i> <i>Administrative Unit-PPDO</i>
2.2 For Complete/ Compliant: receive copy of endorsement and retrieve design from the Provincial Administrator's Office upon approval	2.2 For Complete/ Compliant: forward Endorsement for Approval (EFA) and reviewed design to the Provincial Administrator's Office and furnish implementing office with copy of EFA	None	25 minutes	<i>Lerma L. Ramirez, AO IV or Rebecca A. Reyes, Aide VI</i> <i>Administrative Unit-PPDO</i>
3. Accomplish CSM Form	3. Assist client and receive accomplished CSM Form	None	5 minutes	<i>Lerma L. Ramirez, AO IV or Rebecca A. Reyes, Aide VI</i> <i>Administrative Unit-PPDO</i>
TOTAL:			3 days	

4. TECHNICAL ASSISTANCE TO THE SANGGUNIANG PANLALAWIGAN IN THE REVIEW OF LOCAL DEVELOPMENT INVESTMENT PROGRAMS/ANNUAL/SUPPLEMENTAL INVESTMENT PROGRAMS (LDIPS/A/SIPS)



Act as technical arm of the Sangguniang Panlalawigan in the review of Local Development Investment Program/Annual/Supplemental Investment Programs (LDIPs/A/SIPs) before its approval. This is to ensure that process, form and content are in compliance with the JMC No.2007-01 on the Harmonization of Local Planning and Investment Programming, Revenue Administration, Budgeting and Expenditure Management. This service is available from Monday to Friday (8:00am – 5:00pm) except holidays.

Office/Division:	PPDO Planning and Programming Division (PPD)			
Classification:	Highly technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Sangguniang Panlalawigan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/Indorsement Letter (1 original and signed by the Sangguniang Panlalawigan Secretary)		Sangguniang Panlalawigan		
2. Local Development Investment Programs/ Annual/ Supplemental Investment Programs (1 original copy)		Sangguniang Panlalawigan		
3. Client Satisfaction Measurement (CSM) Form		PPDO - Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request/indorsement letter	1. Receive and forward the same to the PPD for recording and checking of requirements	None	10 minutes	<i>Lerma L. Ramirez, AO IV or Rebecca A. Reyes, AAide VI Administrative Unit- PPDO Robert Michael T. Sarguilla, Planning Assistant PPD-PPDO</i>



	1.1 Initial assessment and verification of Development Plans and Investment Programs and forward the same to concerned Coordinator	None	5 hours	Ma. Lena Lauren A. Jurquia, PO III PPD-PPDO
	1.2 Review of the planning documents by concerned coordinator including conduct of researches and prepares review action report	None	9 days	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or Sofia Alexandra A. Logmao, PO II or Benito C. Ballesteros III, PO I PPD-PPDO
	1.3 Submit initial draft document, review action report to the Planning Officer IV	None	2 hours	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or Sofia Alexandra A. Logmao, PO II or Benito C. Ballesteros III, PO I PPD-PPDO
	1.4 Prepare revised/adjusted review action report	None	4 days	Marilyn A. Ramos, PO III or Ma. Lena Lauren A. Jurquia, PO III or



				<i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> <i>PPD-PPDO</i>
	1.5 Submit revised/adjusted review action slip to Planning Officer IV	None	45 minutes	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> <i>PPD-PPDO</i>
	1.6 Submit review action slip report to the PPDC	None	2 days	<i>Ma. Lena Lauren A. Jurquia, PO III</i> <i>PPD-PPDO</i>
	1.7 Review submit action slip for revision/ finalization	None	4 hours	<i>Ma. Lena Lauren A. Jurquia, PO III</i>
	1.8 Revise/adjust document review slip per comment/s of the PPDC	None	1 day	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> <i>PPD-PPDO</i>



	1.9 Submit final review action slip to the PPDC for approval	None	1 day	<i>Marilyn A. Ramos, PO III</i> or <i>Ma. Lena Lauren A. Jurquia, PO III</i> or <i>Sofia Alexandra A. Logmao, PO II</i> or <i>Benito C. Ballesteros III, PO I</i> <i>PPD-PPDO</i>
	1.11 Submit final review action slip to the SP together with attached documents	None	5 hours	<i>Robert Michael T. Sarguilla, Planning Assistant</i> <i>PPD-PPDO</i>
2. Fill up CSM Form	2.1 Ask the client to fill out CSM Form via e-portal or print out copy	None	5 minutes	<i>Lerma L. Ramirez, AO IV</i> or <i>Rebecca A. Reyes, AAide VI</i> <i>Administrative Unit-PPDO</i>
TOTAL:			19 days	

FEEDBACK AND COMPLAINTS MECHANISM



How to send feedback	<ol style="list-style-type: none"> 1. Answer the Client Satisfaction Measurement via e-portal or Client Satisfaction Measurement (CSM) Form installed in the office. 2. Contact information: 043-288-7138 and/ or ppdo@ormindoro.gov.ph
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every first week of the month, designated personnel from the Provincial Administrator's Office - Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSM results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers the department/division head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by the office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow ups, clients may contact the Provincial Planning and Development Office at 043-288-7138.
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either by dropping the written complaint or filling up the digital CSM Form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated, as well as the actual incident and evidence of the complaint. 3. For inquiries and follow ups, clients may contact the Provincial Planning and Development Office at 043-288-7138.
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSM including the complaints are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office through its Organizational Development and Performance endorses the complaints to concerned departments/ individuals for appropriate immediate action and intervention. 3. The department/division head of the concerned office is instructed to provide the PA-ODPMD documentation of its status, and the action taken by their office.



	<p>4. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>5. The client shall be notified of the progress of the complaint.</p> <p>6. For inquiries and follows up, clients may contact the PPDO at 043-288-7138.</p>
<p>Contact Information of Contact Center ng Bayan (CCB),</p> <p>Presidential Complaints Center, (PCC) Anti Red Tape Authority (ARTA)</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (1-2782)</p> <p>PCC: 8888</p> <p>CCB: 0908 881 6565</p>

PPDO Directory			
Division/ Unit	Address	Contact Number	Email Address
Administrative Unit	Ground Floor, Executive Building, Provincial Capitol Complex, Ignacio St., Camilmil, Calapan City, 5200 Oriental Mindoro	(043) 288 7138	adivision.orminppdo@gmail.com
Planning and Programming Division	Ground Floor, Executive Building, Provincial Capitol Complex, Ignacio St., Camilmil, Calapan City, 5200 Oriental Mindoro	(043) 288 7457	ppdo.ormin@gmail.com
Research, Project Development and Database Management Division	Ground Floor, Executive Building, Provincial Capitol Complex, Ignacio St., Camilmil, Calapan City, 5200 Oriental Mindoro	(043) 441 8565	ppdo.rpddm@gmail.com
Monitoring and Evaluation Division	Ground Floor, Executive Building, Provincial Capitol Complex, Ignacio St.,	(043) 288 7746	ppdo.monitoring@gmail.com



	Camilmil, Calapan City, 5200 Oriental Mindoro		
Office of the Provincial Planning and Development Coordinator	Ground Floor, Executive Building, Provincial Capitol Complex, Ignacio St., Camilmil, Calapan City, 5200 Oriental Mindoro	(043) 288 6938	

Official Email Address: **ppdo@ormindoro.gov.ph**

Facebook page: **facebook.com/ppdo.orientalmindoro/**

Website: **www.ppdo.ormindoro.gov.ph/**



PROVINCIAL BUDGET OFFICE

INTERNAL SERVICES



1. Request for New/Additional Appropriations

Provision of technical assistance in the preparation of supplemental budgets and other changes in the annual budget in collaboration with other offices.

Office or Division	Provincial Budget Office/Technical Assistance Services Division			
Classification	Simple			
Type of Transaction:	G2G			
Who may avail:	PGOM Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from the LCE/PA of Letter Request from Requesting Office or Letter Request addressed to LCE thru the PBO (1 original copy)		Originating office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward/ Submit indorsement of or letter request to PBO for processing	1. Receive indorsement of or letter request	NONE	1 min	<i>Venancio N. Viñas-Administrative Aide II</i> Admin Section Provincial Budget Office (PBO)
	2. Process request > If not okay- return request to indorsing/ requesting office with letter/note explanation as to reason/s > If okay- include request in the consolidation of requests for SB	NONE	3 hrs and 19 mins	<i>Kate A. Villaluna-Budget Officer IV</i> <i>Ma. Aura S. Boo</i> <i>Charlene F. Cabiling</i> <i>Budget Officer II</i> <i>Mirzi Joyce L. Singson</i> <i>Budget Officer I</i> Technical Assistance Services Division (TASD) PBO



	for approval and prioritization of the LCE and prepare letter informing the requesting office			
	3. Release of letter to the requesting office.		10 mins	<i>Celeste A. Dimaiwat</i> Administrative Aide II Admin Section, PBO
TOTAL		NONE	3 hours and 30 minutes	

2. Request for augmentation and realignment of appropriation

Provision of technical assistance in the preparation of certifications for augmentation and realignment of appropriation in collaboration with other offices.

Office or Division	Provincial Budget Office/Technical Assistance Services Division			
Classification	Simple			
Type of Transaction:	G2G			
Who may avail:	PGOM Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from the LCE/PA of Letter Request from Requesting Office or Letter Request addressed to LCE thru the PBO (1 original copy)		Originating office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward/ Submit indorsement of or letter request to PBO for processing	1. Receive indorsement of or letter request	NONE	1 min	<i>Venancio N. Viñas-AA II</i> Admin Section, PBO



	<p>2. Process request</p> <p>> If not okay- return request with letter explanation as to reason/s</p> <p>> If okay- prepare certification as to availability of savings/appropri- ation for augmentation/re alignment for signature of PFC and letter indorsement to the Governor for preparation of LR to SP for passage of an Ordinance authorizing augmentation of realignment</p>	NONE	1 day, 7 hrs and 49 mins	<p><i>Kate A. Villaluna</i> BO IV <i>Ma. Aura S. Boo</i> <i>and Charlene F.</i> <i>Cabiling</i> BO II <i>Mirzi Joyce L.</i> <i>Singson</i> BO I TASD PBO</p>
	<p>3. Release letter indorsement and signed certification to the PGO for facilitation of request for authorization from Sangguniang Panlalawigan (SP)</p>	NONE	10 mins	<p><i>Celeste A.</i> <i>Dimaiwat</i> AA II Admin Section, PBO</p>
TOTAL		NONE	2 days	



3. Technical Assistance to the Sangguniang Panlalawigan in the Review of Budgets and Budget Related Resolutions and Ordinances of Component City and Municipalities of Oriental Mindoro

Provision of technical assistance in the review of budgets and budget-related resolutions and ordinances of component city and municipalities of Or. Mindoro and determine whether the Appropriation Ordinance has complied with the budgetary requirements and general limitations set forth in the Local Government Code of 1991, as well as provisions of other applicable laws.

Office or Division	Provincial Budget Office/Technical Assistance Services Division			
Classification	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Sangguniang Panlalawigan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement by the Sangguniang Panlalawigan through the Secretary to the SP to Provincial Finance Committee (PFC) through the PBO of City/Municipal Appropriation Ordinance/Resolution (1 original copy) and supporting documents (2 original copies)		Sangguniang Panlalawigan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indorse to PFC through the PBO the City/ Municipal Appropriation Ordinance/ Resolution and supporting documents	1. Receive indorsement letter by the SP through the SSP and supporting documents	None	1 min	<i>Venancio N. Viñas AA II Admin Section, PBO</i>
	2. Review and evaluate indorsed appropriation ordinances authorizing	None	30 working days	<i>Kate A. Villaluna-BO IV Ma. Aura S. Boo and Charlene F. Cabiling</i>



	budgets of city and municipalities and budget related resolutions and ordinances			<i>BO II Mirzi Joyce L. Singson BO I TASD PBO</i>
2. Receive Budget Review Letter	3. Submit Budget Review Letters incorporating findings, comments and recommendations to the SP	None	15 mins	<i>Celeste A. Dimaiwat AA II Admin Section, PBO</i>
TOTAL		NONE	30 working days, 16 mins	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: 288-7819 and/or pbo@ormindoro.gov.ph
How feedbacks are processed	<ol style="list-style-type: none"> 3. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 4. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 5. Response/Action of the concerned office is relayed to the client as soon as possible.



	6. For inquiries and follow-ups, clients may contact the Provincial Budget Office at 288-7819
How to file a complaint	<p>7. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby.</p> <p>8. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint.</p> <p>9. For inquiries and follow-ups, clients may contact the Provincial Budget Office at 288-7819</p>
How complaints are processed	<p>10. Results of CSS, including the complaints, are generated and consolidated on a monthly basis.</p> <p>11. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention.</p> <p>12. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.</p> <p>13. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>14. The client shall be notified of the progress of the complaint.</p> <p>15. For inquiries and follow-ups, clients may contact the Provincial Budget Office at 288-7819</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph</p> <p>:1-ARTA (1-2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>

Office Name	Complete Address	Contact Information
Provincial Budget Office (PBO)	Provincial Capitol Complex, Camilmil, Calapan City	288-7819 pbo@ormindoro.gov.ph



OFFICE OF THE PROVINCIAL ACCOUNTANT

INTERNAL SERVICES



1. Issuance of Accountant's Advice for Check

This involves the preparation of remittance advice for checks issued under PGOM's various Land Bank of the Philippines (LBP) and Development Bank of the Philippines (DBP) bank accounts for claims of employees, suppliers and other agencies paid by check. This service is available Mondays to Fridays, except Holidays, 8:00AM to 5:00PM

Office or Division:		OFFICE OF THE PROVINCIAL ACCOUNTANT		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		PGOM Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of signed checks 2. Original supporting documents		<ul style="list-style-type: none"> Governor's Office / Provincial Administrator's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the signed checks with their supporting documents.	1. Receive the signed checks with their supporting documents.	None	1 hour	<i>Shiella P. Dimayuga</i> Administrative Assistant III Accounting Division Office of the Provincial Accountant <i>Renita D. Caringal</i> Administrative Aide IV Accounting Division OPA <i>Jinkey M. Lim</i> Administrative Aide IV



				Accounting Division OPA
	1.1 Prepare the accountant's advice of checks issued, either in WeAccess or manual, and forward with the signed checks and supporting documents to Provincial Accountant.	None	4 hours	<i>Shiella P. Dimayuga</i> AA III OPA <i>Renita D. Caringal</i> AA IV OPA <i>Jinkey M. Lim</i> AA IV OPA
	1.2 Review the prepared accountant's advice, affix signature, and forward with the signed checks and supporting documents to Administrative Officer V.	None	1 hour	<i>Althea F. Agutaya</i> Provincial Accountant
	1.3 If advice is: a. prepared in WeAccess , and the status is 'PROCESSED', forward signed checks and supporting documents to	None	2 hours	<i>Adelfa M. Mercado</i> Administrative Officer V Administrative Division OPA



	Provincial Treasurer's Office. b. manually prepared , forward to respective bank/s and forward the signed checks and supporting documents to Provincial Treasurer's Office.			
TOTAL:		None	1 day	

2. Issuance of Certification for Last Salary Received, GSIS, Pag-IBIG, PhilHealth, and Other Remittances

This involves the issuance or provision of certification for the last salary received issued to PGOM permanent employees, in the event of their transfer to other government agency. Certification relating to remittances is used by GSIS for unposted remittances, by PAG-IBIG for the last remittance of retiring employees, by PhilHealth for hospitalization purposes, and by other remittances for whatever legal purposes it may serve. This service is available Mondays to Fridays, except Holidays, 8:00 AM to 5:00 PM

Office or Division:	OFFICE OF THE PROVINCIAL ACCOUNTANT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PGOM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Official Receipt 2. One (1) copy of Request Slip 3. One (1) copy of Feedback Form/Client Survey Form		<ul style="list-style-type: none"> Provincial Treasurer's Office Office of the Provincial Accountant Office of the Provincial Accountant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill up the request slip form	1. Receive the request slip and indicate the control number	None	10 mins	<i>Renita D. Caringal AA IV OPA</i>
2. Pay the necessary fees at the Provincial Treasurer's Office	2. Collect the payment and issue Official Receipt	₱ 50.00	10 mins	<i>Annabelle M. Gardoce Provincial Treasurer</i>
3. Submit the original copy of Original Receipt.	3. Accept the original Official Receipt and pick up the data from index card or remittance file and prepare the certification	None	6 hrs, 30 mins	<i>Renita D. Caringal AA IV OPA</i>
	3.1 Check and review the certification and forward it to head of office for signature	None	1 hr	<i>Rose Ann M. Claveria Accountant IV OPA</i>
	3.2 Sign the certification requested and forward it to Administrative Aide IV for release	None	5 mins	<i>Althea F. Agutaya Provincial Accountant</i>



4. Receive the certification requested and fill out feedback forms	4. Receive the properly filled-out feedback forms	None	5 mins	<i>Renita D. Caringal</i> AA IV OPA
TOTAL:		₱ 50.00	1 day	

3. Issuance of Certification for Net Take Home Pay and Process Request for Loans

This involves the issuance or provision of certification for Net Take Home Pay (NTHP) issued to PGOM permanent employees, for their loan purposes to GSIS, Pag-IBIG and/or authorized Government Banks such as Land Bank of the Philippines (LBP) and Development Bank of the Philippines (DBP). Said certification is also used to check whether the NTHP of an employee applying for loan still conforms with the minimum NTHP allowed as per the General Appropriation Ordinance of the current year. This service is available Mondays to Fridays, except Holidays, 8:00 AM to 5:00 PM.

Office or Division:		OFFICE OF THE PROVINCIAL ACCOUNTANT		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		PGOM Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Official Receipt 2. One (1) copy of Request Slip 3. One (1) copy of Feedback Form/Client Survey Form		<ul style="list-style-type: none"> Provincial Treasurer's Office Office of the Provincial Accountant Office of the Provincial Accountant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Request Slip Form	1. Receive the request slip and indicate control number	None	25 mins	<i>Rose Ann M. Claveria</i> Accountant IV OPA



2. Pay the necessary fees at the Provincial Treasurer's Office	2. Collect the payment and issue Official Receipt	₱ 20.00 per certification + ₱30.00 for documentary stamp tax	10 mins	<i>Annabelle M. Gardoce Provincial Treasurer</i>
3. Submit the original copy of Original Receipt.	3. Accept the original Official Receipt and compute for the monthly amortization, if bank loans	None	15 mins	<i>Rose Ann M. Claveria Accountant IV OPA</i>
	3.1 Pick up the data from index card, check the NTHP, review the certification and forward certification to head of office for signature	None	3 hrs	<i>Rose Ann M. Claveria Accountant IV OPA</i>
	3.2 Sign the certification requested and forward to Accountant IV for release	None	5 mins	<i>Althea F. Agutaya Provincial Accountant</i>
4. Receive the certification and fill out	4. Receive the properly filled-	None	5 mins	<i>Rose Ann M. Claveria Accountant IV</i>



feedback forms	out feedback forms			OPA
TOTAL:		₱ 20.00 per certification + ₱30.00 for documentary stamp tax	4 hours	

4. Issuance of Certification of Outstanding Payables to Suppliers/Contractors

This involves the issuance or provision of certification for outstanding payables as of the latest year-end report of the Provincial Government of Oriental Mindoro to suppliers and contractors for whatever legal purposes it may serve. This service is available Mondays to Fridays, except Holidays, 8:00 AM to 5:00 PM

Office or Division:	OFFICE OF THE PROVINCIAL ACCOUNTANT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Request Letter 2. Original copy of Official Receipt 3. One (1) copy of Feedback Form/Client Survey Form		<ul style="list-style-type: none"> • Supplier/Contractor • Provincial Treasurer's Office • Office of the Provincial Accountant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1. Receive the request letter and forward it to Accountant II	None	10 mins	<i>Ralph A. Cobarrubias</i> Administrative Assistant II OPA



2. Pay the necessary fees at the Provincial Treasurer's Office	2. Collect the payment and issue Official Receipt	₱ 50.00	10 mins	<i>Annabelle M. Gardoce Provincial Treasurer</i>
3. Submit the original copy of Original Receipt.	3. Accept the original Official Receipt and pick up the data from financial reports and prepare the certification	None	6 hrs, 30 mins	<i>Jayvie U. Villaluz Accountant II OPA</i>
	3.1 Check and review the certification and forward it to head of the office for signature	None	1 hr	<i>Rose Ann M. Claveria Accountant IV OPA</i>
	3.2 Sign the certification requested and forward it to Accountant II for release	None	5 mins	<i>Althea F. Agutaya Provincial Accountant</i>
4. Receive the certification requested and fill out feedback forms	4. Receive the properly filled-out feedback forms	None	5 mins	<i>Jayvie U. Villaluz Accountant II OPA</i>
TOTAL:		₱ 50.00	1 day	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: CP #09176533161 and/or opa@ormindoro.gov.ph
How feedbacks are processed	<ol style="list-style-type: none"> 3. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 4. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 5. Response/Action of the concerned office is relayed to the client as soon as possible. 6. For inquiries and follow-ups, clients may contact the (Office of the Provincial Accountant) at (CP# 09176533161).
How to file a complaint	<ol style="list-style-type: none"> 7. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 8. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 9. For inquiries and follow ups, clients may contact the (Office of the Provincial Accountant) at (CP# 09176533161).
How complaints are processed	<ol style="list-style-type: none"> 10. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 11. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the



	<p>complaints to concerned departments/individuals for appropriate immediate action and intervention.</p> <p>12. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.</p> <p>13. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>14. The client shall be notified of the progress of the complaint.</p> <p>15. For inquiries and follow ups, clients may contact the (Office of the Provincial Accountant) at (CP# 09176533161).</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565

Province of Oriental Mindoro
OFFICE OF THE PROVINCIAL ACCOUNTANT
2/F, Provincial Capitol Complex, Governor Ignacio St., Camilmil,
Calapan City, 5200 Oriental Mindoro Philippines
+639176533161
opa@ormindoro.gov.ph



PROVINCIAL TREASURER'S OFFICE

EXTERNAL SERVICES



1.Payment for Permit and Service Fees and Provincial Charges

This procedure covers issuance of official receipt (Accountable Form No. 51) for a tax payment of real property located in the province of Oriental Mindoro except Calapan City.

Service availability: Mondays – Fridays (*except holidays and work suspensions*)
8:00AM – 5:00PM.

Office or Division:		Cash Receipt Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		All business taxpayers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of payment (1 original copy)			Issuing / Concerned Provincial Government Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number from the queuing system	1. Call the client on a first come, first served basis	None	2 minutes	<i>Angela Cammille P. Ferrer - Revenue Collection Clerk I</i> <i>Joycel B. Bucas-Bagus - Revenue Collection Clerk I</i> Provincial Treasurer's Office – Cash Receipt Division (PTO-CRD)
2. Present the requirements	2. Verify the order of payment	None	2 minutes	<i>Angela Cammille P. Ferrer</i> <i>RCC I</i> <i>Joycel B. Bucas-Bagus, RCC I</i> PTO-CRD



3. Pay the amount due and receive the official receipt	3. Receive the payment and issue official receipt	Fees: <i>Please see Table 1 or refer to the most recent Revenue Code of Oriental Mindoro</i>	2 minutes	<i>Angela Cammille P. Ferrer RCC I Joycel B. Bucas-Bagus, RCC I PTO-CRD</i>
Total:		Please see *Table 1. Provincial Imposition Fees and Charges or refer to the most recent *Revenue Code of Oriental Mindoro	6 minutes	

Table 1. PROVINCIAL IMPOSITION FEES AND CHARGES

I. PERMIT FEE	
A. Business on publication and printing	
1. Publisher	PHP 500.00
2. Printer	500.00
3. Both Publisher and Printer	1,000.00
B. On business enjoying a franchise except PUV	1,000.00
C. On amusement places	1,000.00
D. On delivery trucks, vans, AUVs or similar vehicle	1,000.00
E. For Quarry Operations	
1. Governor's Permit Fee	5,000.00
2. Filing fee for application	2,000.00
3. Processing fee	1,000.00
4. Verification fee	1,500.00
5. Additional fee per PD 1586	10.00
F. For Small Scale Mining	
1. Governor's Permit Fee	10,000.00
2. Filing fee for application	5,000.00
3. Processing fee	2,000.00



4. Verification fee	4,000.00
5. Additional fee per PD 1586	10.00
II. SECRETARY'S FEE, CLEARANCE AND ANNOTATION / CERTIFICATION FEE	
A. Provincial Assessor's Office:	
1. CTC of tax declaration	50.00
2. Certification of ownership	65.00
3. Transfer fee	100.00/parcel
4. Verification fee	50.00/property
5. Reclassification fee	50.00/property
6. Inspection fee	200.00/visit
7. Annotation fee	75.00
8. Fee for issuance of a new tax declaration as a result of partition, subdivision, segregation, and consolidation of real property	200.00
9. Schedule of FMV of real property	500.00/copy
B. Provincial Treasurer's Office:	
1. Certification of real property tax payment	50.00/page
2. Certification of sand & gravel tax clearance	50.00/page
3. Copy of statement on sand & gravel tax	50.00
4. Collection and disposition of proceeds by municipality/barangay succeeding page	10.00 (additional)
5. Copy of revenue code of Oriental Mindoro	250.00/copy
6. Certification of tax withheld (*first issuance is free)	
<u>additional copy:</u>	
• Contractor	50.00/transaction
• PGOM employees	20.00/copy
7. Photocopy / copy produced by copying machine	2.00/page
8. Certification as to payment of other official documents and records	50.00/page
9. Other records/documents not mentioned above	50.00
C. Provincial Legal Office:	
1. Copy of legal opinion	50.00
2. Copy of contracts, deeds and other documents	50.00
3. Clearance	50.00
D. Provincial Library:	
1. Fine for overdue books, magazines, and other publications	5.00/day
2. Payment of lost books and other actual acquisition or publications replacement cost	
E. Provincial Planning and Development Office:	
1. For relevant certification	50.00



2. Research fee	10.00/page
3. Provision of report size maps	20.00/page
4. Provision of electronic copy	20.00/page
F. Office of the Sangguniang Panlalawigan:	
1. Certified true copy of minutes, ordinance or resolution and other related documents except for more than 2 pages as requested by private individual or institution	50.00/copy *additional 10.00 per succeeding pages
G. Office of the Provincial Accountant:	
1. Certification as to loan repayments and premium contributions to various financial institution (e.t. GSIS, HDMF, PhilHealth, lending institutions/banks) of PGOM employees	20.00/page
2. Other records/documents not mentioned above	50.00/page
H. Provincial Human Resource Management Office:	
1. Certification as to personnel records (e.g., service record, earned leave credit, employment, no pending administrative or criminal case, incurrence of leave without pay, net take home pay, actual duties and responsibilities) of PGOM employees	20.00/page
2. Other records/documents not mentioned above	50.00/page
I. Provincial General Services Office:	
1. Certification of eligibility for accreditation of suppliers/ contractors	
• For infrastructure	3,000.00 for the whole calendar year
• For goods and services	3,000.00 for the whole calendar year
J. Other Provincial Offices:	
1. Relevant certifications and other documents	50.00/page
K. Provincial Engineer's Office:	
Soil:	
(a) Grading	200.00
(b) Liquid limit	120.00
(c) Plastic limit	120.00
(d) Moisture content	80.00
(e) Compaction (Proctor)	570.00
(f) Field density	380.00
(g) California Bearing Ratio (CBR)	1,160.00
(h) Penetration (CBR), per molded specimen	90.00
(i) Swell (CBR), per molded specimen	90.00
(j) Specific Gravity	200.00



(k) Unit weight	
• Disturbed samples	43.00
• Undisturbed samples	43.00
(l) Combined sieve and hydrometer	351.00
(m) Consolidation	768.00
(n) Consolidation of wet and dry specimen under a 10-psi unit load (correction factor for "K" value	888.00
(o) Direct shear	1,442.00
(p) Direct shear one loading	782.00
(q) Triaxial compression	2,163.00
(r) Triaxial compression one loading	1,442.00
(s) Unconfined compression per test	246.00
(t) Compression including molding (soil stabilization) per molded specimen	112.00
(u) Absorption (soil stabilization) per molded specimen	112.00
(v) Wash loss	64.00
(w) Abrasion	420.00

<u>Aggregates and Soil Aggregates:</u>	
(a) Grading	200.00
(b) Material finer than no. 200 sieve	170.00
(c) Combined sieve and hydrometer	351.00
(d) Crushing	112.00
(e) Unit weight, loose and rodded	150.00
(f) Liquid limit	120.00
(g) Plastic limit	120.00
(h) Specific gravity and absorption	200.00
(i) Absorption	64.00
(j) Specific gravity	73.00
(k) Moisture content	80.00
(l) Abrasion	420.00
(m) California Bearing Ratio (complete)	865.00
(n) Stripping	193.00
(o) Trial mix with asphalt, complete with Laboratory Compacted Density Characteristics:	
• First trial	901.00
• Each extra trial	568.00
(p) Swell characteristics with bituminous materials	192.00
(q) %Fractured Face	64.00
(r) Soundness	273.00
(s) Organic impurities	109.00
(t) Trial mix (concrete design) given cement factor	644.00



(u) Trial mix (concrete design) given strength:	
• First trial	723.00
• Each extra trial	563.00
(v) Air content of fresh mixed concrete	96.00
(w) Mortar strength, 7 days	109.00
(x) Trial mix with asphalt for marshall stability per asphalt content	322.00
(y) Particles with specific gravity less than 2.00	96.00
(z) Clay lumps in aggregates	58.00
Hydraulic Cement:	
(a) Fineness by #200 sieve	54.00
(b) Specific gravity	73.00
(c) Normal consistency	51.00
(d) Time setting by Gilmore Needles	40.00
(e) Soundness by Pat Test	43.00
(f) Soundness by Autoclave Expansion	161.00
(g) Comprehensive strength: 1 day	73.00
(h) Comprehensive strength: 3 days	73.00
(i) Comprehensive strength: 7 days	73.00
(j) Comprehensive strength: 28 days	73.00
(k) Air content	80.00
(l) Loss of ignition	109.00
(m) Insoluble residue	109.00
(n) Sulfur Trioxide (cement)	109.00
(o) Magnesium Oxide	109.00
(p) Silicon Dioxide	109.00
(q) Aluminum Oxide	109.00
(r) Ferric Oxide	109.00
(s) Calcium Oxide	109.00
Bituminous Materials:	
(a) Penetration	73.00
(b) Ductility	161.00
(c) Softening point	112.00
(d) Float test	112.00
(e) Viscosity	112.00
(f) Distillation:	
• Emulsified asphalt	215.00
• Cut-back, tar and petroleum products	263.00
(g) Storage stability	80.00
(h) Specific gravity	48.00
(i) Loss on heating	80.00
(j) % Bitumen:	
• Solubility in carbon disulfide	112.00
• Solubility in carbon tetrachloride	112.00
(k) Spot test	117.00



(l) Flash & fire point	80.00
(m) Cement and mixing	80.00
(n) Sieve test	64.00
(o) Modified Miscibility	161.00
(p) Water content	146.00
(q) Stone coating	48.00
(r) Settlement test	112.00
(s) Residue of specified penetration	161.00
<u>Concrete and Cement Products:</u>	
(a) Comprehensive Strength Test	
• 6x12 cylinder/pc	80.00
• 6x6 cubes/pc	100.00
(b) Flexural Strength Beam Test	
• 6x6x21/pc	120.00
(c) Concrete hollow blocks	
• 4x8x16/pc	120.00
• 6x8x16/pc	120.00
L. Provincial Agriculture Office:	
<u>Grafted:</u>	
1. Mango	25.00/pc
2. Lanzones (Duco)	50.00/pc
3. Lanzones (Longkong)	80.00/pc
4. Rambutan	25.00/pc
5. Santol	25.00/pc
6. Durian	50.00/pc
7. Calamansi	20.00/pc
8. Pomelo	25.00/pc
<u>Seedlings:</u>	
1. Rambutan	10.00/pc
2. Durian	25.00/pc
3. Marang	10.00/pc
4. Santol	5.00/pc
5. Lanzones	20.00/pc
6. Guyabano	15.00/pc
7. Mango	10.00/pc
8. Mangosteen	10.00/pc
9. Calamansi	10.00/pc
10. Pomelo	5.00/pc
11. Banana sucker	5.00/pc
12. Jackfruit	5.00/pc
13. Avocado	5.00/pc
<u>Scioned Materials (rooted/budded):</u>	
1. Mango	1.00/pc



2. Durian	1.00/pc
3. Rambutan	1.00/pc
4. Lanzones (Duco, Longkong)	1.00/pc
5. Pomelo	1.00/pc
6. Rice/corn seeds	100% gross sales
<i>*Note: Prices of planting materials may increase</i>	
Fishery Commodities:	
1. Tilapia fry/fingerlings	
• DD-size 24	.35.00/pc
• CC-size 22	.35.00/pc
• GG-size 17	.40.00/pc
• HH-size 14	.50.00/pc
• HG-size 12	.75.00/pc
2. Marketable size/grow-out	
• Tilapia	90.00/kg
• Mudfish	120.00/kg
3. Charge for the use of:	
• Drilling machine	1,000.00/unit
• Hand tractor	750.00/ha.
4. Fee for soil analysis	65.00/soil sample
M. Provincial Veterinary Office:	
1. Inspection and issuance of Veterinary Health Certificate in connection with the transport of animals	
• Large animals	20.00/animal
• Swine	10.00/animal
• Goat/sheep, etc.	10.00/animal
• Dog	10.00/animal
• Poultry	
- Game cocks	20.00/animal
- Chicken/chicks	0.10/chick
- Ducks 1-500 heads	1.00/head
501-1,000 heads	800.00
1,001-2,000 heads	1,000.00
2,001 and above	1,500.00
• Other birds	1.00/head
2. Artificial insemination	
• Hogs	50.00
• Large cattle	180.00
• Carabao	100.00
• Goat	50.00
3. Anti-rabies vaccination	10.00/animal
4. Disease treatment	10% of drug cost



5. Castration		
• Goat/swine		10.00/animal
• Cattle/carabao		100.00/animal
6. Bull services		
7. Vaccination (Hemosept)		5.00/animal
N. OFFICE SPACE AND FACILITIES		
1. Rental of building/office space with facilities provided and maintained by the provincial government		150.00/sq.m.
2. Rental of building/office space with facilities provided and maintained by the occupant		100.00/sq.m.
3. Rental of space for business operation		300.00/sq.m.
4. Rental of Conference Hall (Capitol Square)		1,000.00/day
	(from 8:00AM – 5:00PM) Additional	100.00/ succeeding hour
5. Rental on Provincial Government Lots		50.00/sqm/mo.
O. SAND AND GRAVEL TAX – 10% of the fair market value of the quarry resources		
Kind of Quarry Resources		Fair Market Value
1. Ordinary stones		332.50 per cu. meter
2. Gravel		332.50 per cu. meter
3. Sand		156.25 per cu. meter
4. Boulders		332.50 per cu. meter
5. Mixed sand and gravel		195.31 per cu. meter
6. Marble		3,906.25 per cu. meter
7. Basalt		332.50 per cu. meter
8. Tuff		332.50 per cu. meter
9. Pebbles		585.94 per cu. meter
10. Guano		2,344.69 per cu. meter
11. Limestone		1,562.50 per cu. meter
12. Ordinary earth		156.25 per cu. meter
13. Rock phosphate		2,343.75 per ton
14. Quarts boulders		1,953.13 per ton
15. Mineral gold (raw)		Prevailing and existing rate
P. Clearance for the Transport of Minerals/Mineral Products		
1. Processing fee		250.00/10 cu. m.
2. Verification fee		250.00/10 cu. m.
3. Certificate/Clearance fee		100.00



2. Payment for Real Property Tax

This procedure covers issuance of official receipt (Accountable Form No. 56) for tax payment of a real property located in the province of Oriental Mindoro except Calapan City. **Service availability:** Mondays – Fridays (*except holidays and work suspensions*) 8:00AM – 5:00PM

Office or Division:	Cash Receipt Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All real property taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Tax Declaration (TD) – One (1) original/photocopy or TD number, or 2. Latest Real Property Tax (RPT) payment receipt			Assessor's Office – Records Division Taxpayer or property owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of tax declaration	1. Prepare and issue a copy of tax declaration	None	35 minutes	<i>Caesar A. Pangilinan – Provincial Assessor Provincial Assessor's Office – Assessment Records Management Division (PAssO-ARMD)</i>
2. Get a queue number from the queuing system	2. Call the client on a first come, first served basis	None	2 minutes	<i>Angela Cammille P. Ferrer – RCC I Joycel B. Bucas-Bagus RCC I PTO-CRD</i>
3. Submit the required	3.1 Verify the document. Note: If the	None	2 minutes	<i>Angela Cammille P. Ferrer RCC I</i>



reference of property	latest official receipt (OR) of RPT is not available, verification of record shall be made.			Joycel B. Bucas-Bagus RCC I PTO-CRD
	3.2 Compute the amount due and provide tax due bill	None	4 minutes	Angela Cammille P. Ferrer RCC I Joycel B. Bucas-Bagus RCC I PTO-CRD

4. Pay the amount due and receive the official receipt	4. Receive the payment and issue official receipt	1% of the assessed value (AV) (basic) + 1% of assessed value (SEF) + discount/penalty (if applicable)	5 minutes	Angela Cammille P. Ferrer RCC I Joycel B. Bucas-Bagus RCC I PTO-CRD
Total:		1% of the AV (basic) + 1% of the AV (SEF) + discount/penalty	48 minutes	

3. Payment for Real Property Tax (RPT) Clearance / Certification

This procedure covers payment for the issuance of Real Property Tax Clearance / Certification for properties located in the province of Oriental Mindoro except Calapan



City. **Service availability:** Mondays – Fridays (*except holidays and work suspensions*)
8:00AM – 5:00PM

Office or Division:	Cash Receipt Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Latest Real Property Tax (RPT) payment receipt (1 original copy) <i>or</i> Tax Declaration (TD) – 1 original/photocopy or TD number 2. Proof of authority to process the document: <ul style="list-style-type: none"> ▪ for declared owner: 1 valid ID (original and photocopy) ▪ for authorized person: <ul style="list-style-type: none"> - 1 valid ID (original and photocopy) - Special Power of Attorney (SPA) issued by the declared owner (original and photocopy) ▪ If authorized by heirs, attach extra-judicial settlement (original and photocopy) ▪ for corporate representative: <ul style="list-style-type: none"> - 1 valid ID (original and photocopy) - Notarized authorization letter or secretary's certificate (original and photocopy) - Title with mortgage annotation or contract of mortgage (original and photocopy) 		<ul style="list-style-type: none"> ☛ Client ☛ Property Owner and/or Lawyer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get a queue number from the queuing system	1. Call the client on a first come, first served basis.	None	2 minutes	Angela Cammille P. Ferrer - RCC I Joycel B. Bucas-Bagus - RCC I PTO-CRD
2. Submit the required documents	2. Verify the documents.	None	5 minutes	Angela Cammille P. Ferrer - RCC I Joycel B. Bucas-Bagus - RCC I PTO-CRD
3. Pay certification fee with documentary stamp tax	3. Receive the payment and issue official receipt	Certification Fee: 50.00 DST: 30.00	3 minutes	Angela Cammille P. Ferrer - RCC I Joycel B. Bucas-Bagus - RCC I PTO-CRD
4. Receive the certificate and official receipt	4.1 Print and forward the certification/clearance, with attached requirements and official receipt to the Provincial Treasurer for approval 4.2 Issue the certificate	None	20 minutes	Angela Cammille P. Ferrer - RCC I Joycel B. Bucas-Bagus - RCC I PTO-CRD Annabelle M. Gardoce – Provincial Treasurer
Total:		Php 80.00	30 minutes	

4. Payment for Transfer Tax

This procedure covers issuance of official receipt (Accountable Form No. 51) for a tax payment of transfer tax for property located in the province of Oriental Mindoro except Calapan City. **Service availability:** Mondays – Fridays (except holidays and work suspensions) 8:00AM – 5:00PM



Office or Division:	Cash Receipt Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All real property taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Transfer Tax Computation (1 original copy)		Assessor's Office – Appraisal Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for an updated transfer tax computation	1. Prepare and issue updated transfer tax computation	None	35 minutes	Caesar A. Pangilinan – Provincial Assessor PAssO-ARMD
2. Get a queue number from the queuing system	2. Call the client on a first come, first served basis.	None	2 minutes	Angela Cammille P. Ferrer RCC I Joycel B. Bucas-Bagus RCC I PTO-CRD
3. Present the requirements	3. Verify the order of payment	None	2 minutes	Angela Cammille P. Ferrer RCC I Joycel B. Bucas-Bagus RCC I, PTO-CRD
4. Pay the amount due and receive the official receipt	4. Receive the payment and issue official receipt	Transfer tax: 55% of 1% of market value (MV) /sales (if applicable)	2 minutes	Angela Cammille P. Ferrer RCC I Joycel B. Bucas-Bagus RCC I



		Transfer fee: 100.00/ parcel of land <i>Sec. 12D of Revised RC of OM series of 2011</i> *Penalty: 500.00 *Surcharge: 25% of tax due *Interest: 2% of tax due per month <i>Art. A Sec 174a. 8: 200.00/ parcel of land</i>		PTO-CRD
	Total:	55% of 1% of MV + additional fee, penalty, surcharge & interest (if applicable)	41 minutes	

5. Releasing of Payment Check

The Provincial Treasurer's Office issues and releases payment checks for officials and employees who render services as well as suppliers/contractors who engage business with the Provincial Government of Oriental Mindoro. **Service availability:** Mondays – Fridays (*except holidays and work suspensions*) 8:00AM – 5:00PM

Office or Division:	Cash Disbursement Division / Cash Receipt Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who may avail:	1. Officials and employees of the Provincial Government of Oriental Mindoro



2. Suppliers/contractors who engage business with the PGOM				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
For PGOM officials/employees: 1. Valid ID (1 original) For suppliers/contractors: 1. Dated Official Receipt with TIN or its equivalent (1 original per payment check)				Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For PGOM employees and suppliers/contractors: 1. Request for the release of check	1. Verify ID	None	1 minute	Luis G. Valentino – Cashier III, Sheila Marie S. Gozar – Cashier I, Ralph John Sales – Disbursing Officer I PTO-CRD
For suppliers/contractors: 2. Pay the Service Charge of Final Payment <i>*not applicable for PGOM employees</i>	2. Receive payment, prepare and issue Official Receipt	0.1% of original contract amount as per Statement of Time Elapsed and Work Accomplished	2 minutes	Angela Cammille P. Ferrer – RCC I Joycel B. Bucas-Bagus – RCC I PTO-CRD
For suppliers/contractors: 3. Prepare and issue official receipt For both PGOM	3. Verify official receipt	None	1 minute	Luis G. Valentino – Cashier III, Sheila Marie S. Gozar – Cashier I, Ralph John Sales – DO I PTO-CDD



employees and suppliers/contractors: 4. Sign the payment voucher and receiving logbook	4. Double-check signatures in voucher and receiving logbook			
5. Receive the payment check	5. Release the payment check	None	1 minute	<i>Luis G Luis G. Valentino – Cashier III,</i> <i>Sheila Marie S. Gozar – Cashier I,</i> <i>Ralph John Sales – DO I</i> PTO-CDD
TOTAL:		0.1% of original contract amount as per Statement of Time Elapsed and Work Accomplished	5 minutes	

6. Request for Certificate of Payment of Taxes Withheld

The Office of the Provincial Treasurer as one of the withholding agents' computes withholding tax due for the year and effects corresponding deduction on payroll. Such taxes withheld are declared by means of tax certificates issued to all PGOM officials and employees. Tax certificates are also issued to suppliers/contractors who engage business with the PGOM. **Service availability:** Mondays – Fridays (*except holidays and work suspensions*) 8:00AM – 5:00PM.



Office or Division:		Cash Disbursement Division and Cash Receipt Division		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		1. Officials and employees of the Provincial Government of Oriental Mindoro 2. Suppliers/contractors who engage business with the PGOM		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For PGOM officials/employees: 1. Birth Certificate (1 photocopy) 2. Marriage Contract – <i>if applicable</i> (1 photocopy) 3. Birth Certificate of Dependents – if applicable (1 photocopy for each dependent) 4. Community Tax Certificate (1 photocopy) For suppliers/contractors: Valid ID (1 original)			client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Compute/update withholding tax	None	5 minutes	Sheila Marie S. Gozar – Cashier I, Jessica G. Sanchez – Local Treasury Operations Assistant PTO
2. Pay corresponding fee (<i>if applicable</i>)	2. Prepare and issue official receipt (<i>if applicable</i>)	*first issuance is “free” Fee for every succeeding issuance/s: Php 50.00 – certification	2 minutes	Angela Cammille P. Ferrer - RCC I, Joycel B. Bucas-Bagus - RCC I PTO-CRD



		Php 30.00 – Documentar y Stamp Tax		
3. Receive tax certificate	3. Issue tax certificate	None	3 minutes	<i>Sheila Marie S. Gozar – Cashier I</i> <i>Jessica G. Sanchez – LTOA</i> PTO
TOTAL		“Free” for first issuance and Php 80.00 for every succeeding issuance/s	10 minutes	

7. Request for Clearance on Sand/Gravel and Other Quarry Materials

Tax Clearance on Sand/Gravel and Other Quarry Materials is one of the requirements in the processing of claims due from PGOM on various public infrastructure projects that used such quarry materials. **Service availability:** Mondays – Fridays (*except holidays and work suspensions*) 8:00AM – 5:00PM

Office or Division:	Revenue Operations and Field Supervision Division / Cash Receipt Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners/Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Program of Work (1 original or photocopy)			Client	
2. Notice to Proceed (1 original or photocopy)			Client	
3. Official Receipt (1 original copy)			Provincial Treasurer's Office – Cash Receipt Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Revenue Operations Division for	1. Examine the requirements and compute the	None	2 hours	<i>Grace L. Braganza – Local Treasury Operations Assistant –</i>



verification/ examination and computation of sand/gravel tax	corresponding tax			PTO-ROFSD
2. Pay the Secretary's Fee	2. Prepare and issue Official Receipt	Php 50.00 - Secretary's Fee + Php 30.00 - Documentary Stamp Tax		<i>Angela Cammille P. Ferrer - RCC I Joycel B. Bucas-Bagus - RCC I PTO-CRD</i>
3. Present the Official Receipt	3. Process and approve the clearance	None	5 minutes	<i>Grace L. Braganza LTOA PTO-ROFSD</i>
4. Receive the clearance	4. Issue the clearance	None	1 minute	
Total:		Php 80.00	2 hours, 6 minutes	

8. Request for Statement of Sand & Gravel Tax Collection by Municipality/Barangay

Statement of Sand & Gravel Tax Collection shows the actual shares on extracted quarry materials by Municipality/Barangay due from PGOM. **Service availability:** Mondays – Fridays (*except holidays and work suspensions*) 8:00AM – 5:00PM

Office or Division:		Administrative Services Section & Cash Receipt Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		LGU Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a Statement of Sand & Gravel Tax Collection	1. Prepare the Statement of Sand & Gravel Tax Collection	None	15 minutes	<i>Loreto G. Macalindol – Administrative Officer IV PTO-Admin</i>



2. Pay the Secretary's Fee	2. Prepare and issue Official Receipt	Php 50.00 - Secretary's Fee + Php 30.00 - Documentary Stamp Tax	5 minutes	<i>Angela Cammille P. Ferrer - RCC I</i> <i>Joycel B. Bucas-Bagus - RCC I</i> PTO-CRD
3.1 Present the Official Receipt	3.1 Verify the Official Receipt			<i>Loreto G. Macalindol –</i> <i>AO IV</i> PTO-Admin
3.2 Receive the requested Statement of Sand & Gravel Tax Collection	3.2 Issue the requested Statement of Sand & Gravel Tax Collection	None	2 minutes	
TOTAL:		Php 80.00	22 minutes	

9. Requisitioning Accountable Forms

Accountable Forms are issued by the Provincial Treasurer's Office to the different municipalities of Oriental Mindoro, income-generating offices of the PGOM, and other National Government Agencies in the province. These forms are used in acknowledging payment of taxes, fees and charges and other various allotments from various NGAs and donations from other LGUs. **Service availability:** Mondays – Fridays (*except holidays and work suspensions*) 8:00AM – 5:00PM

Office or Division:	Administrative Services Section & Cash Receipt Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Requisition and Issue Voucher (RIV) – 4 original copies	Requisitioning Office



2. Official Receipt – 1 original copy		Provincial Treasurer's Office – Cash Receipt Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished RIV	1. Receive and review the RIV	None	5 minutes	Loreto G. Macalindol – AO IV PTO-Admin
2. Pay the cost of Accountable Form	2. Prepare and issue official receipt	*Please refer to Table 2. Prices of Accountable Forms	5 minutes	Angela Cammille P. Ferrer - RCC I Joycel B. Bucas-Bagus - RCC I PTO-CRD
3.1 Present the Official Receipt 3.2 Receive the Accountable Form	3.1 Verify the Official Receipt 3.2 Prepare and issue the Accountable Form	None	10 minutes	Loreto G. Macalindol – AO IV PTO-Admin
TOTAL:		*Please refer to Table 2. Prices of Accountable Forms	20 minutes	

Table 2. PRICES OF ACCOUNTABLE FORMS

Type of Accountable Form	Price per Pad
a) Accountable Form No. 51 (AF 51) – Personalized	Php 319.00
b) Accountable Form No. 51 (AF 51) – National	319.00
c) Accountable Form No. 52 (AF 52)	264.00
d) Accountable Form No. 53 (AF 53)	253.00
e) Accountable Form No. 54 (AF 54)	225.00
f) Accountable Form No. 55 (AF 55) @ 2.00 pesos	154.00
g) Accountable Form No. 55 (AF 55) @ 5.00 pesos	154.00
h) Accountable Form No. 55 (AF 55) @ 10.00 pesos	154.00
i) Accountable Form No. 56 (AF 56)	319.00
j) Accountable Form No. 57 (AF 57)	154.00
k) Accountable Form No. 58 (AF 58)	203.50
l) BIR Form 0016 (individual)	80.20
m) BIR Form 0017 (corporation)	116.16



10. Requisition, Payment, and Issuance of Delivery Receipts (DRs) for Sand, Gravel or Other Quarry Materials

This service refers to the purchase of and issuance of delivery receipts to permittee/quarry operator or any person who secured permit for extraction, removal and utilization of sand, gravel, or other quarry materials for public or private use. **Service availability:** Mondays – Fridays (*except holidays and work suspensions*) 8:00AM – 5:00PM

Office or Division:	Administrative Section / Cash Receipt Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Quarry Operators / Representatives
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. Approved Delivery Receipt Request Form (DRRF) from the Provincial Environment and Natural Resources Office (ENRO) for the allowed volume of quarry materials to be extracted (1 original copy) 2. Official Receipt (OR) of payment (original copy) 	
WHERE TO SECURE	
Provincial Environment and Natural Resources Office (ENRO) Cash Receipt Division, Provincial Treasurer's Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for an approved DRRF	1. Prepare and issue approved DRRF	None	30 minutes	Maximino A. Jumig, Jr. – <i>Provincial Government - Environment and Natural Resources Officer</i> PG-ENRO
2. Present the approved DRRF	2. Prepare and forward the Requisition and Issue Voucher (RIV) to the	None	3 minutes	Loreto G. Macalindol – AO IV Annabelle M. Gardoce –



from ENRO	Provincial Treasurer for approval			<i>Provincial Treasurer PTO</i>
3. Pay the Sand and Gravel tax (10% of the fair market value)	3. Receive the payment and issue Official Receipt	*Please refer to Table 1. Provincial Imposition Fees and Charges (for prices of quarry materials)	2 minutes	<i>Angela Cammille P. Ferrer - RCC I, Joycel B. Bucas-Bagus - RCC I PTO-CRD</i>
4.1 Present the Official Receipt (OR) 4.2 Receive the DRs together with the approved RIV	4.1 Prepare and stamp each DR correspondingly 4.2 Issue the stamped DRs	None	5 minutes per booklet	<i>Loreto G. Macalindol – AO IV PTO</i>
Total:		Number of DR booklets x price/ booklet corresponding to the type of quarry materials purchased	35 minutes + 5 minutes per booklet of DR	



PROVINCIAL TREASURER'S OFFICE

INTERNAL SERVICES



1. Processing and Disbursement of Salaries and Other Remunerations

The Provincial Treasurer's Office pays out salaries and other forms of remunerations of permanent and non-permanent employees of the Provincial Government of Oriental Mindoro.

Service availability: Mondays – Fridays (*except holidays and work suspensions*)
8:00AM – 5:00PM

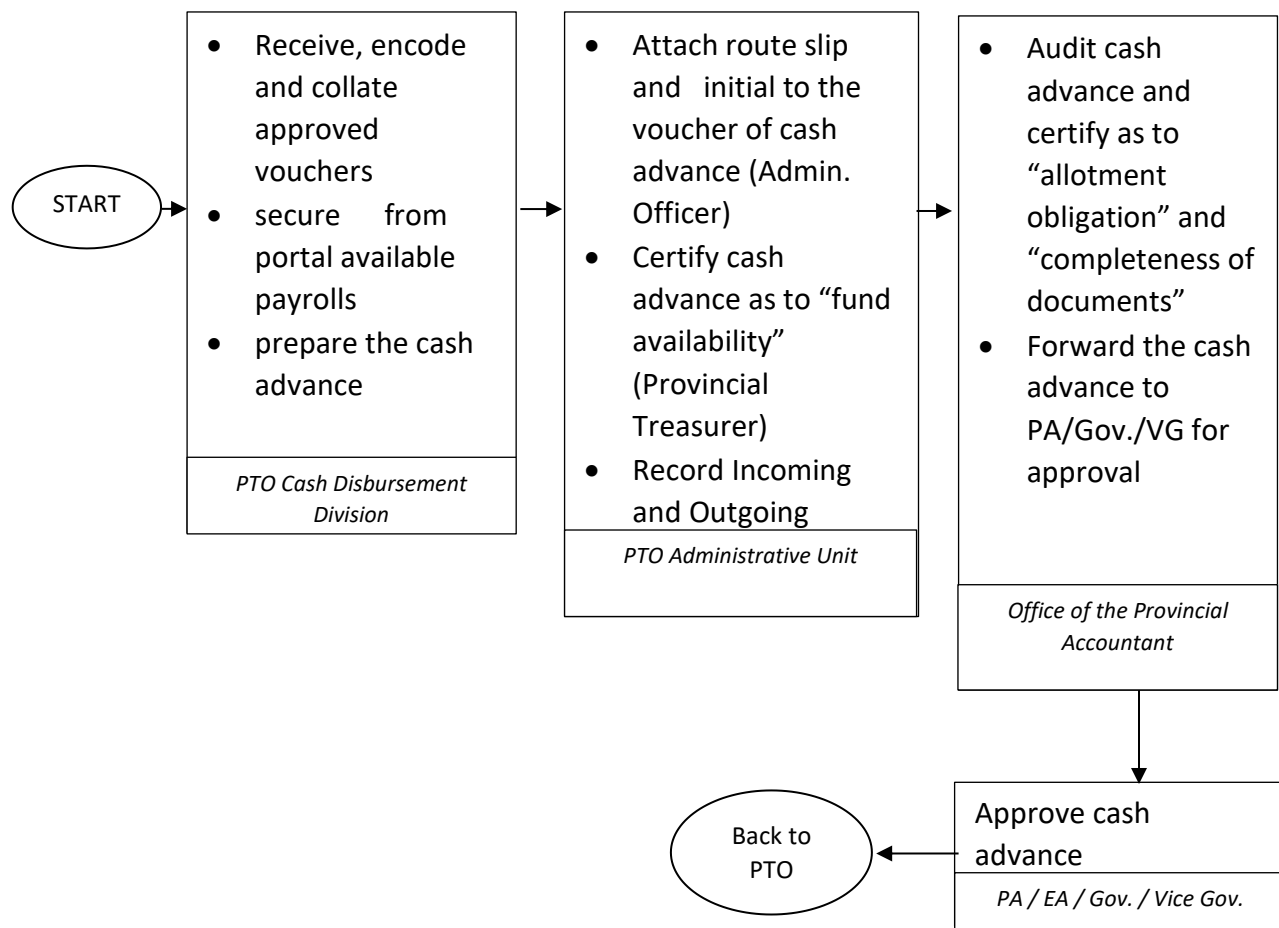
Office or Division:	Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Officials and employees of the Provincial Government of Oriental Mindoro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (<i>1 original</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the status of payment for the voucher/ payroll	1. Verify status of payment for the voucher/ payroll	None	3 minutes	<i>Luis G. Valentino – Cashier III, Sheila Marie S. Gozar – Cashier I, Ralph John Sales – DO I</i> PTO-CDD
2. If the voucher/payroll is ready for payment, present valid ID	2. Verify the valid ID presented	None	1 minute	<i>Luis G. Valentino – Cashier III, Sheila Marie S. Gozar – Cashier I, Ralph John Sales – DO I</i> PTO-CDD
3. Sign the payment voucher/ payroll	3. Verify signature and disburse the salary/other remuneration	None	2 minutes	<i>Luis G. Valentino – Cashier III, Sheila Marie S. Gozar – Cashier I, Ralph John Sales – DO I</i> PTO-CDD

TOTAL:	None	6 minutes	
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**Note: For detailed information regarding the disbursement processes, please refer to: FLOWCHART 1 – Process Flow of Disbursement of Salaries and Other Remunerations and FLOWCHART 2 – Preparation of Check for Approved Voucher of Cash Advance.*

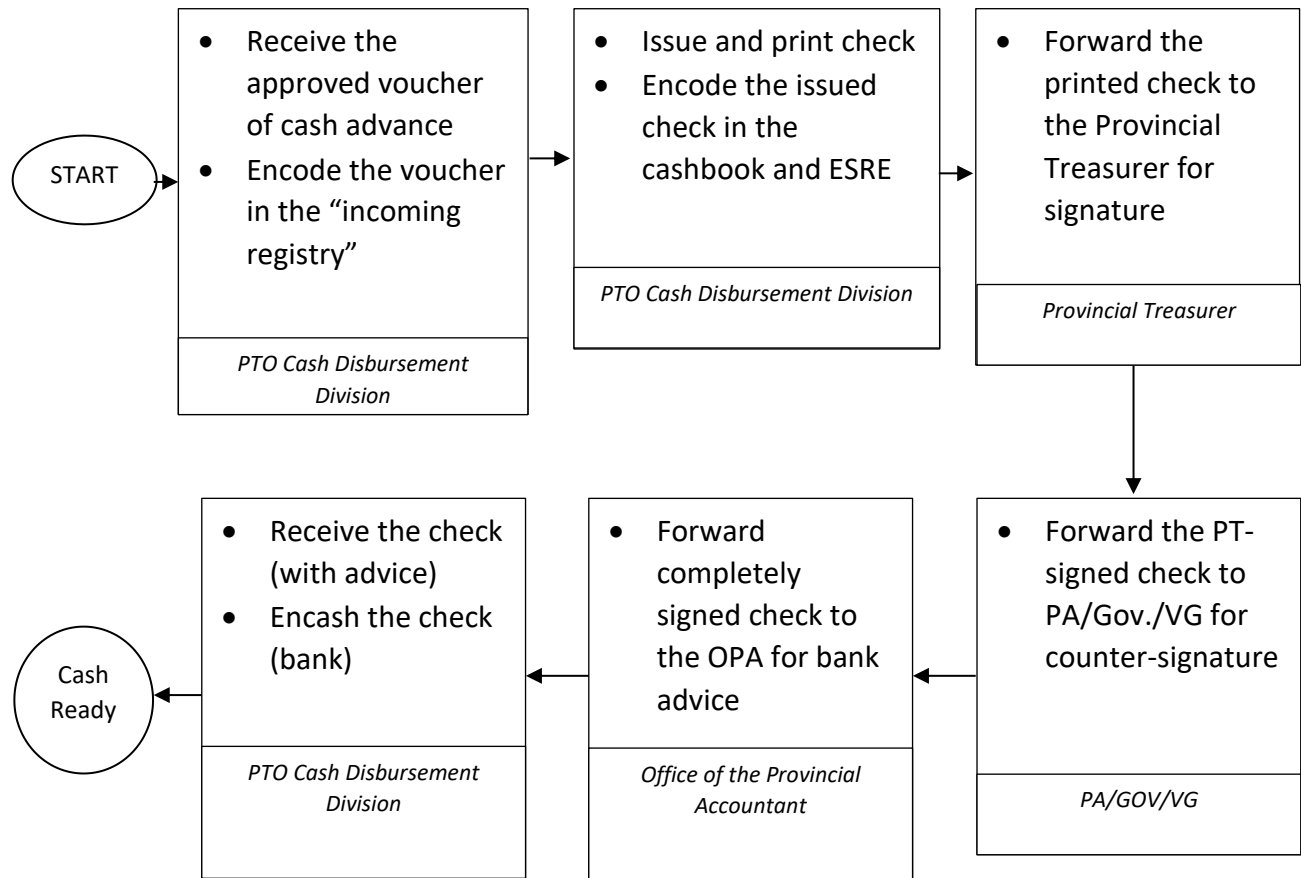
FLOWCHART 1 Process Flow of Disbursement of Salaries and Other Remunerations

A. Preparation of Cash Advance for Approved Payrolls and Vouchers





B. Preparation of Check for Approved Voucher of Cash Advance





2. Renewal/Application for Fidelity Bond

Fidelity Bond is an insurance of every officer, agent or employee of the government of the Philippines whose duties permit or require the custody of funds or properties in accordance with Public Bonding Law (Sec. 314). **Service availability:** Mondays – Fridays (*except holidays and work suspensions*) 8:00AM – 5:00PM

Office or Division:	Administrative Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Officials and employees of the Provincial Government of Oriental Mindoro with custody of funds and/or properties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Fidelity Bond Application Form (GF 57) – <i>1 original copy</i> Accomplished List of Bonded Officers – <i>1 original copy</i> Valid Special Order to apply for bond – <i>1 original or photocopy</i>		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1 Process the documents via the Online Fidelity Bonding System (OFBS) and email to the Bureau of the Treasury (BTr) 1.2 Issue the corresponding Authority to Accept Payment (<i>emailed back by the BTr</i>)	None	1 day	<i>Loreto G. Macalindol – AO IV</i> <i>Annabelle M. Gardoce – Provincial Treasurer</i>
2. Pay the bond premium	2. Accept payment and issue official receipt, stamp the ATAP	*Please refer to Table 3. Schedule of	1 day	DBP or LBP



		Fidelity Bond Premium		
3. Submit bank-issued official receipt and stamped ATAP	3. Email the copies of OR and stamped ATAP to the BTr	None	1 day	Loreto G. Macalindol AO IV
4. Receive the confirmation letter	4. Issue the confirmation letter of the applied/ renewed bond (email by the BTr)	None		
TOTAL:		*Please refer to Table 3. Schedule of Fidelity Bond Premium	3 days	

Table 3. SCHEDULE OF FIDELITY BOND PREMIUM

I. Cash Accountability

MINIMUM CASH ACCOUNTABILITY	MAXIMUM CASH ACCOUNTABILITY	AMOUNT OF BOND	BOND PREMIUM
5,001.00	9,000.00	75% of their Total Cash Accountability	Bond Premium shall not be less than P150
9,001.00	12,000.00	9,000.00	150.00
12,001.00	15,000.00	11,250.00	168.75
15,001.00	18,000.00	13,500.00	202.50
18,001.00	21,000.00	16,750.00	251.25
21,001.00	25,000.00	18,900.00	283.50
25,001.00	30,000.00	22,500.00	337.50
30,001.00	35,000.00	26,250.00	393.75
35,001.00	40,000.00	30,000.00	450.00
40,001.00	50,000.00	37,500.00	562.50



50,001.00	60,000.00	45,000.00	675.00
60,001.00	80,000.00	60,000.00	900.00
80,001.00	100,000.00	75,000.00	1,125.00
100,001.00	250,000.00	100,000.00	1,500.00
250,001.00	500,000.00	225,000.00	3,375.00
500,001.00	750,000.00	350,250.00	5,253.75
750,001.00	1,000,000.00	500,000.00	7,500.00
1,000,001.00	2,500,000.00	750,000.00	11,250.00
2,500,001.00	5,000,000.00	1,500,000.00	22,500.00
5,000,001.00	25,000,000.00	3,500,000.00	52,500.00
25,000,001.00	75,000,000.00	4,000,000.00	60,000.00
75,000,001.00	100,000,000.00	5,000,000.00	75,000.00

II. Property Accountability

- Government Securities 30% of their total value x 1.5% = Premium
- Equipment 30% of their total value x 1.5% = Premium
- Supplies & Materials 30% of their total value x 1.5% = Premium

Value rounded off to the nearest hundred

FEEDBACK AND COMPLAINTS MECHANISM

The Feedback and Complaints mechanism is a set of procedures and tools formally established across different services and functions of the Provincial Treasurer's Office. This system is used to receive, process, and respond to service-related concerns from the clients.

How to send feedback	<ol style="list-style-type: none"> Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. Contact Info: 0977-805-0450 and/or email: pto@ormindoro.gov.ph
How feedback are processed	<ol style="list-style-type: none"> Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. For negative feedback and those that require answers/response, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office.



	<ol style="list-style-type: none"> Response/Action of the concerned office is relayed to the client as soon as possible. For inquiries or follow-ups, clients may contact 0977-805-0450 and/or email: pto@ormindoro.gov.ph
How to file a complaint	<ol style="list-style-type: none"> Complaints can be files either through telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaint Desk located at the 2nd Floor, Provincial Administrator's Office, main Bldg., Provincial Capitol Complex, Camilmil, Calapan City. The name, designation and office of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. For inquiries or follow-ups, clients may contact 0977-805-0450 and/or email: pto@ormindoro.gov.ph
How complaints are processed	<ol style="list-style-type: none"> Results of the CSS, including the complaints, are generated and consolidated on a monthly basis. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned department/individuals for appropriate immediate actions and intervention. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken b their office. Response/Action of the concerned office is relayed to the complainant as soon as possible. The clients shall be notified of the progress of the complaint. For inquiries or follow-ups regarding filed complaints: call or text Cellphone No. 0977-805-0450
Contact information of Contact Center ng Bayan (CCB), CSC Contact Center ng Bayan (CCB), Anti-Red Tape Authority (ARTA)	<p>ARTA : complaints@arta.gov.ph</p> <p>: 1-ARTA (1-2782)</p> <p>PCC : 8888</p> <p>CCB : 0908-881-6565</p>



PROVINCIAL TREASURER'S OFFICE DIRECTORY			
DIVISION / UNIT	ADDRESS	CONTACT NUMBER	OFFICIAL EMAIL ADDRESS
Administrative Unit	Provincial Capitol Complex, Gov. Ignacio St., Camilmil, Calapan City 5200 Oriental Mindoro Philippines	0977-805-0450	pto@ormindoro.gov.ph
Cash Disbursement Division	Provincial Capitol Complex, Gov. Ignacio St., Camilmil, Calapan City 5200 Oriental Mindoro Philippines	(043) 288-7560	
Cash Receipt Division	Provincial Capitol Complex, Gov. Ignacio St., Camilmil, Calapan City 5200 Oriental Mindoro Philippines	(043) 288-7741	
Revenue Operations and Field Supervision Division	Provincial Capitol Complex, Gov. Ignacio St., Camilmil, Calapan City 5200 Oriental Mindoro Philippines	(043) 288-7741	
Office of the Provincial Treasurer	Provincial Capitol Complex, Gov. Ignacio St., Camilmil, Calapan City 5200 Oriental Mindoro Philippines	0918-345-4823 0917-182-2401	



PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE

EXTERNAL SERVICES



1. Applying for a Permanent Position in the Provincial Government

Opportunity for employment in the government shall be open to all qualified citizens regardless of age, sex, race or ethnicity, disability, pregnancy, marital status, gender reassignment, religious background or political affiliation. Positive efforts shall be extended to attract the best qualified to enter the service. Employees shall be selected on the basis of merit and fitness to perform the duties and assume the responsibilities of the position. (Monday to Friday, 8:00 am to 5:00 pm)

Office or Division:	Human Resource Planning, Placement and Performance Management Division
Classification:	Highly Technical
Type of Transaction:	G2C, G2G - Government to Client, Government to Government
Who may avail:	All qualified citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Personal Data Sheet (CS Form 212 - Rev. 2017) - (1 Original) Work Experience Sheet (Attachment to CS form 212) – (1 Original)	CSC Website (Downloads, Forms)
2. Application Letter (1 original)	Applicant
3. Authenticated/Certified Photocopy of Transcript of Records and Diploma (2 original, 1 photocopy)	School Last Attended
4. Certificate of Relevant Training (if required)	Government Agencies and/or CSC Accredited Training Institutions
5. Proof of Eligibility (<i>original copy authenticated copy, scanned copy, or site/screen capture of the eligibility using the verification system of the concerned agency</i>). (for original appointment, promotion, transfer, reappointment - change of status to permanent, or reemployment) I. Certificate of Eligibility/Eligibility Card Career Executive Service Board (CESB)	I. Career Executive Service Board (CESB)/ Civil Service Commission Regional Office/



<p>Career Service Professional and Career Service Sub-Professional</p> <p>National Police Commission (NAPOLCOM)</p> <p>II. Valid professional license or Certificate of Registration or Report of Rating for positions that involves practice of the profession</p> <p>III. Certificate of Admission to the Bar and License ID for positions that involve the practice of the profession</p> <p>IV. Valid professional license or Certificate of Registration or Report of Rating, Certificate of Admission to the Bar, or License ID for positions that do not involve the practice of the profession</p>	<p>Civil Service Eligibility Verification System (CSEVS) (for site/screen capture) National Police Commission (NAPOLCOM)</p> <p>II. Professional Regulations Commission (PRC)/ Professional Regulations Commission's (PRC)'s Licensure Examination and Registration Information System (LERIS) (for site/screen capture)</p> <p>III. Supreme Court of the Philippines (SC)/ Supreme Court Lawyer's List) (site/screen capture)/ Maritime Industry Authority (MARINA) (for positions that Involves the practice of the profession)</p> <p>IV. Professional Regulations Commission (PRC)/ Professional Regulations Commission's (PRC)'s Licensure Examination and Registration Information System (LERIS) (for site/screen capture) Supreme Court of the Philippines (SC)/ Supreme Court Lawyer's List) (site/screen capture) Maritime Industry Authority (MARINA) (for positions that do not involve practice of the profession)</p> <p>V. National Telecommunications Commission (NTC)/</p>
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V. Valid license issued by authorized regulatory agencies	Civil Aviation Authority of the Philippines (CAAP)/ Land Transportation Office (LTO)/ Philippine National Police (PNP)
6. PSA Authenticated Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority
7. PSA Authenticated Marriage Contract - for Married Female (1 original, 1 photocopy)	Philippine Statistics Authority
For Prison Guard and Security Guard Positions only 1. Result of Neuro-Psychiatric Examination/ Evaluation (1 original, 1 photocopy)	DOH Accredited Health Facilities (Government or Private)
For Security Guard Positions only 1. Authenticated copy of Security License (2 original, 1 photocopy)	Philippine National Police – Security Agencies Guards Supervision Division (SAGSD)
For Promotion and Transfer 1. Performance Rating for the last two semesters with at least VERY SATISFACTORY rating 2. Potential Assessment Form with at least 80% rating	Present agency (in case of Promotion) Previous agency (in case of Transfer and Re-employment)
For Re-employment 1. Service Record (2 original) 2. Copy of the latest appointment paper (2 photocopies)	Previous agency
For Re-appointment 1. Performance Rating for the last two (2) semesters with at least VERY SATISFACTORY rating	Present Agency
Certificate of Eligibility for skilled positions	Civil Service Commission
ADDITIONAL REQUIREMENTS – ORIGINAL and REEMPLOYMENT	
1. Barangay Clearance (1 original)	Barangay Hall
2. Mayor's Clearance (1 original)	Mayor's Office
3. Police Clearance (1 original)	Philippine National Police Office
4. Judge Clearance (1 original)	Office of the Clerk of Court



5. Fiscal's Clearance (1 original)	Provincial/City Prosecutor's Office			
6. NBI Clearance (1 original, 2 photocopies)	National Bureau of Investigation			
7. Medical Certificate with Documentary Stamp (1 original, 1 photocopy) (CSC Form No. 211-Revised 2018) 7.1 Urinalysis 7.2 Blood Test 7.3 X-ray 7.4 Drug Test	DOH Accredited Health Facilities (Government or Private)			
Statement of Assets, Liabilities and Net Worth (2 Original)	www.ombudsman.gov.ph (Downloads, Forms)			
BIR Withholding Certificates (Form 1902 / 2305)	Provincial Treasurer's Office - PGOM			
ADDITIONAL REQUIREMENTS – TRANSFER				
1. Approved Request for Transfer (1 original) 2. Clearances for Property, Money and Accountability (1 original) 3. Service Record (1 original) 4. Certification of Leave Credits (1 original) 5. Certification of Last Salary received (1 original) 6. Copy of Latest Appointment Paper (1 original) 7. BIR Form 2316 (1 original)	<div><div></div><div>Previous Agency</div></div> <div>Previous Agency</div>			
PSA Authenticated Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority			
PSA Authenticated Marriage Contract – for Married Female (1 original, 1 photocopy)	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Look for the Published/ Posted List of Vacant Positions in conspicuous	1. Submit list/s of vacant position/s authorized to be filled in electronic and printed copies in the Civil Service	None	One (1) day upon receipt of the instruction from the LCE	Myrna M. Daitol, Administrative Officer V (AOV), (Human Resource, Planning.



and identified /specified places	<p>Commission Field Office (CSC-FO) for posting on its bulletin board and in the Civil Service Commission –Regional Office (CSC RO) which shall publish the same in the CSC Bulletin of Vacant Positions and in the CSC Website</p> <p>1.1 Publish vacant positions in at least three conspicuous places in the Provincial Government of Oriental Mindoro (PGOM) and on the agency's official website not less than fifteen (15) calendar days</p>			Placement and Performance Management Division (HRPPMD)/ Provincial Human Resource Management Office (PHRMO)
2. Submit the application letter with complete mandatory requirements in hard or soft copy for initial screening	<p>2. Conduct pre-screening of the applicant</p> <p>2.1. Check the qualification standards of the position to ensure that the applicant meets the minimum qualification requirement</p> <p>2.2. Check and verify the completeness,</p>	None	Ten (10) minutes	<p><i>Myrna M. Daitol,</i> AO V HRPPMD/ PHRMO</p> <p><i>Kharisma Carol A. Flores,</i> <i>Administrative Officer IV (AO IV)</i> <i>Vincent John M. Ronquillo,</i> <i>Administrative Aide III (AA III)</i> HRPPMD PHRMO</p>



	<p>authenticity and validity of mandatory requirements submitted by the applicant</p> <p>Note: The Personal Data Sheet (PDS) must be properly filled out including the Work Experience Sheet; The photocopied certificate of eligibility and Transcript of Records must be certified by the issuing agency/school</p> <p>2.3. Update the master list of shortlisted applicants</p> <p>2.4. Notify the applicant of the result of the initial screening and the schedule of the written examination</p> <p>2.5. Conduct a background investigation of the applicant</p>		One (1) week before the scheduled HRMPSB deliberation	<p><i>Myrna M. Daitol,</i> AO V HRPPMD PHRMO</p>
3. Take Essay Behavioral Examination	3. Administer written essay examination to second (2nd) level applicants, and behavioral examination to 1st level applicants	None	4 hours	<p><i>Kharisma Carol A. Flores,</i> AO IV</p> <p><i>Vincent John M. Ronquillo,</i> AA III HRPPMD PHRMO</p>



4. Report to the PHRMO on the appointed date and time for an interview by the Human Resource Merit Promotion and Selection Board (HRMPSB) members	4. Notify the applicant, HRMPSB members and concerned offices regarding schedule or changes (if any) of deliberation	None	One (1) hour after receipt of confirmation from the LCE or the HRMPSB members	<i>Kharisma Carol A. Flores, AO IV</i> HRPPPM PHRMO <i>Dahlia A. Casiple, Supervising Admin. Officer (SAO)</i>
	4.1. Facilitate the conduct of HRMPSB deliberation		As scheduled Before or during the conduct of HRMPSB deliberation	<i>Myrna M. Daitol, AO V</i>
	4.2. Furnish the HRMPSB a copy of the written essay/behavioral examination			<i>Kharisma Carol A. Flores, AO IV</i>
	4.3. Document the proceedings		Five (5) days after the HRMPSB meeting	<i>Vincent John M. Ronquillo, AA III</i> HRPPPM PHRMO
	4.4. Submit Summary of Comparative Assessment of Competencies to the LCE		(Two) 2 days after receipt of the LCE's selection	<i>Myrna M. Daitol, AO V</i> HRPPPM PHRMO
	4.5. Prepare Notice of Result of HRMPSB Deliberation			<i>Kharisma Carol A. Flores, AO IV</i> HRPPPM PHRMO
	4.6. Notify the applicant on the confirmation of his/her appointment/ promotion			<i>Vincent John M. Ronquillo, AA III</i> HRPPPM PHRMO



5. Submit to the PHRMO the complete additional requirements after receipt of the notice/confirmation letter	5. Review the completeness, authenticity and veracity of submitted additional requirements. 5.1. Prepare appointment papers and supporting documents	None	Review - 3 minutes One (1) day after receipt of complete additional requirements	<i>Kharisma Carol A. Flores,</i> AO IV HRPPPM PHRMO <i>Myrna M. Daitol</i> AO V HRPPPM PHRMO
6. Attend Orientation on PGOM's policies and programs, CSC rules and regulations and other relevant regulatory laws 6.1 Proceed to the Payroll System Unit (PSU) for the enrolment to biometric timekeeping 6.2 Attend Oath taking ceremonies	6. Prepare Notice of Biometric Enrolment and Orientation 6.1. Endorse newly appointed personnel to Training Education and Development Division for orientation and to PSU for biometric enrolment 6.2. Facilitate the conduct of Oath Taking Ceremonies for newly appointed/promoted employees	None	<div data-bbox="938 709 1149 911"> } Five (5) days before assumption of duty </div> <div data-bbox="938 1016 1149 1436"> } Five (5) days before assumption of duty </div>	<i>Kharisma Carol A. Flores,</i> AO IV HRPPPM PHRMO <i>Vincent John M. Ronquillo,</i> AA III HRPPPM PHRMO <i>Dahlia A. Casiple,</i> SAO <i>Myrna M. Daitol,</i> AO V <i>Kharisma Carol A. Flores,</i> AO IV <i>Vincent John M. Ronquillo,</i> AA III HRPPPM PHRMO



7. Receive copies of approved appointment papers and supporting documents	7. Issue the approved appointment papers to the appointee		One (1) day after signing/approval by the LCE	<i>Myrna M. Daitol,</i> AO V HRPPMD PHRMO
	7.1. Submit appointment paper and supporting documents to the Civil Service Commission Field Office (CSC FO)		Every 30 th day of the succeeding month	<i>Myrna M. Daitol,</i> AO V HRPPMD PHRMO
	7.2. Forward approved appointment paper/s to Personnel Information and Welfare division for safekeeping and for data banking		One (1) day after acknowledgment by the appointee	<i>Myrna M. Daitol,</i> AO V HRPPMD PHRMO
	TOTAL	None	22 days, 5 hours, 13 minutes	

“Applying for a Permanent Position in the Provincial Government: Qualified for multi-stage processing”

2. Claim of Terminal Leave Benefits

This program allows the separated PGOM employees; retired and resigned to monetize their accrued leave credits from their years in government service and after serving as public servants.

Office or Division:	Personnel Information and Welfare Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client



Who may avail:	All retired and resigned PGOM employees who are separated from the government service	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for Terminal Leave Benefits (1 original and 3 photocopies)		Provided by the Client
2. Clearances from Money and Property Accountabilities (1 original and 3 photocopies)		Provincial General Services Office Provincial Engineer's Office Provincial Human Resource Management Office
3. Service Record (1 original and 3 photocopies)		Provincial Human Resource Management Office Provincial Human Resource Management Office
4. Latest NOSA/Copy of Appointment (3 photocopies)		Provincial Legal Office & Provincial Human Resource Management Office
5. Certification of No Pending Case (1 original and 3 photocopies)		Office of the Prosecutor
6. Fiscal's Clearance (1 original and 3 photocopies)		Provided by the Client
7. Statement of Assets, Liabilities and Net Worth (1 original and 3 photocopies)		Provincial Human Resource Management Office
8. Applicant's Authorization (in Affidavit form) to deduct from the claim all financial obligations to the government (4 original copies)		Provincial Human Resource Management Office
9. Affidavit of No Pending Criminal Investigation or Prosecution (4 original copies)		GSIS Office
10. GSIS Clearance (3 photocopies)		Provided by the Client
11. Certification of No Outstanding Balance from Banks (1 original and 3 photocopies)		



Additional Requirements in case of Death of Claimant:

1. Death Certificate authenticated by PSA (3 photocopies)
2. Marriage Contract authenticated by PSA (3 photocopies)
3. Birth Certificate of all surviving heirs authenticated by PSA (3 photocopies)
4. Designation of next-of-kin (1 original and 3 photocopies)
5. Waiver of Rights of Children 18 years old and above (1 original and 3 photocopies)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit complete documentary requirements to PHRMO	1. Prepare the following documents: 1.1. Application for Leave 1.2. Statement of Leave Credits 1.3. Disbursement Voucher 1.4. Forward the Application for Leave Form to client for signature	None	3 days 3 minutes	<i>Annabelle L. Huertas,</i> <i>Supervising Admin. Officer (SAO)</i> <i>Girlie P. Mercene,</i> <i>Admin. Officer IV (AO IV)</i> <i>Marife T. Adame,</i> <i>Admin. Asst. II (AA II)</i> <i>Jonel D. Golfo,</i> <i>Admin. Asst. II (AA II)</i> (Personnel Information and Welfare Division (PIWD) Provincial Human Resource Management Office (PHRO)
	1.5. Forward the Application for Leave for approval of Provincial Administrator		3 days and 2 minutes	<i>Dennis DT. Sode,</i> <i>AA I</i> Administrative Unit PHRMO <i>Dr. Hubbert Christopher A. Dolor</i> <i>Provincial Administrator</i> (Provincial Administrator's Office)
	1.6. Preparation of Obligation		3 days and 2 minutes	<i>Annabelle L. Huertas</i>



	Request and Disbursement Voucher and forward to PA's Office for approval			SAO PHRMO <i>Dr. Hubbert Christopher A. Dolor Prov. Administrator</i>
	1.8. Forward the signed documents to Finance Department for processing and approval		3 minutes	<i>Dennis DT. Sode Admin Aide I PHRMO</i>
	1.8.1 Provincial Budget Office (PBO)		3 days	<i>May Anne Joy M. Ylagan PGDH-PBO Provincial Budget Office</i>
	1.8.2 Provincial Treasurer's Office (PTO)		1 hour	<i>Annabelle M. Gardoce PGDH – PTO Provl. Treasurer's Office</i>
	1.8.3 Office of the Provincial Accountant (OPA)		20 days	<i>Darlene V. Lantican Accountant IV Office of the Provincial Accountant</i>
	1.8.4 Provincial Administrator		3 days	<i>Dr. Hubbert Christopher A. Dolor Provincial Administrator</i>



2. Receive the terminal leave claim from the Provincial Treasurer's Office	2. Preparation and release of check	None	5 days	<i>Luis G. Valentino, Cashier III</i> Cash Disbursement Division - Provincial Treasurer's Office
TOTAL:		None	40 days, 1 hour and 10 minutes	

“Claim of Terminal Leave Benefits: Qualified for multi-stage processing.”



PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES



1. Applying for a Masteral Degree Scholarship Grant / Study Leave

The Provincial Government of Oriental Mindoro (PGOM) constituted the Provincial Masteral Degree Scholarship Program primarily to establish and maintain a system of educational assistance to deserving PGOM officials and employees.

The PGOM adopted the Civil Service Commission Study Leave Program in line with its thrust to provide opportunities to its officials and employees to excel and to grow professionally. It is a time off from work not exceeding six (6) months with pay for the purpose of assisting qualified officials and employees to prepare for the bar or board examination or to complete their masteral degree. (Monday to Friday, 8:00 am to 5:00 PM)

Office or Division:	Training, Education and Development Division		
Classification:	Highly Technical		
Type of Transaction:	G2G-Government to Government		
Who may avail:	All employees who have rendered at least two (2) years of permanent service in PGOM.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Letter (1 original, 1 photocopy)		Applicant	
2. Recommendation Letter / Endorsement (1 original, 1 photocopy)		Department Head	
3. College Diploma (1 authenticated, 1 photocopy)		University/college graduated from	
4. Transcript of Records (1 authenticated, 1 photocopy)		University/college graduated from	
5. Service Record (1 authenticated, 1 photocopy)		Personnel Information & Welfare Division- PHRMO, 2 nd flr. Main Bldg., Provincial Capitol Complex	
6. Medical Certificate - CSC Form No. 211 Rev. 2018 (1 original, 1 photocopy)		All DOH - licensed/accredited health facilities	
7. Individual Performance Commitment Review (IPCR) for the last 2 consecutive rating periods (1 authenticated, 1 photocopy)		Provincial Human Resource Management Office, Provincial Capitol Complex	
8. Certificate of No Pending Administrative / Criminal Case		Provincial Legal Office and Provincial Human Resource Management Office, Provincial Capitol Complex	
9. Certificate of Non-Availment of Foreign/Local Scholarship Grant		Office where the applicant is assigned and PHRMO, Provincial Capitol Complex	



<i>For Study Leave applicants, proof of registration</i>			Institution where the applicant is enrolled	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1. Receive and review the requirements of the applicant	None	20 minutes	<i>Angelica S. Eje</i> <i>Administrative,</i> <i>Officer IV (AO IV)</i> (Training Education and Development Division (TEDD)/ Provincial Human Resource Mgt. Office (PHRMO))
2. Sign Memorandum of Agreement	2. Facilitate signing of concerned parties and witnesses	None	7 days	<i>Angelica S. Eje,</i> <i>AO IV</i> <i>TEDD</i> <i>PHRMO</i>
	2.1. Forward to the Provincial Governor for approval	None	7 days	
3. Attend orientation on the terms and conditions of the program	3. Conduct orientation	None	1 day	<i>Angelica S. Eje,</i> <i>AO IV</i> <i>TEDD</i> <i>PHRMO</i>
	3.1. Issue MOA to the grantee for notarization	None		
4. Submit notarized MOA	4. Receive and file the notarized copy of the MOA for reference	None	5 minutes	<i>Angelica S. Eje,</i> <i>AO IV</i> <i>TEDD</i> <i>PHRMO</i>
TOTAL:		None	15 days 25 minutes	



2. Monetization of Leave Credits

This program allows eligible PGOM employees to convert their accumulated unused leave credits into a monetary value which they could use for educational needs, loan amortizations and medical needs and emergencies. This provides them with increased financial flexibility, as they can receive a lump sum payment from their accrued leave. (Monday to Friday, 8:00 am – 5:00 pm)

Office or Division:	Personnel Information and Welfare Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PGOM employees holding permanent positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Medical Certificate with Documentary Stamp (1 original and 3 photocopies) 2. Approved letter request (1 original) 3. Application for Leave - Monetization of Leave Credits (3 original copies) 4. Statement of Account from the bank, school and hospital. (1 original and 3 photocopies)			} Provided by the Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements to PHRMO	1. Prepare endorsement letter for approval of the Provincial Governor	None	7 days and 40 minutes	<i>Annabelle L. Huertas,</i> SAO Provincial Information and Welfare Division (PIWD) PHRMO <i>Paula Bianca S. Mendroz</i> Admin. Assistant III Provincial Governor's Office (PGO)



	2. Forward the Application for Leave to client for signature	None	3 minutes	<i>Annabelle L. Huertas, SAO PIWD PHRMO</i>
	2.1 Forward the Application for Leave to the Provincial Administrator for signature/ approval	None	3 days	<i>Dr. Hubbert Christopher A. Dolor Provincial Administrator Office of the Provincial Administrator</i>
	2.2 Preparation of Obligation Request (OBR) and Disbursement Voucher (DV) to be forwarded to the Office of the Provincial Administrator for approval	None	3 days and 30 minutes	<i>Annabelle L. Huertas, SAO PIWD PHRMO Dr. Hubbert Christopher A. Dolor Provincial Administrator PA's Office</i>



	3. Forward the signed documents to Finance Department for processing and approval			<i>Dennis DT. Sode, AA I Admin Unit PHRMO</i>
	3.1 Provincial Budget Office		3 days	<i>May Ann Joy M. Ylagan PGDH - PBO Provl. Budget Office</i>
	3.2 Provincial Treasure's Office	None	1 hour	<i>Annabelle M. Gardoce PGDH – PTO Provincial Treasurer's Office</i>
	3.3 Office of the Provincial Accountant		20 days	<i>Darlene V. Lantican Accountant IV OPA</i>
	3.4 Provincial Administrator's Office		3 days	<i>Dr. Hubbert Christopher A. Dolor Provincial Administrator</i>
2.Receive cheque	5. Preparation and release of cheque	None	5 days	<i>Luis G.Valentino, Cashier III Cash Disbursement Division PTO</i>
TOTAL		None	44 days, 2 hrs, 13 minutes	

"Monetization of Leave Credits: Qualified for multi-stage processing."



Additional requirements for deceased member: 1. Death Certificate from PSA (3 photocopies) 2. For spouse – Marriage Contract (3 photocopies) 3. For children – Birth Certificate (3 photocopies) 4. Waiver of Rights (3 Original Copies)		} Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements at the PHRMO	1. Prepare Disbursement Voucher for processing and approval	None	30 minutes	<i>Marife T. Adame, AA II</i> <i>Jonel D. Golfo, AA II</i> PIWD PHRMO
2. Wait for the processing of claims	2. Forward to concerned offices for processing and approval	None	3 minutes	<i>Redentor A. Mendoza AA II</i> PA's Office
	2.1 Provincial Administrator's Office		3 days	<i>Dr. Hubbert Christopher A. Dolor</i> PA's Office
	2.4 Office of the Provincial Accountant		20 days	<i>Darlene V. Lantican</i> Accountant IV OPA
3. Receive cheque	2.3 Office of the Provincial Treasurer's Office	None	1 hour	<i>Annabelle M. Gardoce</i> PGDH – PTO
	Preparation and release of cheque		5 days	<i>Luis G. Valentino</i> Cashier III PTO
TOTAL			28 days, 1 hour, 30 minutes	



“Personnel Assistance Program (PAP) Availment: Qualified for multi-stage processing”

4. Personnel Assistance Program Membership

To be an eligible member for PAP availment.

Office or Division:	Personnel Information and Welfare Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PGOM Employees holding permanent positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Membership Form (1 original copy)		Administrative Division Provincial Human Resource Mgt. Office		
2. Official Receipt for membership (1 original copy)		Cash Receipts Division - Provincial Treasurer's Office		
3. Marriage Contract (1 photocopy)		Provided by the Client		
4. Birth Certificate for dependents (1 photocopy)		Provided by the Client		
5. Birth Certificate of Member if designated beneficiaries are parents (1 photocopy)		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form with Official Receipt for Membership Fee along with the requirements to the PHRMO	1. Prepare Memorandum of Agreement (MOA) 1.1. Forward the accomplished MOA to the Office of the Provincial Governor for approval	None	1 hour 7 days	<i>Marife T. Adame, AA II</i> <i>Jonel D. Golfo AA II</i> PIWD PHRMO <i>Dennis DT. Sode, AA I</i> Admin Unit PHRMO
2. Receive signed MOA from the	2. Release the signed MOA to the	None	5 minutes	<i>Marife T. Adame, AA II</i>



PHRMO for notarization	client for notarization			<i>Jonel D. Golfo, AA II PIWD PHRMO</i>
3. Return the notarized MOA to the PHRMO	3. Secure copy of the notarized MOA for reference and safekeeping	None	2 minutes	<i>Marife T. Adame AA II Jonel D. Golfo AA II PIWD PHRMO</i>
TOTAL		None	7 days, 1 hour and 7 minutes	

5. Securing Service Records and Certifications

To provide updated and accurate personnel information of PGOM employees.

Office or Division:	Personnel Information and Welfare Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G – Government to Client, Government to Government			
Who may avail:	All PGOM employees holding permanent and non-permanent positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip (1 original copy)			Provincial Human Resource Management Office	
2. Official Receipt (1 original copy)			Provincial Treasurer's Office	
3. No Pending Case approved slip for No Pending Case Certification (1 original copy)			Provincial Legal Office	
4. Valid Identification Card for External Clients (1 photocopy)			Provided by the Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with Official	1. Prepare and forward the requested	None	5 minutes	<i>Annabelle L. Huertas SAO Marife T. Adame,</i>



Receipt to the Officer of the Day	document to the Department Head for approval			AA II <i>Jonel D. Golfo</i> AA II <i>Girle P. Mercene,</i> AO IV PIWD PHRMO
2.Receive the approved document	2.Release the signed document	None	10 minutes	<i>Dennis DT. Sode,</i> AA I <i>Michelle R. Garcia,</i> AA I Admin Unit PHRMO
TOTAL		None	15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: (043) 288-7160 office landline number and/or
How feedbacks are processed	<ol style="list-style-type: none"> 3. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned office/individuals. 4. For negative feedbacks and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 5. Response/Action of the concerned office is relayed to the client as soon as possible 6. For inquiries and follow-ups, clients may contact the Provincial Human Resource Management Office (PHRMO) at (043) 288-7160.



How to file complaint	<p>7. Complaints can be filed either thru telephone number below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby.</p> <p>8. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of complaint.</p> <p>9. For inquires and follow ups clients may contact the PHRMO at (043) 288-7160</p>
How complaints are processed	<p>10. Result of CSS, including the complaints, are generated and consolidated on a monthly basis.</p> <p>11. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/ individuals for appropriate immediate action and intervention.</p> <p>12. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.</p> <p>13. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>14. The client shall be notified of the progress of the complaint.</p> <p>15. For inquires and follow ups clients may contact the PHRMO at (landline number).</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph</p> <p>:1-ARTA (1-2782</p> <p>PCC:8888</p> <p>CCB:0908-881-6565</p>

Provincial Human Resource Management Office

Provincial Capitol Complex, Camilmil, Calapan City, Oriental Mindoro

(043) 288-7160 / 0917590-5092

phrmo@ormindoro.gov.ph



GENERAL PUBLIC SERVICES

Provincial General Services Office

EXTERNAL SERVICES



1. Issuance of Original Copy of Official Receipt (OR) and Certificate of Registration (CR) of PGOM donated motor vehicle

A vehicle's ORCR must always be available at the motor vehicle as a proof of valid registration and authority to travel to and from its destination. The ORCR of the motor vehicles donated to barangays can be secured from the Provincial General Services Office by the concerned barangay officials or authorized representatives. The service is available on weekdays from 8:00 AM to 5:00 PM

Office or Division:	Supply and Property Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Barangays with unclaimed ORCR			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request form (1 original copy)			Provincial General Services Office	
2. Notarized Deed of Donation (1 original copy)			Concerned Offices / Provincial Legal Office	
3. Approved Invoice Receipt of Property (4 original copies)			PGSO	
4. Photocopy of Valid ID (1 copy)			Authorized Representative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form. In the case of authorized representative, present a valid ID.	1. Receive the request form. In case of authorized representative, validate ID presented and locate the ORCR.	None	15 minutes	May D. Janda Administrative Officer III Luciano Arnel D. Tolentino - AOV PGSO
2. Receive the ORCR	2. Release the ORCR	None	5 minutes	May D. Janda - AOIII Luciano Arnel D. Tolentino - AOV PGSO
TOTAL		None	20 minutes	



GENERAL PUBLIC SERVICES
Provincial General Services Office

INTERNAL SERVICES



1. Issuance of Authenticated Documents

Valuable PGOM records such as land titles, Inventory Report of Serviceable and Unserviceable Properties and other important documents with historical value are requested and issued to any interested party through the Records and Archives Management Division of the PGSO. The service is available on weekdays from 8:00 AM to 5:00 PM.

Office or Division:	Records and Archives Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government / G2C – Government to Citizens			
Who may avail:	All PGOM offices / All citizens needing archived government documents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip (one original copy)			Provincial General Services Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip	1. Receive request slip and forward the same to the Records Officer	None	2 minutes	<i>Manuel L. Garing</i> <i>Administrative Aide IV</i> PGSO
	1.1 Check the Records and Archive Management Information System for the availability of the requested records	None	10 minutes	<i>Vona Rose T. Abas</i> <i>Administrative Aide VI</i> PGSO
	1.2 Print/photocopy the requested records	None	5 minutes	<i>Manuel L. Garing-AA - IV</i> <i>Vona Rose T. Abas - AA-VI</i> PGSO
	1.3 Authenticate the requested records	None	5 minutes	<i>Rodel M. Atienza</i> <i>Administrative Officer IV</i> PGSO
2. Receive the requested records	2. Issue the requested records	None	2 minutes	<i>Manuel L. Garing-AA - IV</i> PGSO
TOTAL		None	24 minutes	



2. Issuance of Clearance as to Property Accountability

Property Accountability Clearance is an essential document issued through the Provincial General Services Office (PGSO) to officials and employees who are retired, resigned, deceased, travelling abroad and on-maternity leave of absence to clear them from property accountabilities. The service is available on weekdays from 8:00AM to 5:00 PM.

Office or Division:	Supply and Property Management Division	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All PGOM officials/employees who are resigning, retiring, traveling abroad and on-maternity leave of absence and immediate relative in case of the deceased PGOM officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PGOM Clearance Form (4 original copies)		Provincial General Services Office
2. CSC Clearance Form (4 original copies)		Provincial Human Resource Management Office
3. Property Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS)/ Waste Materials Report (WMR) of equipment assigned to the concerned employee (photocopy)		Provincial General Services Office
4. Inventory Custodian Slip (ICS) of the semi-expendable property/ies issued to the requestor		Office of the requestor/PGSO
5. Waste Materials Report (WMR) (1 copy)		Office of the requestor/PGSO
6. Acknowledgment Receipt of Property (duly signed by the concerned personnel and approved by the Chief of Office) if the requestor of clearance will be on leave for maximum of 15 days only. (1 copy)		Office of the requestor
7. Invoice Transfer of Property (if the requestor will be on leave for more than 15 days) (4 copies)		PGSO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance form signed by the concerned employee and department head	1. Receive the clearance form and forward the same to the Records Officer	None	3 minutes	<i>Genciano Demil C. Manzo</i> <i>Administrative Officer I</i> PGSO
2. For accountable employee: Facilitate the transfer of Property Acknowledgment Receipt (PAR) and Inventory Custodian Slip (ICS) if the property or equipment is serviceable. If unserviceable, submit Waste Materials Report (WMR).	2. Check/Verify with the PGSO Inventory Management System whether the concerned employee is accountable or not (if employee is accountable, he/she will be advised to facilitate first the transfer of PAR to another accountable employee, or to submit WMR if property/equipment is unserviceable)	None	1 day	<i>Devie A. Brucal</i> <i>Administrative Aide VI</i> <i>Genciano Demil C. Manzo - AOI</i> PGSO
3. Submit the PAR, ICS or WMR	3. Receive the new PAR, ICS or WMR and update the record	None	10 minutes	<i>May D. Janda</i> <i>Administrative Officer III</i> <i>Devie A. Brucal - AAVI</i> <i>Genciano Demil C. Manzo - AOI</i> <i>Rambler A. Lopez</i> <i>Administrative Aide IV</i> PGSO



	3.1 Conduct final review of the clearance and PAR/ICS/WMR, returned to concerned personnel if needs verification/ correction or affix initials and endorse the same for approval of the PGSO	None	1 day	<i>Luciano Arnel D. Tolentino</i> <i>Administrative Officer V</i> PGSO
	3.2 Approve and sign clearance or returned if needs verification or correction	None	2 days	<i>Atty. Jean Phebie G. De Mesa</i> PGSO
	3.3 Secure 1 copy of approved clearance for filing purposes	None	5 minutes	<i>Genciano Demil C. Manzo - AOI</i> PGSO
4. Receive clearance	4. Release Clearance to concerned employee	None	3 minutes	<i>Genciano Demil C. Manzo - AOI</i> PGSO
TOTAL		None	4 days and 21 minutes	

3. Issuance of Inventory Custodian Slip (ICS) / Property Acknowledgment Receipt (PAR)

All properties that cost less than Php 50,000.00 and Php 50,000.00 above should be prepared with corresponding ICS and PAR, respectively, to the accountable person or property custodian of the requesting POM offices. The service is available on weekdays from 8:00 AM to 5:00 PM.



Office or Division:	Supply and Property Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PGOM officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Order (PO), Property/ies to be prepared with ICS / PAR (1 original copy)			End User	
2. Accomplished Inspection and Acceptance Report (IAR), Sales Invoice (SI) (original copy) (4 copies)			End User	
3. ICS / PAR Form (3 original copies)			Provincial General Services Office	
4. Approved Notice To Proceed (1 Original)			End-user / BAC	
5. Sales Invoice (1 Original)			Supplier	
6. IT Equipment Post Inspection Report (for IT equipment) (1 Copy)			MIS	
7. Pictures of items for ICS or PAR			PGSO concerned personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PO, IAR and SI	1. Receive and review the submitted requirements	None	10 minutes	<i>Devie A. Brucal - AAVI Genciano Demil C. Manzo - AOI PGSO</i>
	1.1 Take and print photo of property for ICS / PAR	None	30 minutes	<i>Devie A. Brucal - AAVI Genciano Demil C. Manzo - AOI PGSO</i>
	1.2 Prepare ICS for properties that cost below Php 50,000.00 and PAR if above Php 50,000.00	None	30 minutes	<i>Devie A. Brucal - AAVI Genciano Demil C. Manzo - AOI PGSO</i>



2. Receive the prepared ICS / PAR for signature of accountable officer	2. Release to the client the ICS / PAR	None	3 minutes	<i>Devie A. Brucal - AAVI</i> <i>Genciano Demil C. Manzo - AOI</i> PGSO
3. Return to PGSO the signed ICS / PAR	3. Receive and review the signed ICS / PAR, update the inventory system, affix initial and forward the ICS/PAR to Division	None	1 day	<i>Devie A. Brucal - AAVI</i> <i>Genciano Demil C. Manzo - AOI</i> PGSO
	3.1 Review ICS / PAR, affix initial and endorse for approval of the PGSO or return to concerned personnel if needs verification/ correction	None	1 day	<i>Luciano Arnel D. Tolentino - AOV</i> PGSO
	3.2 Approve and sign the ICS / PAR or return to concerned personnel if needs verification/	None	2 days	<i>Atty. Jean Phebie G. De Mesa</i> PGSO
4. Receive the approved ICS / PAR	4. Secure the file copy and issue the accountable person's copy of ICS / PAR	None	5 minutes	<i>Devie A. Brucal - AAVI</i> <i>Genciano Demil C. Manzo - AOI</i> PGSO
TOTAL		None	4 days, 1 hour and 18 minutes	

4. Issuance of Inventory Custodian Slip (ICS) / Property Acknowledgment Receipt (PAR) for donated property/motor vehicle to PGOM

Any donated property/motor vehicle to PGOM shall be supported with complete sets of pertinent documents in order to include such property/vehicle in the Property Plant and Equipment Ledger Cards. PAR or ICS shall be issued to the accountable person and the



equipment shall be tagged and included in the inventory of PGOM properties. The service is available on weekdays from 8:00 AM to 5:00 PM.

Office or Division:	Supply and Property Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PGOM offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly notarized Deed of Donation		Donor/Recipient Office		
2. Approved Property Transfer Report		Donor/Recipient Office		
3. Pictures		Recipient		
4. Official Receipt and Certificate of Registration of motor vehicle		Donor/Recipient Office		
5. GSIS Insurance of motor vehicle		Recipient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the complete sets of requirements	1. Accept the submitted requirements	None	3 minutes	<i>Genciano Demil C. Manzo - AOI PGSO</i>
2. Wait for further instructions from the personnel concerned	2. Examine the documents presented and update the requestor regarding the next process	None	10 minutes	<i>Devie A. Brucal - AAVI PGSO</i>
	1.1 Take and print photo of property for ICS / PAR	None	30 minutes	<i>Devie A. Brucal - AAVI Genciano Demil C. Manzo - AOI PGSO</i>
	1.2 Prepare ICS for properties that cost below Php 50,000.00 and PAR if above Php 50,000.00	None	2 hours	<i>Devie A. Brucal - AAVI Genciano Demil C. Manzo - AOI PGSO</i>
2. Receive the prepared ICS / PAR for signature	2. Release to the client the ICS / PAR	None	3 minutes	<i>Devie A. Brucal - AAVI</i>



of accountable officer				<i>Genciano Demil C. Manzo - AOI PGSO</i>
3. Return to PGSO the signed ICS / PAR	3. Receive and review the signed ICS / PAR, update the inventory system, affix initial and forward the ICS/PAR to Division Chief	None	15 minutes	<i>Devie A. Brucal - AAVI Genciano Demil C. Manzo - AOI PGSO</i>
	3.1 Review ICS / PAR, affix initial and endorse for approval of the PGSO or return to concerned personnel if needs verification/ correction	None	1 day	<i>Luciano Arnel D. Tolentino - AOV PGSO</i>
	3.2 Approve and sign the ICS / PAR or return to concerned personnel if needs verification/ correction	None	1 day	<i>Atty. Jean Phebie G. De Mesa PGSO</i>
4. Receive the approved ICS / PAR	4. Secure the file copy and issue the accountable person's copy of ICS / PAR	None	3 minutes	<i>Devie A. Brucal - AAVI Genciano Demil C. Manzo - AOI PGSO</i>
TOTAL		None	2 days, 3 hours and 4 minutes	

5. Issuance of Invoice Receipt of Property (IRP)

All properties that cost Php 50,000.00 above should be prepared with corresponding Property Acknowledgment Receipt (PAR), to the accountable person or property custodian of the requesting PGOM offices. In the event that transfer of property to another accountable person shall be made, an Invoice Receipt of Property shall be issued for



proper documentation of the process. The service is available on weekdays from 8:00 AM to 5:00 PM.

Office or Division:	Supply and Property Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PGOM offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form (1 copy)			PGSO	
2. Notarized Deed of Donation / Memorandum of Agreement (4 copies)			PLO	
3. Approved Inspection and Acceptance Report (4 copies)			End-user / PGSO	
4. Invoice Receipt of Property Form			PGSO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Request form and present the complete set of documents	1. Receive and forward the submitted documents to concerned personnel	None	3 minutes	<i>Genciano Demil C. Manzo - AOI</i> PGSO
2. Return to office and wait for notifications relative to the transaction	2.1. Review the completeness of the documents. Return to concerned personnel if needs verification/ correction or affix initial and endorse to OIC-PGSO for approval	None	1 day	<i>Luciano Arnel D. Tolentino</i> AOV PGSO
	2.2 Final review, return to concerned personnel if needs	None	4 days	<i>Atty. Jean Phebie G. De Mesa</i> PGSO



	verification/correction or approve if the documentary requirements are complete and in order.			
3. Receive/return the document	3. Return/Release the document	None	6 minutes	<i>Genciano Demil C. Manzo - AOI PGSO</i>
TOTAL		None	5 days and 9 minutes	

6. Issuance of Inventory Transfer Report (ITR) (Php 50,000.00 below) for transfer of accountability or for donation

All properties that cost Php 50,000.00 below should be prepared with corresponding Inventory Custodian Slip (ICS), to the accountable person or property custodian of the requesting PGOM offices or for donation to another government agency. In the event that transfer of property to another accountable person shall be made, an Inventory Transfer Report shall be issued for proper documentation of the process. The service is available on weekdays from 8:00 AM to 5:00 PM

Office or Division:	Supply and Property Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PGOM offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		PGSO		
2. Inventory Transfer Report		PGSO		
3. Pictures of items to be transferred		PGSO		
4. Approved Deed of Donation (of the property to be donated)		PLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure the Request Form and present the complete set of documents	1. Receive and forward the submitted documents to concerned personnel	None	3 minutes	<i>Devie A. Brucal – AAVI PGSO</i>
2. Return to office and wait for notifications relative to the transaction	2.1. Review the completeness of the documents. Return to concerned personnel if needs verification/ correction or affix initial and endorse to OIC-PGSO for approval	None	1 day	<i>Luciano Arnel D. Tolentino - AOV PGSO</i>
	2.2 Final review, return to concerned personnel if needs verification/ correction or approve if the documentary requirements are complete and in order	None	5 days	<i>Atty. Jean Phebie G. De Mesa PGSO</i>
3. Receive/return the document	3. Return/Release the document	None	6 minutes	<i>Devie A. Brucal – AAVI PGSO</i>
TOTAL		None	6 days and 9 minutes	

7. Issuance of Inspection and Acceptance Report

The Inspection and Acceptance Report is a kind of document issued as proof of inspection and acceptance of any procured goods and contracted services by PGOM offices. The



basis in the preparation of IAR is the approved Purchase Order, Sales Invoice or Statement of Account and Notice To Proceed if the transaction exceed the amount of fifty thousand pesos (P50,000.00). The service is available on weekdays from 8:00 AM to 5:00 PM.

Office or Division:	Supply and Property Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PGOM offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Inspection and Acceptance Report Form signed by Inspectorate Team and End-User			End-user	
2. Sales Invoice / Statement of Account			Supplier	
3. Approved Notice To Proceed (for transactions more than 50,000.00 pesos)			BAC	
4. Photo Documentation (signed by End-user and Supplier)			End-user	
5. Approved Purchase Order			BAC	
6. IT Equipment Post Inspection Report (for IT equipment)			MIS	
7. Notice of Award			BAC	
8. Abstract of Quotation of Prices			BAC	
9. BAC Resolution			BAC	
10. Request For Quotation			BAC	
11. Purchase Request			Office of the requestor	
12. Activity / Training Design			Office of the requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the complete sets of requirements	1. Receive the submitted requirements, encode and forward to AOV	None	6 minutes	<i>Rodel M. Atienza - AOIV PGSO</i>
2. Return to office and wait for an	2. Review the completeness of the documents. Return to	None	1 day	<i>Luciano Arnel D. Tolentino - AO-V PGSO</i>



update/approved IAR	concerned personnel if needs verification/correction or affix initial and endorse to OIC-PGSO for approval			
3. If returned, complete the documentation and return the document to PGSO	3. Receive the returned document, affix initial and endorse to OIC-PGSO for approval	None	6 minutes	<i>Luciano Arnel D. Tolentino - AO-V PGSO</i>
	4. Final review, return to concerned personnel if needs verification/correction or approve if the documentary requirements are complete and in order	None	18 days	<i>Atty. Jean Phebie G. De Mesa PGSO</i>
4. Receive the approved document	5. Release the approved document	None	3 minutes	<i>Rodel M. Atienza - AO/V PGSO</i>
TOTAL		None	19 days and 15 minutes	

8. Renewal of Registration of PGOM Vehicle to Land Transportation Office (LTO)

The renewal of registration of PGOM vehicles to LTO is facilitated through the PGSO per LTO schedule of the motor vehicle's registration. The concerned PGSO staff will accompany the official driver in registering the vehicle. The registration fee is paid by the Provincial Government of Oriental Mindoro. The service is available on weekdays from 8:00 AM to 5:00 PM

Office or Division:	Supply and Property Management Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:		All PGOM offices with detailed vehicle		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Services Insurance System (GSIS) updated insurance (one photocopy)		Provincial General Services Office		
2. Photocopy of Certificate of Registration (CR) and Old Official Receipt (OR) (one photocopy)		Concerned Offices		
3. Notice of Registration and LTO Registration Form (one photocopy)		Provincial General Services Office		
4. The vehicle/s to be registered		Concerned office		
5. Motor Vehicle Inspection Certificate		LTO/LTO Accredited Service Providers		
6. LTO Registration Fees		PGOM thru PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Notice of Renewal of Registration of Vehicle along with photocopy of CR and OR	1.1 Receive the presented documents and verify whether the vehicle is scheduled for registration. If yes, fill-out the LTO form	None	10 minutes	<i>Rambler A. Lopez – AAIV PGSO</i>
2. Bring vehicle for smoke testing and stencil of engine and chassis.	2. Bring vehicle for smoke testing and stencil of engine and chassis. If the vehicle does not pass the smoke test, it shall be re-smoked upon completion of the necessary repair/change oil.	P 530.00	2 hours	<i>Rambler A. Lopez - AAIV PGSO Vehicle driver PGOM offices</i>
3. Bring the vehicle to Land Transportation Office (LTO) for inspection.	3. Accompany the driver to LTO and facilitate inspection of vehicle. If the vehicle failed the inspection, the	None	4 hours	<i>LTO Inspector Land Transportation Office, Calapan City</i>



(If the vehicle passed the re-smoke test)	driver will be advised to comply all of the findings in inspection.			<i>Rambler A. Lopez - AAIV</i> PGSO Vehicle driver PGOM offices
	3.1 Facilitate registration of vehicles and payment of fees.	Cost of registration varies per type of vehicle	40 minutes	<i>Rambler A. Lopez - AAIV</i> PGSO Vehicle driver PGOM offices
4. Receive copy of OR	4. Photocopy and release copy of OR to the official driver	None	5 minutes	<i>Rambler A. Lopez - AAIV</i> PGSO
TOTAL		Php530.00 plus cost of registration	6 hours and 55 minutes	

9. Return of Unserviceable Property or Equipment / Issuance of Waste Materials Report (WMR)

Unserviceable property/equipment shall be physically returned to the PGSO for inspection, documentation and issuance of WMR and for clearing the accountable person from his/her accountability. The service is available on weekdays from 8:00AM to 5:00PM.

Office or Division:	Supply and Property Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PGOM offices whose property/equipment are unserviceable and are for replacement or disposal			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Waste Materials Report (4 copies original)			Concerned Offices	
2. Unserviceable property/equipment and accessories			Concerned Offices	
3. Picture of items returned			Concerned PGSO personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the unserviceable	1. Receive the accomplished	None	5 minutes	<i>Rambler A. Lopez - AAIV</i>



property/ equipment/ accessories along with the duly accomplished WMR	WMR and forward the same to the Property Inspector			PGSO
	1.1 Inspect, take and print photo of the unserviceable property/equipme nt/ accessories and sign WMR	None	10 minutes	<i>Rambler A. Lopez</i> - AAIV PGSO
	1.2 Review WMR and attachments, affix initial and forward the same to the Division Chief	None	5 minutes	<i>May D. Janda -</i> AOIII PGSO
	1.3 Review the completeness of the documents. Return to concerned personnel if needs verification/ correction or affix initial and endorse to OIC-PGSO for approval	None	1 day	<i>Luciano Arnel D.</i> <i>Tolentino - AOV</i> PGSO
	1.4 Final review, return to concerned personnel if needs verification/correc tion or approve if the documentary requirements are complete and in order	None	1 day	<i>Atty. Jean Phebie</i> <i>G. De Mesa</i> PGSO



2. Receive the Waste Materials Report	2.1 Issue the approved Waste Materials Report	None	3 minutes	<i>Rambler A. Lopez</i> - AAIV PGSO
TOTAL		None	2 days and 18 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the Client Satisfaction Survey Form (CSSF) and drop it in the designated drop box in front of the PGOM offices. 2. Contact info: 288-7120
How feedbacks are processed	<ol style="list-style-type: none"> 3. Monthly, the designated Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) staff consolidates all the feedbacks submitted. 4. Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) days upon receipt of the feedback. 5. The answer of the offices is then relayed to the citizen. The PHRMO is also furnished with a copy of the feedback and answer as reference for performance evaluation. 6. For inquiries and follow ups, clients may contact the PGSO at 288-7120.
How to file a complaint	<ol style="list-style-type: none"> 7. Complaints can be filed either thru telephone numbers below or by dropping the written complaint at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 8. Make sure to provide the name of person being complained, incident and evidence of your complaint. 9. For inquiries and follow ups, clients may contact the PGSO at 288-7120.
How complaints are processed	<ol style="list-style-type: none"> 10. Every Friday, the designated PA-ODPMD staff opens the drop box and evaluates each complaint.



	<p>11. Upon evaluation, the Provincial Administrator shall forward the complaint to the Provincial Legal Officer for his investigation.</p> <p>12. The Provincial Legal Officer shall submit Investigation Report to the Local Chief Executive for appropriate action.</p> <p>13. The client shall be notified of the progress of the complaint.</p> <p>14. For inquiries and follow ups, clients may contact the PA-ODPMD at 288-7333.</p>
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Province of Oriental Mindoro

PROVINCIAL GENERAL SERVICES OFFICE

Provincial Capitol Complex, Ignacio St.,
Camilmil, Calapan City, 5200 Oriental Mindoro Philippines

(043) 288-7120

pgso.pgorm@gmail.com

pgso@ormindoro.gov.ph

Contact Center ng Bayan (CCB),
Presidential Complaints Center (PCC),

Anti Red Tape Authority (ARTA)

PCC:8888

0908-881-6565

complaints@arta.gov.ph

1-ARTA (1-2782)



Provincial Assessor's Office

Internal Services



1. COMPUTATION OF TRANSFER TAX AND OTHER FEES

Provincial Assessor's Office issues computed transfer tax and other fees which are charge levied on the transfer of ownership or title to property from one individual or entity to another. Computation of this tax and fees are based on the Revenue Code of the Province of Oriental Mindoro and Republic Act 7160. It is available to all transferor and transferee with complete requirements. We take pride in our commitment to providing this essential service, ensuring its availability to government entities, citizens, and business alike. This service is available every working days, Monday to Friday at office hours 8:00AM to 5:00PM daily.

Office or Division:	Appraisal, Assessment and Examinations Division (AAED) – Provincial Assessor's Office (PAssO)
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)
Who may avail:	Property Owner or Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Transaction / Request Slip (1 copy)	Appraisal, Assessment and Examination Division (AAED) – Provincial Assessor's Office (PAssO)
2. Photocopy of Title (1 copy)	Registry of Deeds (RD)
3. Photocopy of Duly Registered document from Register of Deeds (1 copy)	Registry of Deeds (RD)
4. Photocopy of Duly Notarized Deed of Conveyance (1 copy)	Property Owner or Attorney's Office (Notary Public)
5. Photocopy of Current Tax Declaration of Real Properties – Land and Improvements or Certification of No Improvement (1 copy per property)	Assessment Records Management Division (ARMD)-Provincial Assessor's Office (PAssO)
6. Photocopy of Certificate Authorizing Registration (1 copy)	Bureau of Internal Revenue (BIR)
7. Approved Subdivision/ Consolidation Plan for Subdivided/Consolidated Parcel (Photocopy or Blueprint - 1Copy)	Property Owner / RD / Land Registration Authority (LRA) / Geodetic Engineer /



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach to Officer of the Day (OOTD) and submit the request and required documents. Observe a first come-first serve basis.	1. Receive and validate the required documents for desired transaction. (If complete requirements, transaction will proceed, otherwise no transaction at all). Attach route slip and endorse to the Assessment Clerk for recording.	None	10 minutes per parcel	Officer of the Day (OOTD): <i>Engr. Corazon M. Villas</i> Local Assessment Operations Officer IV PAssO <i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO <i>Vilma L. Gumban</i> LAOO II PAssO
	2. Record information of the property on the logbook of transfer tax and distribute the documents to the Assigned Local Assessment Operations Officer (LAOO).	None	5 minutes	Assessment Clerk: Assigned OOTD <i>Engr. Corazon M. Villas</i> LAOO IV PAssO <i>Jenaro Aldwin Manzo</i> LAOO II PAssO <i>Vilma L. Gumban</i> LAOO II PAssO



	<p>3. Compute transfer tax and other fees, affix initial of assigned LAOO and forwarded to Division Head for review.</p>	<p>Transfer Tax is .55% of 1% of Fair Market Value (FMV) or the total amount of sale whichever is higher.</p> <p>Other Fees: From Revised Revenue Code of Oriental Mindoro series of 2011</p> <p>Transfer Fee = 100.00 per parcel/unit</p> <p>Penalty = 500.00</p> <p>Surcharge = 25% of tax due</p> <p>Interest = 2% of tax due per month</p> <p>Subdivision Fee =</p>	20 minutes	<p><i>Engr. Corazon M. Villas</i> LAOO IV PAssO</p> <p><i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO</p> <p><i>Vilma L. Gumban</i> LAOO II PAssO</p>
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	<p>3.1 Review and initial the computed transfer tax and other fees and submit to the Department Head / Provincial Assessor for approval.</p> <p>3.2 Approval of computed transfer tax and other fees</p>	<p>200.00 per parcel/unit None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Engr. Corazon M. Villas LAOO IV- Division Chief PAssO</p> <p>Caesar A. Pangilinan Jr Provincial Assessor PAssO</p>
4. Receive the approved computed transfer tax and other fees	4. Release the approved computed transfer tax and other fees.	None	5 minutes	<p>Engr. Corazon M. Villas LAOO IV –PAssO</p> <p>Jenaro Aldwin C. Manzo LAOO II PAssO</p> <p>Vilma I. Gumban LAOO II PassO</p>
TOTAL FEES TO BE PAID (Provincial Treasurer's Office)	<p>0.55% of 1% of Fair Market Value (FMV) or the total amount of sale whichever is higher.</p> <p>Transfer Fee = 100.00 per parcel/unit</p> <p>Penalty = 500.00</p> <p>Surcharge = 25% of tax due</p> <p>Interest = 2% of tax due per month</p> <p>Subdivision Fee = 200.00 per parcel/unit</p>		50 Minutes per Parcel or Property unit	



2. ISSUANCE OF COMPLEX CERTIFIED PROPERTY IDENTIFICATION MAP/S AND OTHER TAX MAPPING OPERATIONS DIVISION CERTIFICATIONS

The Provincial Assessor's Office Issues Certified Property Identification Map and other Tax Mapping Operations Division (TMOD) Certification/s that may be deemed necessary to all property owners and/or authorized representatives with complete required documents. We take pride in our commitment to providing this essential service, ensuring its availability to government entities, citizens, and businesses. This service is available every working day, Monday to Friday at office hours 8:00AM to 5:00PM daily.

Office or Division:	Tax Mapping Operations Division (TMOD)	
Classification:	Complex	
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)	
Who may avail:	Declared property owner and/or authorized representative with complete required documents.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request from Property Owner (Original) and Valid ID (1 photocopy)		Property Owner
2. Additional requirements for Authorized Representatives: Special Power of Attorney (SPA)/Authorization Letter from the Declared Owner (1 photocopy) Valid ID (1 photocopy)		Issued by the Property Owner / Declarant
3. Transaction / Request Slip (1 original)		From Tax Mapping Operations Division- PassO
4. Tax Declaration (1 photocopy)		Provincial or Municipal Assessor's Office / Provincial or Municipal Treasurers Office / Registry of Deeds (RD) /Land Registration Authority (LRA) / Geodetic Engineer
5. RPT Receipt (1 photocopy)		
6. Title (1 photocopy)		
7. Approved Subdivision / Consolidation Plan for Subdivided/Consolidated Parcel (Photocopy or Blueprint - 1 Copy)		
8. Certification Fee Payment Receipt (1 original)		Provincial Treasurers Office (PTO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to TMOD and request copies of desired Tax Mapping documents and fill out transaction/request slip	1. Check and verify the completeness and authenticity of documentary requirements.	None	5 minutes	<i>Rosanna C. Andres Tax Mapper IV PAssO</i>
	1.1. Assist in filling out the form	None	5 -minutes	<i>John Vernon B. Ramirez Draftsman PAssO</i>
	1.2. Research and conduct ocular survey / inspection on field. Gather necessary information about the property unit.	None	4 days per parcel	<i>Carmencita S. Lutella Tax Mapper Aide PAssO</i>
	1.3. Prepare the requested certification and communicate with the client for payment of fees.		45 minutes per parcel	
2. Pay the fees at the Provincial Treasurer's Office (PTO) and present the Official Receipt (OR) of payment for certifications back to TMOD.	2. Hand in the payment form for the requested certification/s	₱80.00	15 minutes	<i>Anabelle M. Gardoce Provincial Treasurer PTO</i>
	2.1. Receive the OR, enter the OR No. on the prepared certification/s, affix initial and forward to the Division Chief for review and initial.	None	5 minutes	<i>Rosanna C. Andres Tax Mapper IV PAssO</i> <i>John Vernon B. Ramirez Draftsman II- PassO</i>



				<i>Carmencita S. Lutella</i> <i>Tax Mapper</i> <i>Aide</i> PAssO
	2.2. Validate the OR, review, affix initial and forward to the Provincial Assessor for approval	None	5 minutes	<i>R. C. Andres</i> <i>Tax Mapper IV</i> PAssO
	2.3. Approval of prepared certification/s.	None	5 minutes	<i>Caesar A. Pangilinan, Jr.</i> <i>Provincial Assessor</i> PAssO
3. Receive the approved certification/s/ Release of Certifications	3. Stamp dry seal the certification/s and hand in the approved certification/s to the client.	None	5 minutes	<i>Rosanna C. Andres</i> <i>Tax Mapper IV</i> PAssO <i>John Vernon B. Ramirez</i> <i>Draftsman II</i> PAssO <i>Carmencita S. Lutella</i> <i>Tax Mapper</i> <i>Aide</i> PAssO
TOTAL		₱80.00 CERT. FEE	4 Days, 1 hour and 30 Minutes per Real Property Unit	



3. ISSUANCE OF SIMPLE CERTIFIED PROPERTY IDENTIFICATION MAP/S AND OTHER TAX MAPPING OPERATIONS DIVISION CERTIFICATIONS

The Provincial Assessor's Office Issues Certified Property Identification Map and other Tax Mapping Operations Division (TMOD) Certification/s that may be deemed necessary to all property owners and/or authorized representatives with complete required documents. We take pride in our commitment to providing this essential service, ensuring its availability to government entities, citizens, and businesses. This service is available every working day, Monday to Friday at office hours 8:00AM to 5:00PM daily.

Office or Division:	Tax Mapping Operations Division (TMOD)		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)		
Who may avail:	Declared property owner and/or authorized representative with complete required documents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request from Property Owner (Original) and Valid ID (1 photocopy)		Property Owner	
2. Additional requirements for Authorized Representatives: Special Power of Attorney (SPA)/Authorization Letter from the Declared Owner (1 photocopy) Valid ID (1 photocopy)		Issued by the Property Owner / Declarant	
3. Transaction / Request Slip (1 original)		From Tax Mapping Operations Division- PAssO	
4. Tax Declaration (1 photocopy)		Provincial or Municipal Assessor's Office / Provincial or Municipal Treasurers Office / Registry of Deeds (RD) /Land Registration Authority (LRA) / Geodetic Engineer	
5. RPT Receipt (1 photocopy)			
6. Title (1 photocopy)			
7. Approved Subdivision / Consolidation Plan for Subdivided/Consolidated Parcel (Photocopy or Blueprint - 1Copy)			
8. Certification Fee Payment Receipt (1 original)		Provincial Treasurers Office (PTO)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to TMOD and request copies of desired Tax Mapping documents and fill out transaction/request slip	1. Check and verify the completeness and authenticity of documentary requirements.	None	5minutes	<i>Rosanna C. Andres</i> <i>Tax Mapper IV</i> <i>PAssO</i>
	1.1. Assist in filling out the form	None	5minutes	<i>John Vernon B. Ramirez</i> <i>Draftsman II</i> <i>PAssO</i>
	1.2. Research and prepare the requested certifications.	None	45 minutes per parcel (simple)	<i>Carmencita S. Lutella</i> <i>Tax Mapper Aide</i> <i>PAssO</i>
2. Pay the fees at the Provincial Treasurer's Office (PTO) and give the Official Receipt (OR) of payment for certifications back to TMOD.	2. Hand in the payment form for the requested certification/s.	₱80.00	15 minutes	<i>Anabelle M. Gardoce</i> <i>Provincial Treasurer</i> <i>PTO</i>
	2.1. Receive the OR, enter the OR No. on the prepared	None	5 minutes	<i>Rosanna C. Andres</i> <i>Tax Mapper IV</i> <i>PAssO</i>
	Certification/s, affix initial and forward to the Division Chief for review and initial.			<i>John Vernon Ramirez</i> <i>Draftsman II</i> <i>PAssO</i>
				<i>Carmencita S. Lutella</i> <i>Tax Mapper</i>



				<i>Aide, PAssO</i>
	2.2. Validate the OR, review, affix initial and forward to the Provincial Assessor for approval	None	5 minutes	<i>Rosanna C. Andres Tax Mapper IV PAssO</i>
	2.3. Approval of prepared certification/s.	None	5 minutes	<i>Caesar A. Pangilinan, Jr. Provincial Assessor</i>
3. Receive the approved certification/s Release of Certifications	3. Stamp dry seal the certification/s and hand in the approved certification/s to the client.	None	5 minutes	<i>Rosanna C. Andres Tax Mapper IV- PAssO</i> <i>John Vernon B. Ramirez Draftsman II PAssO</i> <i>Carmencita S. Lutella Tax Mapper Aide, PAssO</i>
TOTAL		₱80.00 CERT. FEE	1 Hour and 30 Minutes per Real Property Unit	

4. ISSUANCE OF REAL PROPERTY ASSESSMENT RECORDS/ CERTIFICATIONS (Certified True Copy of Tax Declaration, Property Holdings, No Improvement, No Property)

The Provincial Assessor's Office issues Real Property Assessment Records/Certifications for various purposes, primarily transfer of ownership and other purposes that may be deemed necessary to all property owners and/or authorized representatives with complete required documents. We take pride in our commitment to



providing this essential service, ensuring its availability to government entities, citizens, and businesses. This service is available every working days, Monday to Friday at office hours 8:00AM to 5:00PM daily. This service is available every working days, Monday to Friday at office hours 8:00AM to 5:00PM daily.

Office or Division:	Assessment Records Management Division		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)		
Who may avail:	Real Property Owner/ or Authorized Representative and other interested parties who would like to secure assessment records/ certifications for various purposes and with complete required documents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Property Owner valid ID (1 photo copy) if the requestor is or one of the property owners.		Property Owner/Client	
2. If the requestor is nit the property owner, he/she must present any of the following: <ul style="list-style-type: none">• Photocopy of Notarized Special Power of Attorney (SPA) from the property owner/s;buyers/donees if they have separate properties and heirs in case the declared owner is deceased, with attached photocopy of valid ID/s of all the signatories.• Letter of Authority with attached photocopy of valid ID of the property owner in case the requestor is a relative or immediate family member within first civil degree of the property owner• Secretary's Certificate in case the property owner is a juridical entity (corporation, partnership, cooperative)• Photocopy of Deed of Conveyance, if the requestor is a party to the same.		Property Owner (Seller) and Buyer and Board Secretary	
		Property Owner/Register of Deeds (RD)	
		Notary Public	



3. Updated/current Real Property Tax Receipt or Tax Clearance.		Provincial/Municipal Treasurer's Office		
4. Copy of the requested certification/s from the Municipal Assessor's Office where the property is located: • Certificate of Aggregate Land/Property Holdings • Certificate of No. Improvement/Building • Certificate of No Property – If the principal requestor is residing in the City of Calapan, the same certification must first secured from the City Assessor's Office. • Other certifications		Municipal/City Assessor's Office		
5. For properties subject to transfer of ownership/partition: 1 photocopy of Notarized Deed of Conveyance. • Deed of Sale, Deed of Donation, Extra-Judicial Settlement, Affidavit of Self Adjudication, Deed of Partition, Annotated Certificate of Title, Deed of Mortgage		Provincial/Municipal Treasurer's Office		
<i>Note: Original Copy of all foregoing documentary requirements must be readily presented for comparison and verification.</i>				
6. Request Form		Officer of the Day (OOTD) Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Assessment Records Management Division (ARMD)	1 Receive and verify the complete required documents needed on the	None	5 mins	Karen B. Umali Administrative Aide II PAssO



<p>and request the required certifications for the documents needed.</p> <p>Fill out the request form if the required checklist of documents are complete.</p>	<p>request certifications</p> <p>1.1 Assist in filling out request form</p> <p>1.2 Prepare the requested certifications and issue Order of payment</p>	<p>None</p>	<p>30 mins</p>	<p><i>Marc Benedict M. Ayson</i> Assessment Clerk I PAssO</p> <p><i>Hazel Minette Z. Ferranco</i> LAOO II PAssO</p> <p><i>Jay L. Papio</i> Statistician I PAssO</p> <p><i>Marc Benedict M. Ayson</i> Assessment Clerk I PAssO</p>
<p>2. Pay the required fees at the Provincial Treasurer's Office then return Provincial Assessor's Office (Assessment Records Management Division (ARMD) and present Official Receipt</p>	<p>2. Receive payment and issue Official Receipt (OR)</p>	<p>Php 80.00 per copy of Certified True Copy of Tax Declaration;</p> <p>Php 95.00 per copy of certifications: 1) Property Holdings, 2) No Property, 3) No Property Except Calapan City, 4) No Improvements</p>	<p>15 mins</p>	<p><i>Anabelle M. Gardoce</i> <i>Provincial Treasurer</i> PTO</p>



	2.1 Receive the OR and write the OR# in the prepared certifications and forwarded to the Division Chief for review and initial.	and other certifications. None	5 mins	<i>Hazel Minette Z. Farranco</i> <i>LAOO II</i> <i>PAssO</i> <i>Jay L. Papio</i> <i>Statistician I</i> <i>PAssO</i> <i>Marc Benedict M. Ayson</i> <i>Assessment Clerk I</i> <i>PAssO</i> <i>Karen B. Umali</i> <i>Administrative Aide II</i> <i>PAssO</i>
	2.2 Review, validate the OR, affix initial and forwarded to Department Head for approval.	None	5 mins	<i>Elia C. Cay</i> <i>OIC- LAOO IV</i> <i>PAssO</i>
	2.3 Approval of prepared certifications	None	5 mins	<i>Caesar A. Pangilinan, Jr.</i> <i>Provincial Assessor</i> <i>PAssO</i>
3. Claim/ Receive the approved certifications	3. Stamp dry seal the approved certifications and release to client.	None	2 mins	<i>Elia. C. Cay</i> <i>OIC - LAOO IV</i> <i>PAssO</i> <i>Elia C. Cay</i> <i>LAOO III</i> <i>PAssO</i>



				<i>Hazel Minette</i> <i>Z. Ferranco</i> <i>LAOO II</i> <i>PAssO</i>
				<i>Jay L. Papio</i> <i>Statistician I</i> <i>PAssO</i>
				<i>Marc Benedict</i> <i>M. Ayson</i> <i>Assessment</i> <i>Clerk I</i> <i>PAssO</i>
				<i>Karen B.</i> <i>Umali</i> <i>Administrative</i> <i>Aide II</i> <i>PAssO</i>
TOTAL		Certified True Copy of Tax Declaration = ₱ 80.00 Other Certifications = ₱ 95.00/copy	1 Hour and 7 Minutes per Real Property Unit	

5. TRANSFER OF TAX DECLARATION OF REAL PROPERTY OWNERSHIP (SUBDIVISION / CONSOLIDATION)

Facilitation of transfer of Tax Declaration of Real Properties for subdivision/consolidation of parcel by cancellations or revisions of Tax Declarations (TD) and issuance of new to the current owner. Property owners and/or authorized representatives may request for the service, only to those with complete requirements. We take pride in our commitment to providing this essential service, ensuring its availability to government entities, citizens, and businesses. This service is available every working days, Monday to Friday at office hours 8:00AM to 5:00PM daily.



Office or Division:	Provincial Assessor's Office / All Divisions			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)			
Who may avail:	Property Owner or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Transaction / Request Slip (1 copy)	(1	Appraisal, Assessment and Examination Division (AAED) – Provincial Assessor's Office (PAssO)		
2. Photocopy of Title (2 copies)		Registry of Deeds (RD)		
3. Photocopy of Duly Registered document from Register of Deeds (2 copies)		Registry of Deeds (RD)		
4. Photocopy of Certificate Authorizing Registration (2 copies)		Bureau of Internal Revenue (BIR)		
5. Photocopy of Transfer Tax Receipt(2 copies)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)		
6. Photocopy of Current Real Property Tax Receipt (2 copies)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)		
7. Photocopy of Community Tax Certificate (2 copies)		Barangay or Municipality		
8. Photocopy of Transfer Fee Receipt (2 copies)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)		
9. Photocopy of Duly Notarized Deed of Conveyance (2 copies)		Property Owner / Attorney's Office		
10. Approved Subdivision / Consolidation Plan (Photo Copy or Blueprint - 2 Copies)		Property Owner / RD / Land Registration Authority (LRA) / Geodetic Engineer		
11. Photocopy of Senior Citizen Identification Card for Senior citizens (2 copies)		Barangay or LGU		
12. Photocopy of Special Power of Attorney (SPA) if applicant is not the owner (1 copy)		Property Owner / Attorney's Office (Notary Public)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer of the	1. Receive and validate the required	None	10 minutes per RPU	Officer of the Day (OOTD):



Day (OOTD) and submit the request and required documents. Observe on a first-come-first-serve basis.	documents for the desired transaction. (If complete requirements, transaction will proceed, otherwise no transaction at all). 1.1 Attach route slip and endorse to the Assessment Clerk for recording.			<i>Engr. Corazon M. Villas</i> LAOO IV, PAssO <i>Jenaro Aldwin C. Manzo,</i> LAOO II PAss <i>Vilma L. Gumban</i> LAOO II, PAssO
2 Proceed to the waiting area.	2. Record information of the property on the logbook of transfer and distribute the documents to the Assigned LAOO.	None	5 minutes per RPU	Assessment Clerk I: Assigned OOTD PAssO <i>Engr. Corazon M. Villas</i> LAOO IV PAssO <i>Jenaro Aldwin C. Manzo</i> <i>Vilma L. Gumban</i> LAOO II, PAssO
3. Pay the prescribed transfer tax to the Provincial Treasurer Office (PTO) in case it has not been paid and present the Official Receipt to the LAOO in-charge.	3. Review the documents for checking of information, assessment, and values. 3.1 Compute transfer tax and other fees in case it has not been paid	Transfer Tax is .55% of 1% of Fair Market Value (FMV) or the total amount of sale whichever is higher. Other Fees: From Revised Revenue Code of Oriental	5 minutes per RPU 20 minutes per RPU	<i>Engr. Corazon M. Villas</i> LAOO IV PAssO <i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO <i>Vilma L. Gumban</i> LAOO II PAssO



	3.2 Receive payment and issue official receipt.	<p>Mindoro series of 2011</p> <p>Transfer Fee = 100.00 per parcel/unit</p> <p>Penalty = 500.00</p> <p>Surcharge = 25% of tax due</p> <p>Interest = 2% of tax due per month</p> <p>Subdivision Fee = 200.00 per parcel</p>	15 minutes per RPU	<p><i>Anabelle M. Gardoce</i> Provincial Treasurer PTO</p> <p><i>Anabelle M. Gardoce</i> Provincial Treasurer PTO</p> <p><i>Anabelle M. Gardoce</i> Provincial Treasurer PTO</p> <p><i>Anabelle M. Gardoce</i> Provincial Treasurer PTO</p>
	3.3 If there is no correction on information, assessment and values and transfer tax has been paid, prepare Tax Declaration (TD) and Field Appraisal Assessment Sheets (FAAS) named to the new owner, based on the Schedule of Fair Market Value (SFMV).		30 minutes per RPU	<p><i>Engr. Corazon M. Villas</i> LAOO IV PAssO</p> <p><i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO</p> <p><i>Vilma L. Gumban</i> LAOO II PAssO</p>



4. Sign the prepared TD AND FAAS documents.	4. Sign and forward the prepared new TD and FAAS to the Division Chief.	None	5 minutes per RPU	<i>Engr. Corazon M. Villas</i> LAOO IV PAssO
	4.1 Review, initial and give the new TD and FAAS to client.	None	5 minutes per RPU	<i>Engr. Corazon M. Villas</i> LAOO IV PAssO
5. Receive the prepared TD and FAAS and proceed/bring to the Tax Mapping Operations Division (TMOD), PAssO	5. Receive the prepared documents from the client, research, and retire the previous Property Identification Number (PIN) at the TMCR.	None	15 minutes per RPU	<i>Rosanna C. Andres</i> Tax Mapper IV PAssO <i>John Vernon B. Ramirez</i> Draftsman II PAssO
	5.1 Assign new PIN and affix initial on TD and FAAS.	None	5 minutes per RPU	<i>Carmencita S. Lutella</i> Tax Mapper Aide PAssO
	5.2 Enter the property information in the TMCR and affix initial on TD and FAAS.	None	10 minutes per RPU	<i>John Vernon B. Ramirez</i> Draftsman II PAssO
	5.3 Plot parcels and enter the assigned PIN in the Property Information Map (PIM).	None	5 minutes per RPU	<i>Rosanna C. Andres</i> Tax Mapper IV PAssO
	5.4 Prepare Sketch Plan and affix initial.	None	5 minutes per RPU	<i>Cesar A. Pangilinan, Jr.</i> Provincial Assessor PAssO



	5.5 Forward the documents to the Division Chief for review and initial	None	2 minutes	<i>Elia C. Cay</i> OIC- LAOO IV PAssO
	5.6 Review, affix the initial and forward to the Provincial Assessor for Approval	None	5 minutes per RPU	<i>Elia C. Cay</i> LAOO III, PAssO
	5.7 Approve transferred Tax Declaration and forward to ARMD for new number	None	5 minutes per RPU	Hazel Minette Z. Ferranco LAOO II, PAssO
	5.8 Assign new number for the newly approved TD/FAAS and cancel the previous TD/FAAS	None	10 minutes per RPU	<i>Jay L. Papio</i> Statistician I PAssO <i>Marc Benedict M. Ayson</i> Assessment Clerk I, PAssO <i>Karen B. Umali</i> Administrative Aide II, PAssO
6. Sign and claim/receive the newly approved owner's copy of Tax Declaration in the ARMD Logbook	6. Release the newly approved owner's copy of Tax Declaration to the client.	None	2 minutes per RPU	<i>Elia C. Cay</i> OIC- LAOO IV PAssO <i>Elia C. Cay</i> LAOO III PAssO Hazel Minette Z. Ferranco LAOO II, PAssO <i>Jay L. Papio</i> Statistician I



				PAssO <i>Marc Benedict M. Ayson</i> <i>Assessment Clerk I, PAssO</i> <i>Karen B. Umali</i> <i>Administrative Aide II, PAssO</i>
TOTAL:		None	3 Hours and 5 Minutes per Real Property Unit	

6. TRANSFER OF TAX DECLARATION OF REAL PROPERTY OWNERSHIP (WHOLE PARCEL, BUILDING or MACHINERY)

Facilitation of transfer of Tax Declaration of Real Properties for whole parcel by cancellations or revisions of Tax Declarations (TD) and issuance of new to current owner. Property owners and/or authorized representatives may request for the service, only to those with complete requirements. We take pride in our commitment to providing this essential service, ensuring its availability to government entities, citizens, and businesses. This service is available every working day, Monday to Friday at office hours,

Office or Division:	Provincial Assessor's Office / All Divisions		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)		
Who may avail:	Property Owner or Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original Transaction / Request Slip (1 copy)		Appraisal, Assessment and Examination Division (AAED) – Provincial Assessor's Office (PAssO)	
2. Photocopy of Title (2 copies)		Registry of Deeds (RD)	
3. Photocopy of Duly Registered document from Register of Deeds (2 copies)		Registry of Deeds (RD)	
4. Photocopy of Certificate Authorizing Registration (2 copies)		Bureau of Internal Revenue (BIR)	



5. Photocopy of Transfer Tax Receipt(2 copies)	Provincial Treasurer's Office (PTO) or MunicipalTreasurer's Office (MTO)
6. Photocopy of Current Real Property Tax Receipt (2 copies)	Provincial Treasurer's Office (PTO) or MunicipalTreasurer's Office (MTO)
7. Photocopy of Community Tax Certificate (2 copies)	Barangay or Municipality
8. Photocopy of Transfer Fee Receipt (2 copies)	Provincial Treasurer's Office (PTO) or MunicipalTreasurer's Office (MTO)
9. Photocopy of Duly Notarized Deed of Conveyance (2 copies)	Property Owner / Attorney's Office
10. Photocopy of Senior Citizen ID for Senior citizens (2-copies)	Barangay or LGU
11. Photocopy of Special Power of Attorney (SPA) if the applicant is not the owner (1 copy)	Property Owner / Attorney's Office (Notary Public)

CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach to Officer of the Day (OOTD) and submit the request and required documents. Observe a first come-first serve basis.	1. Receive and validate the required documents for desired transaction. (If complete requirements, transaction will proceed, otherwise no transaction at all). Attach route slip and endorse to the Assessment Clerk for recording.	None	10 minutes per RPU	Officer of the Day (OOTD): Engr. Corazon M. Villas LAOO IV – PAssO LAOO II – Jenaro Aldwin C. Manzo PAssO Vilma L. Gumban LAOO II PAssO
	2. Record information of the property on the logbook of transfer and distribute the documents to the Assigned LAOO.	None	5 minutes per RPU	Assessment Clerk: Assigned OOTD <i>Engr.</i>



				<p><i>Corazon M. Villas</i> <i>LAOO IV</i> <i>PAssO</i> <i>Jenaro Aldwin C. Manzo</i> <i>LAOO II</i> <i>PAssO</i></p> <p><i>Vilma L. Gumban</i> <i>LAOO II</i> <i>PAssO</i></p>
	<p>3. Review the documents for checking of information, assessment and values.</p> <p>3.1 Compute transfer tax and other fees in case it has not been paid</p>	<p>None</p> <p>Transfer Tax is .55% of 1% of Fair Market Value (FMV) or the total amount of sale whichever is higher.</p> <p>Other Fees: From Revised Revenue Code of Oriental Mindoro series of 2011</p>	<p>5 minutes per RPU</p> <p>20 minutes per RPU</p>	<p>Engr. Corazon M. Villas <i>LAOO IV</i> <i>PAssO</i> <i>Jenaro Aldwin C. Manzo</i> <i>LAOO II</i> <i>PAssO</i> <i>Vilma L. Gumban</i> <i>LAOO II</i> <i>PAssO</i></p>
3. Pay the prescribed transfer tax to the Provincial	3.2 Receive payment and issue official receipt.	Transfer Fee = 100.00 per parcel/unit	15 minutes	<p><i>Anabelle M. Gardoce</i> <i>Provincial Treasurer</i></p>



<p>Treasurer Office (PTO) in case it has not been paid and present the Official Receipt to the LAOO in-charge.</p>	<p>3.3 If there is no correction on information, assessment and values and transfer tax has been paid, prepare Tax Declaration (TD) and Field Appraisal Assessment Sheets (FAAS) named to the new owner, based on the Schedule of Fair Market Value (SFMV).</p>	<p>Penalty = 500.00</p> <p>Surcharge = 25% of tax due</p> <p>Interest = 2% of tax due per month</p>	<p>30 minutes per RPU</p>	<p>PTO</p> <p><i>Engr. Corazon M. Villas</i> LAOO IV – PAssO</p> <p><i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO</p> <p><i>Vilma L. Gumban</i> LAOO II PAssO</p>
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4. Sign the documents .	4. Sign and forward the new TD and FAAS to Division Chief.	None	5 minutes per RPU	<i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO <i>Vilma L. Gumban</i> LAOO II PAssO LAOO II – <i>Engr. Corazon M. Villas</i> LAOO IV/ Division Chief: PAssO
	4.1 Review, initial and give the new TD and FAAS to client.	None		
5. Receive the prepared TD and FAAS and proceed/bring to the Tax Mapping Operations Division (TMOD), PAssO	5. Receive the prepared documents from the client and enter new information in Tax Mapping Control Roll (TMCR.)	None	5 minutes per RPU	<i>John Vernon B. Ramirez</i> Draftsman II PAssO <i>Carmencita S. Lutella</i> Tax Mapper Aide PAssO



	5.1. Affix Initial and forward the documents to the Division Chief for review.	None		<i>Rosanna C. Andres Tax Mapper IV PAssO</i>
	5.2. Review, affix initial and forward to the Provincial Assessor for Approval	None		<i>Ceasar A. Pangilinan, Jr. Provincial Assessor PAssO</i>
	5.3. Approve transferred Tax Declaration and forward to ARMD for new number	None		<i>Elia C. Cay OIC- LAOO IV PAssO</i>
	5.4. Assign a new number for the newly approved TD/FAAS and cancel the previous TD/FAAS	None		<i>Elia C. Cay LAOO III PAssO</i> <i>Hazel Minette Z. Ferranco LAOO II PassO</i> <i>Jay L. Papio Statistician I PAssO</i> <i>Marc Benedict M. Ayson Assessment Clerk I, PAssO</i> <i>Karen B. Umali Administrative Aide II, PassO</i>



6. Sign and claim/receive the newly approved owner's copy of Tax Declaration in the ARMD Logbook	6. Release the newly approved owner's copy of Tax Declaration to client.	None	2 mins per RPU	<i>Elia C. Cay</i> OIC-LAOO IV PAssO <i>Elia C. Cay</i> LAOO III PAssO <i>Hazel Minette Z. Ferranco</i> LAOO II PassO <i>Jay L. Papio</i> Statistician I PAssO <i>Marc Benedict M. Ayson</i> Assessment Clerk I PAssO <i>Karen B. Umali</i> Administrative Aide II PAssO
TOTAL		None	2 Hours and 9 Minutes per Parcel or Real Property Unit	



7. UPDATING OF TAX DECLARATION (TD) AND FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS) OF REAL PROPERTY (SUBDIVISION / CONSOLIDATION PARCEL)

Review/examination of Updated Tax Declaration and Field Appraisal and Assessment Sheet of Real Properties for subdivided / consolidated parcel prepared from Municipal Assessor's Office / Local Government Unit (LGU). Property owners and/or authorized representatives may request for the service, only to those with complete requirements. We take pride in our commitment to providing this essential service, ensuring its availability to government entities, citizens, and businesses. This service is available every working day, Monday to Friday at office hours

Office or Division:	Provincial Assessor's Office / All Divisions		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)		
Who may avail:	Property Owner or Authorized Representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original Transaction / Request Slip (1 copy)		Appraisal, Assessment and Examination Division (AAED) – Provincial Assessor's Office (PAssO)	
2. Photocopy of Title (1 copy)		Registry of Deeds (RD)	
3. Photocopy of Duly Registered document from Register of Deeds (1 copy)		Registry of Deeds (RD)	
4. Photocopy of Certificate Authorizing Registration (1 copy)		Bureau of Internal Revenue (BIR)	
5. Photocopy of Transfer Tax Receipt (1 copy)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)	
6. Photocopy of Current Real Property Tax Receipt (1 copy)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)	
7. Photocopy of Community Tax Certificate (1 copy)		Barangay or Municipality	
8. Photocopy of Transfer Fee Receipt (1 copy)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)	
9. Photocopy of Duly Notarized Deed of Conveyance (1 copy)		Property Owner / Public Attorney's Office	



10. Approved Subdivision Plan (Photo copy or Blueprint - 1 Copy) / Original Sketch Plan / Action Slip (1 copy) Involving subdivided/consolidated parcels (Blueprint - 1 Copy) and/or Original Sketch Plan / Action Slip (1 copy)		Property Owner / RD / Land Registration Authority (LRA) / Geodetic Engineer / Municipal Assessor's Office		
11. Sketch Plan / Action Slip (1 original)		Municipal Assessor's Office		
12. Photocopy of Special Power of Attorney (SPA) if applicant is not the owner (1 copy)		Property Owner / Attorney's Office (Notary Public)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach to Officer of the Day (OOTD) and submit the transmittal / request and required documents. Observe a first come-first serve basis.	1. Receive and validate the required documents for desired transaction. (If complete requirements, transaction will proceed, otherwise no transaction at all). 1.1 Attach route slip and endorse to the Assessment Clerk for recording.	None	10 minutes per RPU	Officer of the Day (OOTD): <i>Engr. Corazon M. Villas</i> LAOO IV PAssO <i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO <i>Vilma L. Gumban</i> LAOO II PAssO
2. Proceed to waiting area.	2. Record information of the property on the logbook of review / examination and distribute the documents to the Assigned Local Assessment Operations Officer (LAOO).	None	5 minutes per RPU	Assessment Clerk: (Assigned Officer of the Day) <i>Engr. Corazon M. Villas</i> LAOO IV PAssO <i>Jenaro Aldwin C. Manzo</i> LAOO II –PAssO <i>Vilma L. Gumban</i> LAOO II PAssO



	<p>3. Examine, review, initial and forwarded to Division Chief the Updated Tax Declaration (TD) and Field Appraisal and Assessment Sheet (FAAS) prepared from Municipal Assessor's Office (MAO) for checking of information, assessment and values based on the Schedule of Fair Market Value (SFMV).</p> <p>If there is no correction or error in the transaction, it will proceed, otherwise it will return to MAO / LGU.</p>	None	30 minutes per RPU	<p><i>Engr. Corazon M. Villas</i> LAOO IV PAssO</p> <p><i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO</p> <p><i>Vilma L. Gumban</i> LAOO II PAssO</p>
	3.2 Review, initial and give the new TD and FAAS to client.	None	5 minutes per RPU	<p><i>Engr. Corazon M. Villas</i> LAOO IV PAssO</p>
4. Receive the prepared TD and FAAS and proceed / bring to the Tax Mapping Operations Division (TMOD), PAssO	4.0 Receive the prepared documents from client, research, and retire the previous Property Identification Number (PIN) at the TMCR.	None	15 minutes per RPU	<p><i>Rosanna C. Andres</i> Tax mapper IV PAssO</p> <p><i>John Vernon B. Ramirez</i> Draftsman II PAssO</p>
	4.1 Assign new PIN and affix initial on TD and FAAS.	None	5 minutes per RPU	<p><i>Carmencita S. Lutella</i> Tax Mapper Aide PassO</p>



	4.2 Enter the property information in the TMCR and affix initial on TD and FAAS.	None	10 minutes per RPU	<i>John Vernon B. Ramirez Draftsman II PAssO</i>
	4.3. Plot parcels and enter the assigned PIN in the Property Information Map (PIM).	None	5 minutes per RPU	<i>Carmencita S. Lutella Tax Mapper Aide PAssO</i>
	4.4. Prepare Sketch Plan and affix initial.	None	5 minutes per RPU	<i>Rosanna C. Andres Tax mapper IV PAssO</i>
	4. 5 Forward the documents to the Division Chief for review and initial	None	2 minutes	<i>Rosanna C. Andres Tax Mapper IV PAssO</i>
	4.6. Review, affix the initial and forward to the Provincial Assessor for Approval	None	5 minutes per RPU	<i>Caesar A. Pangilinan, Jr. Provincial Assessor PAssO</i>
	4.7. Approval of UpdatedTax Declarations and forward to ARMD for new number	None	5 minutes per RPU	<i>Elia C. Cay OIC- LAOO IV PAssO</i>
	4.8. Assign new number for the newly approved TD/FAAS and cancel the previous TD/FAAS	None	10 minutes per RPU	<i>Hazel Minette Z. Ferranco LAOO II PAssO Jay L. Papio Statistician I</i>



				<p>PassO</p> <p><i>Marc Benedict M. Ayson</i> Assessment Clerk I PAssO</p> <p><i>Karen B. Umali</i> Administrative Aide II PAssO</p>
5. Sign and claim/receive the newly approved owner's copy of Tax Declaration in the ARMD Logbook	5. Release the newly approved owner's copy of Tax Declaration to client.	None	2 minutes per RPU	<p><i>Elia C. Cay</i> LAOO III PAssO</p> <p><i>Hazel Minette Z. Ferranco</i> LAOO II PAssO</p> <p><i>Jay L. Papio</i> Statistician I PAssO</p> <p><i>Marc Benedict M. Ayson</i> Assessment Clerk I PAssO</p> <p><i>Karen B. Umali</i> Administrative Aide II PAssO</p>
TOTAL		None	1 Hour and 54 Minutes per Real Property Unit	



8. UPDATING OF TAX DECLARATION (TD) AND FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS) OF REAL PROPERTY (WHOLE PARCEL, BUILDING or MACHINERY)

Review/examination of Updated Tax Declaration and Field Appraisal and Assessment Sheet of Real Properties for whole parcel prepared from Municipal Assessor's Office / Local Government Unit (LGU). Property owners and/or authorized representatives may request for the service, only to those with complete requirements. We take pride in our commitment to providing this essential service, ensuring its availability to government entities, citizens, and businesses. This service is available every working day, Monday to Friday at office hours 8:00AM to 5:00PM daily.

Office or Division:	Provincial Assessor's Office / All Divisions		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)		
Who may avail:	Property Owner or Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original Transaction / Request Slip (1 copy)		Appraisal, Assessment and Examination Division (AAED) – Provincial Assessor's Office (PAssO)	
2. Photocopy of Title (1 copy)		Registry of Deeds (RD)	
3. Photocopy of Duly Registered document from Register of Deeds (1 copy)		Registry of Deeds (RD)	
4. Photocopy of Certificate Authorizing Registration (1 copy)		Bureau of Internal Revenue (BIR)	
5. Photocopy of Transfer Tax Receipt (1 copy)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)	
6. Photocopy of Current Real Property Tax Receipt (1 copy)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)	
7. Photocopy of Community Tax Certificate (1 copy)		Barangay or Municipality	
8. Photocopy of Transfer Fee Receipt (1 copy)		Provincial Treasurer's Office (PTO) or Municipal Treasurer's Office (MTO)	
9. Photocopy of Duly Notarized Deed of Conveyance (1 copy)		Property Owner / Public Attorney's Office (Notary Public)	
10. Photocopy of Special Power of Attorney (SPA) if applicant is not the owner (1 copy)		Property Owner / Attorney's Office (Notary Public)	



CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach to Officer of the Day (OOTD) and submit the transmittal / request and required documents. Observe a first come-first serve basis.	1. Receive and validate the required documents for desired transaction. (If complete requirements, transaction will proceed, otherwise no transaction at all). Attach route slip and endorse to the Assessment Clerk for recording.	None	10 minutes per RPU	Officer of the Day (OOTD): <i>Engr. Corazon M. Villas</i> LAOO IV PAssO <i>Jenaro Aldwin C. Manzo</i> LAOO IV PAssO <i>Vilma L. Gumban</i> LAOO II PAssO
	2. Record information of the property on the logbook of review / examination and distribute the documents to the Assigned Local assessment Operations Officer (LAOO).	None	5 minutes per RPU	Assessment Clerk: Assigned OOTD <i>Engr. Corazon M. Villas</i> LAOO IV PAssO <i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO <i>Vilma L. Gumban</i> LAOO II PAssO
	3. Examine, review, initial and forwarded to Division Chief the Updated Tax Declaration (TD) and Field Appraisal and	None	30 minutes per RPU	<i>Engr. Corazon M. Villas</i> LAOO IV PAssO



	<p>Assessment Sheet (FAAS) prepared from Municipal Assessor's Office (MAO) for checking of information, assessment and values based on the Schedule of Fair Market Value (SFMV).</p> <p>3.1 If there is no correction or error in the transaction, it will proceed, otherwise it will return to MAO / LGU.</p> <p>3.2 Review, initial and give the new TD and FAAS to client.</p>	None	5 minutes per RPU	<p><i>Engr. Corazon M. Villas</i> LAOO IV PAssO</p> <p><i>Jenaro Aldwin C. Manzo</i> LAOO II PAssO</p> <p><i>Vilma L. Gumban</i> LAOO II PAssO</p>
4. Receive the reviewed TD and FAAS and proceed / bring to the Tax Mapping Operations Division	4.1 Receive the prepared documents from client and enter new information in Tax Mapping Control Roll (TMCR.)	None	10 minutes per RPU	<p><i>Rosanna C. Andres</i> Tax Mapper IV PAssO</p> <p><i>John Vernon B. Ramirez</i> Draftsman II</p>



(TMOD), PAssO				PAssO
	4.2. Affix the Initial and forward the documents to the Division Chief for review.	None	2 minutes	<i>Carmencita S. Lutella</i> <i>Tax Mapper Aide</i> PAssO
	4.3. Review, affix the initial and forward to the Provincial Assessor for Approval	None	5 minutes per RPU	<i>Rosanna C. Andres</i> <i>Tax Mapper IV</i> PAssO
	4.4. Approval of updated Tax Declaration and forward to ARMD for new number	None	5 minutes per RPU	<i>Caesar A. Pangilinan, Jr.</i> <i>Provincial Assessor</i> PAssO
	4.5. Assign new number for the newly approved TD/FAAS and cancel the previous TD/FAAS	None	10 mins per RPU	<i>Elia C. Cay</i> <i>OIC- LAOO IV</i> PAssO <i>Elia C. Cay</i> <i>LAOO III</i> PAssO <i>Hazel Minette Z. Ferranco</i> <i>LAOO II</i> PassO <i>Jay L. Papio</i> <i>Statistician I</i> PAssO <i>Marc Benedict M. Ayson</i> <i>Assessment Clerk I</i>



				PAssO <i>K.aren B. Umali</i> <i>Administrative</i> <i>Aide II</i> PAssO
5. Sign and claim/receive the newly approved owner's copy of Tax Declaration in the ARMD Logbook	5.1. Release the newly approved owner's copy of Tax Declaration to client.	None	2 mins per RPU	<i>Elia C. Cay</i> LAOO III PAssO <i>Hazel Minette Z. Ferranco</i> LAOO II PAssO <i>Jay L. Papio</i> <i>Statistician I</i> PAssO <i>Marc Benedict M. Ayson</i> <i>Assessment Clerk I</i> PAssO <i>Karen B. Umali</i> <i>Administrative</i> <i>Aide II</i> PAssO
TOTAL		None	1 Hour and 24 Minutes Real Property Unit	



PROVINCIAL ASSESSOR'S DIRECTORY			
Division	Address	Contact Number	Official E-mail Address
Administrative Services Section	Capitol Complex, Camilmil, Calapan City Oriental Mindoro	288-7007	paopgom@yahoo.com
Appraisal Assessment Examination Division			
Tax Mapping Operations Division		288-7861	
Assessment Records Management Division			



Provincial Legal Office

External Services



1. Administrative Investigations

The Provincial Legal Office investigates or causes to be investigated any official or employee of the Provincial Government for administrative offenses and recommends appropriate action to the Provincial Governor. Interested individuals may submit their letter/affidavit complaint every Monday to Friday, from 8:00AM to 5:00PM in the Provincial Legal Office.

Office or Division:	Provincial Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government/G2C-Government to Citizen			
Who may avail:	1. PGOM employees and officials; 2. Officials of PGOM's Component Local Government Units; 3. Employees and officials of National Government Agencies and Instrumentalities; or 4. Any individual who intends to file a complaint against any official or employee of the Provincial Government.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Affidavit complaint (1 original)		Requesting party/Complainant		
2. Attachments (i.e. Affidavits of witnesses, Pictures, and other evidence) (1 original)		Requesting party/Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter/ affidavit complaint and attachment/s to the receiving staff	1. Receive letter/affidavit complaint and its attachments and assess completeness of documents 1.1. Record details of the complaint in the Incoming Excel file 1.2 Fill out Internal Route Slip (IRS), attach Assignment Slip, and forward documents to the Administrative	None	15 minutes	<i>Ms. Kristel B. Roa Administrative Aide (AA) II, Provincial Legal Office (PLO)</i>



	Officer IV for assignment or subsequent endorsement to the Provincial Legal Officer			
	1.3. Assign investigation of the complaint to a Legal Assistant (LA) or Special Assistant on Legal Affairs (SA)	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO <i>Ms. Queency Mae M. Casapao</i> Administrative Officer (AO) IV, PLO
	1.5. Conduct investigation of the complaint and draft investigation report pursuant to the Revised Rules on Administrative Cases in the Civil Service (RACCS)	None	Period prescribed by RACCS subject to exceptions under meritorious circumstances	<i>Ms. Maria Aiza D. Libudan</i> Legal Assistant (LA) II, PLO <i>Mr. Jake Magsisi</i> Legal Aide, PLO
	1.6. Undertake initial review of the draft Investigation Report and return it to the concerned Legal Assistant for correction of revision	None	5 days	<i>Queency Mae M. Casapao</i> AO IV, PLO
	1.7. Conduct final review of the investigation report and instruct its finalization	None	10 days	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO



	1.8. Finalize investigation report and prepare its transmittal memorandum	None	15 minutes	<i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO
	1.9. Sign investigation report and transmittal memorandum	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	1.10. Check attachments of the transmittal memorandum and Investigation Report and reproduce copies of the same 1.11. Record transmittal memorandum and Investigation Report in the outgoing logbook	None	20 minutes	<i>Ms. Marilyn R. Tolentino</i> LA II, PLO
	1.12. Deliver/release transmittal memorandum and Investigation Report to the Governor's Office 1.13. Notify complainant that the investigation report is forwarded to the Governor for appropriate action	None	10 minutes	<i>Mr. Robinson V. Macatangay</i> AA III, PLO
2. Confirm receipt of the notice regarding the investigation report's submission to the Governor	2. File, scan, and upload a copy of the Investigation Report and its attachments to the appropriate folder and the Office online storage system	None	30 minutes	<i>Kristel B. Roa</i> AA II, PLO



	Total:		15 days, 1 hour, and 50 minutes + Period prescribed by RACCS subject to exceptions under meritorious circumstances	
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2. Drafting and/or Filing of Pleadings/Motions in Civil Actions and Special Proceedings involving PGOM, Other Component LGUs and Elective Officials of the Province

In line with Section 481 of the Local Government Code of 1991, the Provincial Legal Office drafts and prepares pleadings and/or motions for civil actions and special proceedings involving the Provincial Government of Oriental Mindoro (PGOM), the former's component local government units, and elective officials of the province sued in their official capacity. Request/s for this service may be submitted to the Provincial Legal Office every Monday to Friday, from 8:00AM to 5:00PM.

Office or Division:	Provincial Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. Provincial Government of Oriental Mindoro (PGOM); 2. PGOM's Component Local Government Units; or 3. Elective officials of the province sued in their official capacity.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Order/Resolution (1 original)		Court/Quasi-Judicial Bodies		
2. Letter-request/Endorsement (1 original)		Employees and Officials of PGOM's Component Local Government Units and Elective Officials of the Province		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter request and court order/ decision to the receiving staff	1. Receive and verify the Court Order/Resolution 1.1. Record details of the order in the Incoming Excel file 1.2. Fill out Internal Route Slip (IRS), attach Assignment Slip, and forward documents to the Administrative Officer IV	None	15 minutes	<i>Kristel B. Roa</i> AA II, PLO
	1.3. Endorse Court Order or Resolution to the Provincial Legal Officer or the lawyer in-charge of the case	None	5 minutes	<i>Queency Mae M. Casapao</i> AO IV, PLO
	1.4. Prepare the pleading/ motion and submit the draft to the Provincial Legal Officer for review	None	Depends upon the court order/ resolution	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	1.5. Review draft motion/ pleading and direct its finalization	None	5 days	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	1.6. Finalize the pleading/motion and prepare its annexes	None	1 hour	<i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO
	1.7. Sign the pleading/ motion and instruct its filing before the	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i>



	court/quasi-judicial body			<i>Provincial Legal Officer, PLO</i>
	1.8. File the pleading/ motion before the court/quasi-judicial body and furnish copies thereof to other parties of the case 1.9. Notify client that the pleading or motion is already filed before the court/quasi-judicial body	None	1 hour	<i>Maria Aiza D. Libudan LA II, PLO</i> <i>Jake Magsisi Legal Aide, PLO</i>
2. Confirm/ Receive notice regarding the filing of the pleading/ motion	2. File, scan, and upload a copy of the pleading/ motion to its case folder and the Office online storage system	None	30 minutes	<i>Kristel B. Roa AA II, PLO</i>
		Total:	5 days and 3 hours + Period prescribed by the Court Order/ Resolution	

3. Drafting of MOA, MOU, Contracts, Executive Orders, Letters, Correspondence, and other related documents

The Provincial Legal Office, upon request of PGOM Employees and Officials, Officials of PGOM's Component Local Government Units, and Employees and Officials of National Government Agencies, Instrumentalities, drafts Memoranda of Agreement, Memoranda of Understanding, Contracts, Deeds, Leases, Executive Orders, Resolutions, Memoranda, Special Orders, Letters, and Correspondences. Request/s for this service may be submitted to the Provincial Legal Office every Monday to Friday, from 8:00AM to 5:00PM.



Office or Division:	Provincial Legal Office/Legal Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PGOM employees and officials; Officials of PGOM's Component Local Government Units; or Employees and officials of National Government Agencies and Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the Provincial Legal Officer (1 original)		Requesting party		
2. Attachments - i.e. Transfer Certificates of Title/Tax Declaration, previous MOA/Contracts/Executive Order, Minutes and/or Report of Committee Hearing (1 photocopy)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and its attachment/s	1. Receive request letter and its attachments, if any 1.1. Verify and assess the completeness of submitted documents 1.2. Record details of the request in the Incoming Excel file 1.3. Fill out internal route slip (IRS), attach assignment slip, and forward to the Administrative Officer IV for assignment or subsequent	None	10 minutes	Kristel B. Roa AA II, PLO



	endorsement to the Provincial Legal Officer			
	1.4. Assign the drafting of the MOA/Contract/EO/ Letter/Correspondence to a Legal Assistant or Special Assistant on Legal Affairs	None	5 minutes	<i>Atty. Earl Ligorio R. Turano II</i> <i>Provincial Legal Officer, PLO</i> <i>Queency Mae M. Casapao</i> <i>AO IV, PLO</i>
	1.5. Draft MOA/Contract/ Deed/EO/Letter/ Correspondence	None	9 days	<i>Maria Aiza D. Libudan</i> <i>LA II, PLO</i> <i>Jake Magsisi</i> <i>Legal Aide, PLO</i>
	1.6. Conduct initial review of the draft MOA/ Contract/ Deed/ EO/Letter and return it to the concerned Legal Assistant for revision of corrections	None	5 days	<i>Queency Mae M. Casapao</i> <i>AO IV, PLO</i>
	1.7. Conduct final review and approve finalization of the MOA/ Contract/ Deed/ EO/Letter	None	5 days	<i>Atty. Earl Ligorio R. Turano II</i> <i>Provincial Legal Officer, PLO</i>
	1.8. Finalize MOA/Contract /Deed/EO/ Letter for the Provincial Legal Officer's signature or initial	None	15 minutes	<i>Maria Aiza D. Libudan</i> <i>LA II, PLO</i> <i>Jake Magsisi</i> <i>Legal Aide, PLO</i>
	1.9. Sign/affix initial in the MOA/Contract/EO/ Deed/Letter/ Correspondence	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i> <i>Provincial Legal Officer, PLO</i>
	1.10. Verify attachments of the MOA/Contract/ Deed/EO/Letter/ Correspondence and reproduce copies of the same for filing and distribution	None	20 minutes	<i>Marilyn R. Tolentino</i> <i>LA II, PLO</i>



	1.11. Record transmittal of the MOA/ Contract/ Deed/EO/ Letter in the outgoing logbook			
	1.12. Deliver/Release MOA/Contract/Deed/ EO/Letter to the requesting office	None	1 hour	<i>Robinson V. Macatangay AA III, PLO</i>
2. Receive a copy of the MOA/ Contract/EO/ Deed/Letter drafted by the PLO	2. File, scan, and upload a copy of the MOA/ Contract/EO/ Deed/ Letter and its attachments, if any, to the appropriate folder and the Office online storage system	None	30 minutes	<i>Kristel B. Roa AA II, PLO</i>
		Total:	19 days, 2 hours, and 30 minutes	

4. Investigation of Concerns and Issues of Public Interest

The Provincial Legal Office investigates concerns and issues of public interest affecting the province and recommends appropriate action to be undertaken by the Governor, PGOM Departments and Offices, *Sangguniang Panlalawigan*, or any official of PGOM's component local government units. Complaints or letters regarding a concern or issue of public interest may be submitted to the Provincial Legal Office every Monday to Friday, from 8:00AM to 5:00PM.

Office or Division:	Provincial Legal Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government/G2C-Government to Citizen
Who may avail:	1. PGOM Departments and Offices; 2. Any official of PGOM's component local government units; or 3. Any individual who intends to report an issue or concern of public interest.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



1. Letter/Affidavit complaint reporting an issue or concern of public interest which must be investigated (1 original)		Requesting party/Complainant		
2. Attachments (i.e. Affidavits of witnesses, Pictures, and other evidence) (1 original)		Requesting party/Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter/affidavit complaint with its attachment/s, if any	1. Receive letter/ affidavit complaint and its attachments and assess the completeness of submitted documents. 1.1 Record details of the complaint in the Incoming Excel file 1.2. Fill out Internal Route Slip (IRS), attach Assignment Slip, and forward documents to the Administrative Officer IV for assignment or subsequent endorsement to the Provincial Legal Officer	None	15 minutes	<i>Kristel B. Roa</i> AA II, PLO
	1.3. Assign the investigation of the complaint/issue/ concern to a Legal Assistant or Special Assistant on Legal Affairs	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO <i>Queency Mae M. Casapao</i> AO IV, PLO



	1.4. Conduct investigation of the complaint/ issue/concern and prepare investigation report	None	9 days	<i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO
	1.5. Conduct initial review of the draft investigation report and return it to the concerned Legal Assistant for revision	None	5 days	<i>Queency Mae M. Casapao</i> AO IV, PLO
	1.6. Conduct final review of the investigation report and instruct its finalization	None	5 days	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	1.8. Prepare transmittal memorandum and finalize investigation report for the Provincial Legal Officer's signature	None	15 minutes	<i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO
	1.9. Sign investigation report and its transmittal memorandum	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	1.10. Check attachments of the investigation report, reproduce copies for other concerned parties, and record its transmittal in the outgoing logbook	None	15 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO



	1.11. Inform client that the investigation report is forwarded Governor's Office/ <i>Sangguniang Panlalawigan/ Concerned Office</i> for their appropriate action			
	1.13. Deliver/release transmittal memorandum and Investigation Report to the Governor's Office/ <i>Sangguniang Panlalawigan/ Concerned Office</i> for appropriate action	None	1 hour	<i>Robinson V. Macatangay</i> AA III, PLO
2. Confirm/ receive notice regarding the investigation report's submission to the Governor/ Sangguniang Panlalawigan/ Concerned Office	2. File, scan, and upload a copy of the investigation report and its attachments, if any, to the appropriate folder and the Office online storage system	None	30 minutes	<i>Kristel B. Roa</i> AA II, PLO
		Total:	19 days, 2 hour, and 35 minutes	

5. Issuance of Legal Opinion

The Provincial Legal Office render's legal opinion on matters and issues upon request of the PGOM Employees and Officials and Officials of PGOM's Component Local Government Units. Request/s for this service may be submitted to the Provincial Legal Office every Monday to Friday, from 8:00AM to 5:00PM.



Office or Division:	Provincial Legal Office/Legal Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. PGOM employees and officials; or 2. Officials of PGOM's Component Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Provincial Legal Officer requesting for an Opinion on a legal issue/matter (1 Original)		Requesting party		
2. Document to be reviewed and its attachments (i.e. Transfer Certificates of Title/Tax Declaration, Deeds/ MOA/ Contracts/ Executive Order), if any (1 Photocopy)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at client's logbook and submit the letter request with its attachment/s	1. Receive letter request and its attachments 1.1. Verify and assess the completeness of submitted documents 1.2. Record details of the request in the Incoming Excel file 1.3. Fill out internal route slip (IRS), attach assignment slip, and forward to the Administrative Officer IV for assignment or subsequent endorsement to the Provincial Legal Officer	None	10 minutes	<i>Kristel B. Roa</i> AA II, PLO



	1.4. Assign the drafting of the legal opinion to a Legal Assistant or Special Assistant on Legal Affairs (SA)	None	5 minutes	<i>Atty. Earl Ligorio R. Turano II</i> <i>Provincial Legal Officer, PLO</i> <i>Queency Mae M. Casapao</i> <i>AO IV, PLO</i>
	1.5. Prepare legal opinion	None	9 days	<i>Maria Aiza D. Libudan</i> <i>LA II, PLO</i> <i>Jake Magsisi</i> <i>Legal Aide, PLO</i>
	1.6. Conduct initial review of the draft legal opinion and return it to the concerned Legal Assistant for revisions of corrections	None	5 days	<i>Queency Mae M. Casapao</i> <i>AO IV, PLO</i>
	1.7. Conduct final review and approve finalization of the draft Legal Opinion	None	5 days	<i>Atty. Earl Ligorio R. Turano II</i> <i>Provincial Legal Officer, PLO</i>
	1.8. Prepare transmittal memorandum/ endorsement and finalize Legal Opinion for the Provincial Legal Officer's signature	None	15 minutes	<i>Maria Aiza D. Libudan</i> <i>LA II, PLO</i> <i>Jake Magsisi</i> <i>Legal Aide, PLO</i>
	1.9. Sign the legal opinion and transmittal/ endorsement	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i> <i>Provincial Legal Officer, PLO</i>



	1.10. Check attachments of the signed legal opinion, reproduce copies of the same for filing and distribution, and record its transmittal in the outgoing logbook	None	20 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO
	1.11. Delivery/Release the legal opinion to the requesting office/agency	None	1 hour	<i>Robinson V. Macatangay</i> AA III, PLO
2. Receive legal opinion issued by the PLO	2. File, scan, and upload a copy of the legal opinion and its attachments, if any, to the appropriate folder and the Office online storage system	None	30 minutes	<i>Kristel B. Roa</i> AA II, PLO
		Total:	19 days, 2 hours, and 30 minutes	

6. Legal Consultation and/or Drafting of Basic Affidavits and Correspondences for walk-in clients

The Provincial Legal Office provides legal consultation and requests for the drafting of basic affidavits and correspondences from walk-in clients. Interested individuals may seek legal consultation and/or request the drafting of basic affidavits and correspondences every Monday to Friday, from 8:00AM to 5:00PM.

Office or Division:	Provincial Legal Office/Legal Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Any individual who intends to avail legal consultation and/or request for the drafting of basic affidavits and correspondences



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Client's Form (1 Original)			Provincial Legal Office	
2. Documents regarding their request (i.e. Birth/ Marriage Certificates for the drafting of affidavits) (1 Photocopy)			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at client's logbook and inform the receiving staff that he/she intends to avail legal assistance	1. Inquire about specific details regarding the client's request for legal assistance and ask him/her to fill out the clients' form	None	5 minutes	<i>Kristel B. Roa</i> AA II, PLO
2. Fill out the clients' form	2. Obtain the accomplished clients' form from the client and refer them to a legal assistant or lawyer	None	3 minutes	<i>Kristel B. Roa</i> AA II, PLO
	2.1. Provide legal consultation and/or prepare and release the basic affidavit/ correspondence requested by the client	None	2 hours	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO <i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO



3. Receive legal consultation/ basic affidavit/ correspondence requested	3. Ask client to fill out the client satisfaction form	None	5 minutes	<i>Kristel B. Roa</i> AA II, PLO
4. Fill out the Client Satisfaction Form/Survey	4. Obtain the accomplished client's satisfaction form/survey from the client and file it in the appropriate folder	None	2 minutes	<i>Kristel B. Roa</i> AA II, PLO
		Total:	2 hours and 15 minutes	

7. Legal Review of Executive Orders Issued by Component City and Municipalities

Executive Orders issued by PGOM's Component City and Municipalities are forwarded by the Governor's Office to the Provincial Legal Office (PLO) for review pursuant to Section 30 of the Local Government Code of 1991. The PLO, upon review of the Executive Order issued by PGOM's Component City and Municipalities, issues a Certificate of Legality attesting that they are within the powers granted by law and in conformity with provincial ordinances and issuances. Request/s for this service may be submitted to the Provincial Legal Office every Monday to Friday, from 8:00AM to 5:00PM.

Office or Division:	Provincial Legal Office/Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Local Chief Executives of the PGOM's Component Municipalities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter endorsing the Municipal Executive Orders for review (1 Original)	Requesting party



2. Municipal Executive Order/s to be reviewed (1 Original)			Requesting party	
3. Attachments - i.e. Previous Executive Orders/Minutes (1 Photocopy)			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and Municipal Executive Order, with its attachment/s, if any	1. Receive Municipal Executive Order (MEO) for review and its attachments 1.1 Verify and assess the completeness of submitted documents 1.2. Record details of the request in the Incoming Excel file 1.3. Fill out internal route slip (IRS), attach assignment slip, and forward to the Administrative Officer IV for assignment or subsequent endorsement to the Provincial Legal Officer	None	10 minutes	<i>Kristel B. Roa</i> AA II, PLO
	1.4. Assign the review of the MEO to a Legal Assistant or Special Assistant on Legal Affairs (SA)	None	5 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO <i>Queency Mae M. Casapao</i> AO IV, PLO



	1.5. Draft review of the Municipal Executive Order (MER)	None	9 days	<i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO
	1.6. Conduct initial review of the draft MER and return it to the concerned Legal Assistant for revision	None	5 days	<i>Queency Mae M. Casapao</i> AO IV, PLO
	1.7. Conduct final review, approve finalization of the MER, and instruct the preparation of Certificate of Legality, if warranted	None	5 days	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	1.8. Finalize MER and prepare transmittal memorandum/ endorsement and Certificate of Legality	None	15 minutes	<i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO
	1.9. Sign MER, transmittal, and Certificate of Legality	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO



	1.10. Check the attachments of the signed MER, transmittal, and Certificate of Legality and reproduce copies of the same for filing and distribution, and record its transmittal in the outgoing logbook	None	20 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO
	1.11. Delivery/Release the MER, transmittal, and Certificate of Legality to the requesting office/agency	None	5 minutes	<i>Robinson V. Macatangay</i> AA III, PLO
2. Receive the Municipal Executive Order's review and Certificate of Legality from the PLO	2. File, scan, and upload a copy of the Municipal Executive Order's review, Certificate of Legality and its attachments to the appropriate folder and the Office online storage system	None	30 minutes	<i>Kristel B. Roa</i> AA II, PLO
		Total:	19 days, 1 hours, and 35 minutes	

8. Legal Review of MOA, MOU, Contracts, Executive Orders, Ordinances and Resolutions

The Provincial Legal Office reviews Memoranda of Agreement, Contracts, Deeds, other similar contractual undertakings, Executive Orders, Resolutions, and Ordinances submitted by PGOM Offices, component local government units (LGUs), and National Government Agencies and instrumentalities and recommends modifications and



revisions thereto. Request/s for this service may be submitted to the Provincial Legal Office every Monday to Friday, from 8:00AM to 5:00PM.

Office or Division:	Provincial Legal Office/Legal Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. PGOM employees and officials; 2. Officials of PGOM's Component Local Government Units; or 3. Employees and officials of National Government Agencies and Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/Letter addressed to Provincial Legal Officer (1 Original)		Requesting party		
2. Document to be reviewed - MOA/ Contract/ Deed/Executive Order/ Resolution/Ordinance (1 Original)		Requesting party		
3. Attachments - i.e. Title/Tax Declaration, previous Contracts/EOs, Minutes or Hearing Report (1 Photocopy)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to be reviewed with its attachment/s	1. Receive documents to be reviewed and its attachments 1.1. Verify and assess the completeness of submitted documents 1.2. Record details of the request in the Incoming Excel file 1.3. Fill out internal route slip (IRS), attach assignment slip, and forward to the Administrative Officer IV for assignment or subsequent	None	10 minutes	<i>Kristel B. Roa</i> AA II, PLO



	endorsement to the Provincial Legal Officer			
	1.4. Assign the review of the MOA/ Contract/EO/ Deed/Resolution/ Ordinance to a Legal Assistant or Special Assistant on Legal Affairs (SA)	None	5 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO <i>Queency Mae M. Casapao</i> AO IV, PLO
	1.5. Prepare Agreement Review (AR), Executive Review (ER), or <i>Sanggunian</i> Review (SR)	None	9 days	<i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO
	1.6. Conduct initial review of the draft AR/ER/SR and return it to the concerned Legal Assistant for revision	None	5 days	<i>Queency Mae M. Casapao</i> AO IV, PLO
	1.7. Conduct final review, approve finalization of the AR/ER/SR, and instruct the preparation of the applicable Certification	None	5 days	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	1.8. Draft transmittal memorandum/ endorsement, the applicable Certification, and finalize AR/ER/SR	None	15 minutes	<i>Maria Aiza D. Libudan</i> LA II, PLO <i>Jake Magsisi</i> Legal Aide, PLO



	1.9. Sign the AR/ER/ SR, its transmittal/ Endorsement, and Certification	None	10 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	1.10. Check attachment of the signed AR/ ER/SR, reproduce copies of the same for filing and distribution, and record its transmittal in the outgoing logbook	None	20 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO
	1.11. Deliver/release the documents to the requesting office/agency	None	1 hour	<i>Robinson V. Macatangay</i> AA III, PLO
2. Receive the AR/ER/SR, transmittal, and Certification from the PLO	2. File, scan, and upload a copy of the AR/ER/SR and its attachment to the appropriate folder and the Office online storage system	None	30 minutes	<i>Kristel B. Roa</i> AA II, PLO
		Total:	19 days, 2 hours, and 30 minutes	



Provincial Legal Office

Internal Services



1. Issuance of No Pending Slip

A No Pending Slip is issued by the Provincial Legal Office (PLO) to officials and employees of the Provincial Government of Oriental Mindoro (PGOM). Said slip certifies that an official or employee has no pending administrative charges/case filed before the PLO. Said Slip may be requested from the Provincial Legal Office every Monday to Friday, from 8:00AM to 5:00PM.

Office or Division:	Provincial Legal Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee or official of the Provincial Government of Oriental Mindoro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished No Pending Slip (2 original)		Provincial Legal Office		
2. Official Receipt (Payment for the Issuance of Clearances)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at client's logbook upon entry and inform the receiving staff that he/she intends to secure a no pending slip	1. Give the client two (2) blank no pending slips and instruct him/her to fill out both blank slips with the following details: i. Client's Name; ii. Client's Designation/Plantilla Position and Office; and iii. Reason for securing a no pending slip (i.e. transfer, terminal leave, resignation, retirement)	None	5 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO <i>Kristel B. Roa</i> AA II, PLO



2. Fill out the two (2) blank no pending slips and return both of the slips to the receiving staff upon accomplishing them	<p>2. Check if the client filled out the required information.</p> <p>2.1 Look into the records for any pending administrative charge/case filed against the requesting client.</p> <p>2.2. If the client has no pending administrative charge/case filed against him in the PLO's records, advise the client to pay the Clearance fees in the Provincial Treasurer's Office.</p> <p>If the client has a pending administrative case/investigation, he or she shall be informed that a no-pending slip cannot be issued.</p>	None	15 minutes	<p><i>Marilyn R. Tolentino</i> LA II, PLO</p> <p><i>Kristel B. Roa</i> AA II, PLO</p>
3. Upon receiving the advice to pay the clearance fees, pay the corresponding clearance fee in the Provincial Treasurer's Office.		P50.00	30 minutes	Provincial Treasurer's Office



4. Present the Official Receipt (OR) from the payment to the PLO Staff	4. Append the OR to the slips and forward the two (2) no pending slips to the Provincial Legal Officer or his designated alternative signatory	None	2 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO <i>Kristel B. Roa</i> AA II, PLO
	4.1. Sign the no pending slips	None	2 minutes	<i>Atty. Earl Ligorio R. Turano II</i> Provincial Legal Officer, PLO
	4.2. Record the date and the client's name, and office in the logbook 4.3 Release one (1) copy of the no pending slip and the OR to the client and ask them to affix their signature and the date and time of the slip's release in the logbook	None	3 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO <i>Kristel B. Roa</i> AA II, PLO
5. Claim the OR and one (1) copy of the no pending slip and affix signature	5. File the remaining copy of the no pending slip into the appropriate folder/cabinet	None	3 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO <i>Kristel B. Roa</i> AA II, PLO



and the date and time of the slip's release in the logbook				
		Total:	30 minutes + period of fees payment in the Provincial Treasurer's Office	

2. Operation of Mini Law Library

The Provincial Legal Office operates a mini law library, mainly comprised of books regarding law subjects, Supreme Court Reports Annotated (SCRA), executive issuances, and special laws. Said books may be utilized and/or borrowed by any employee or official of the Provincial Government of Oriental Mindoro (PGOM) upon presentation of his/her PGOM-issued identification card. Books from the Mini Law Library may be borrowed and returned in the Provincial Legal Office every Monday to Friday, from 8:00AM to 5:00PM.

Office or Division:	Provincial Legal Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee or official of the Provincial Government of Oriental Mindoro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Borrower's Slip/Form (1 original)		Provincial Legal Office		
2. PGOM-issued identification card (1 photocopy)		Requesting Party/Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inform the receiving staff of his/her intention to borrow a book and mention the details of the book	1. Check for the book's availability. If available, record the details of the book to be borrowed and the borrower's information in the borrower's slip/form	None	15 minutes	<i>Queency Mae M. Casapao</i> AO IV, PLO <i>Kristel B. Roa</i> AA II, PLO
2. Fill out the borrower's slip/form and return it to the PLO staff	2. Accept borrower's form and disclose the rules and regulations regarding the borrowing of books 2.1. Release the book to the client.	None	5 minutes	<i>Queency Mae M. Casapao</i> AO IV, PLO <i>Kristel B. Roa</i> AA II, PLO
3. Accept the book/s and return it after three (3) working days	3. Accept the book returned by the client, record the date and time of its return, and place the book back to the PLO's Library.		5 minutes	<i>Marilyn R. Tolentino</i> LA II, PLO <i>Kristel B. Roa</i> AA II, PLO
		Total:	25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	1. Answer the digital Client Satisfaction Survey (CSS) Form in the digital tablet installed in every PGOM Office or the printed client survey forms. 2. Contact info: (043)-411-1074 / 0917-114-8017 or email at plo@ormindoro.gov.ph
How feedbacks are processed	1. Every first week of the month, the designated personnel of the Provincial Administrator's Office – Organizational Development and performance Management Division (PA-ODPMD) generate



	<p>and consolidate the CSS results. These are then forwarded to the concerned offices/individuals.</p> <ol style="list-style-type: none"> 2. For negative feedback and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the clients as soon as possible. 4. For inquiries and follow-ups, clients may contact PLO at (043)-411-1074 / 0917-114-8017.
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either by contacting the phone numbers below, dropping the written complaint or filing up the digital CSS form at the Public Assistance and Complaints Desk located at the Provincial Capitol Executive Building Lobby. 2. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow-ups, clients may contact PLO at (043)-411-1074 / 0917-114-8017.
How complaints are processed	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through the Organizational Development and performance Management Division (PA-ODPMD) endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is to provide the PA-ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the clients as soon as possible. 5. The client shall be notified if the progress of the complaint.



	6. For inquiries and follow-ups, clients may contact PLO at (043)-411-1074 / 0917-114-8017.
Contact Information of CCB, PPCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC : 8888 CCB : 0908-881-6565

Province of Oriental Mindoro

PROVINCIAL LEGAL OFFICE

**Ground Floor Executive Building, Provincial Capitol Complex, Gov. Ignacio St.,
Brgy. Camilmil, Calapan City, 5200 Oriental Mindoro, Philippines**

(043)-441-1074 | 0917-114-8017
plo@ormindoro.gov.ph



Provincial Engineer's Office External Services



1. Request for Contractor's Payment Processing

For the payment of contractor's 1st partial or full work accomplishment.

Service Availability: Mondays and Fridays (8:00M to 5:00PM) except holidays.

Office or Division:	Administrative Unit, Construction Division, Planning, Designing and Programming Division and Materials Quality Control Division	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen , G2B-Government to Business Entity	
Who may avail:	Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Complete documents from Bids and Awards Committee (BAC)		BAC Office
2. Contractor's letter of request for billing (<i>2 copies – original</i>)		Contractor
3. Statement of Work Accomplished (<i>5 copies – original</i>)		Contractor
4. Time Elapsed (<i>5 copies – original</i>)		Provincial Engineer's Office
5. Approved Suspension Order, if any (<i>2 copies – original</i>)		Provincial Engineer's Office
6. Approved Resume Order, if any (<i>2 copies – original</i>)		Provincial Engineer's Office
7. Approved Change Order, if any (<i>3 copies – original</i>)		Provincial Engineer's Office
8. Revised PERT CPM, if applicable (<i>1 copy – original</i>)		Contractor
9. As Built Plan (<i>1 copy – original</i>) (<i>for full payment only</i>)		Contractor
10. Pictures taken before, during and after completion of the project		Contractor
11. Inspection Report (<i>2 copies – original</i>)		Provincial Engineer's Office
12. Certificate of Inspection and Completion by the Inspectorate Team (<i>2 copies – original</i>)		Provincial Engineer's Office
13. Materials Quality Control (MQC) Reports (<i>2 copies – original</i>)		Provincial Engineer's Office



14. Certificate of Compliance (2 copies – original) (<i>for full payment only</i>)		Provincial Engineer's Office		
15. Provincial Treasurer's Office's (PTO) Official Receipt for MQC Tests (<i>1 copy – original</i>)		Contractor		
16. Provincial Treasurer's Office's (PTO) Certificate of Sand and Gravel		Contractor		
17. Contractor's Affidavit (<i>3 copies – original</i>)		Contractor		
18. Technical Specifications (<i>1 copy – original</i>)		Contractor		
19. Retention Money Bond (<i>1 copy – original</i>) (<i>for full payment only</i>)		Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for full payment.	1. Assist contractor-client in accomplishing request slip	None	10 minutes	<i>Mr. Jeffrey Kevin M. Nuevas - Engineering Aide II or Ms. Geraldine M. Goot – Engineering Aide II Provincial Engineer's Office (PEO)</i>
	1.1 Review documents prior to Provincial Engineer's signature	None	1 hour	<i>Engr. Emma N. Dolor - Engineer IV PEO</i>
	1.2 Prepare Voucher and Obligation Request (ObR)	None	35 minutes	<i>Ms. Geraldine M. Goot, EngAide II PEO</i> <i>Ms. Maria Angeline A. Mendoza, Administrative Officer V, PEO</i>



	1.3 Sign documents.	None	1 day	<i>Engr. Edylou B. Tejido,</i> Provincial Engineer
2. Receive documents	2. Release contractor's documents	None	5 minutes	<i>Mr. Jeffrey Kevin M. Nuevas,</i> EngAide II PEO
3. Fill up Client Satisfaction Form and drop into suggestion box.	3. Assist client in accomplishing the Client Satisfaction Form	None	5 minutes	<i>Mr. Jeffrey Kevin M. Nuevas,</i> EngAide II or <i>Ms. Geraldine M. Goot,</i> EngAide II PEO
	3.1 Forward documents to Provincial Budget Office for processing of payment	None	10 minutes	<i>Mr. Jeffrey Kevin M. Nuevas,</i> EngAide II PEO
	TOTAL	None	1 day, 2 hours & 5 mins.	

2. Request for Contractor's Payment Processing

For the payment of contractor's second and full work accomplishment.

Service Availability: Mondays and Fridays (8:00M to 5:00PM) except holidays.

Office or Division:	Administrative Unit, Construction Division, Planning, Designing and Programming Division and Materials Quality Control Division		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen , G2B-Government to Business Entity		
Who may avail:	Contractors		
<table> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



1. Copy of signed Obligation Request, Disbursement Voucher, Statement of Work Accomplished, Statement of Time Elapsed and Work Accomplished, Sand & Gravel Certificate, Materials Quality Control (MQC) Reports and Inspection Report of first partial payment	Contractor
2. Contractor's letter of request for billing (<i>2 copies – original</i>)	Contractor
3. Statement of Work Accomplished (<i>5 copies – original</i>)	Contractor
4. Time Elapsed (<i>5 copies – original</i>)	Provincial Engineer's Office
5. Approved Suspension Order, if any (<i>2 copies – original</i>)	Provincial Engineer's Office
6. Approved Resume Order, if any (<i>2 copies – original</i>)	Provincial Engineer's Office
7. Approved Change Order, if any (<i>3 copies – original</i>)	Provincial Engineer's Office
8. Revised PERT CPM, if applicable (<i>1 copy – original</i>)	Contractor
9. As Built Plan (<i>1 copy – original</i>)	Contractor
10. Pictures taken before, during and after completion of the project	Contractor
11. Inspection Report (<i>2 copies – original</i>)	Provincial Engineer's Office
12. Certificate of Inspection and Completion by the Inspectorate Team (<i>2 copies – original</i>)	Provincial Engineer's Office
14. Certificate of Compliance (<i>2 copies – original</i>) (for full payment only)	Provincial Engineer's Office
15. Provincial Treasurer's Office's (PTO) Official Receipt for MQC Tests (<i>1 copy – original</i>)	Contractor
16. Contractor's Affidavit (<i>3 copies – original</i>)	Contractor
17. Technical Specifications (<i>1 copy – original</i>)	Contractor
18. Retention Money Bond (<i>1 copy – original</i>)	Contractor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for full payment.	1. Assist contractor-client in accomplishing request slip.	None	10 minutes	<i>Mr. Jeffrey Kevin M. Nuevas, EngAide II</i> or <i>Ms. Geraldine M. Goot, EngAide II</i> PEO
	1.1 Review documents prior to Provincial Engineer's signature.	None	1 hour	<i>Engr. Emma N. Dolor, Engineer IV</i> PEO
	1.2 Prepare Voucher and Obligation Request (ObR)	None	35 minutes	<i>Ms. Geraldine M. Goot – EngAide II</i> PEO <i>Ms. Maria Angeline A. Mendoza, Administrative Officer V</i> PEO
	1.3 Sign documents.	None	1 day	<i>Engr. Edylou B. Tejido, Provincial Engineer</i> PEO
2. Receive document	2. Release contractor's documents	None	5 minutes	<i>Mr. Jeffrey Kevin M. Nuevas, EngAide II</i> PEO
3. Fill up Client Satisfaction Form and drop into suggestion box.	3. Assist client in accomplishing the Client Satisfaction Form	None	5 minutes	<i>Mr. Jeffrey Kevin M. Nuevas, EngAide II</i> or <i>Ms. Geraldine M. Goot, EngAide II, PEO</i>



	3.1 Forward documents to Provincial Budget Office for processing of payment		10 minutes	<i>Mr. Jeffrey Kevin M. Nuevas, EngAide II PEO</i>
	TOTAL	None	1 day, 2 hours & 5 mins.	

3. Request for Field Density Test (FDT)

To ensure that the site is ready for pouring of concrete.

Service Availability: Monday to Friday (8:00M to 5:00PM) except holidays.

Office or Division:	Administrative Unit, Construction Division and Materials Quality Control Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Contractor's letter request (1 copy - Original)		Contractor		
6. Notice to Proceed (1 copy - Photocopy)		Contractor		
7. Provincial Treasurer's Office's Official Receipt (1 copy – original)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Assist contractor-client in accomplishing request slip.	None	10 minutes	<i>Ms. Geraldine M. Goot, EngAide II PEO</i>
	1.1 Sign marginal note and forward to Materials Quality Control Division (MQCD) for action.	None	1 hour	<i>Engr. Edylou B. Tejido, Provincial Engineer PEO</i>



	1.2 Coordinate with the contractor for FDT schedule.	None	30 minutes	<i>Engr. Melanio R. Templanza,</i> Engineer II <i>Milagros D. Lano,</i> C&M Foreman PEO
2. Wait for the schedule of FDT inspection.	2. Prepare and conduct FDT and laboratory tests	None	1 day (Depending upon the nature of the project)	<i>Engr. Melanio R. Templanza- Eng II</i> <i>Milagros D. Lano,</i> C&M Foreman PEO <i>Ms. Milagros D. Lano,</i> C&M Foreman <i>Mr. Mervin V. Martinez,</i> Lab. Tech I <i>Mr. Shernan A. Ramos,</i> C&M Capataz <i>Mr. Florencio B. Abarintos, Jr.,</i> Engineering Aide
	2.2 Prepare Worksheets and determine fees for payment to Provincial Treasury Office (PTO).	Fees depend upon the number of laboratory tests performed and the nature and type of project.	1 day	Engr. Melanio R. Templanza- Engineer II PEO



	2.3 Prepare and sign the Compliance Certificate	None	1 day and 10 minutes	Engr. Henedina DR. Gutierrez, Engineer IV <i>PEO</i> Engr. Edylou B. Tejido, Provincial Engineer
3. Receive worksheets and certificate	3. Release documents	None	2 minutes	<i>Ms. Julie Ann B. Belleza</i> , Engineering Aide II
	TOTAL	None	3 days, 1 hour, 52 minutes (Depending upon the nature of the project)	

4. Request for Final Inspection of Projects

To ensure that the quality of work accomplished is in accordance with the approved plans and specifications. Service Availability: Monday to Friday (8:00M to 5:00PM) except holidays

Office or Division:	Administrative Unit, Construction Division, Planning, Designing and Programming Division, and Materials Quality Control Division	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Contractors	
CHECKLIST OF REQUIREMENTS *		WHERE TO SECURE
1. Contractor's letter request for final inspection (<i>2 Copies of Original</i>)		Contractor
2. Program of Works (<i>1 Photocopy</i>)		Provincial Engineer's Office
3. Plans and Specifications (<i>1 Photocopy</i>)		Contractor



4. Notice of Award (1 Photocopy)	Contractor
5. Notice to Proceed (1 Photocopy)	Contractor
6. Contract Agreement (1 Photocopy)	Contractor
7. Change Order (if any: 1 Original)	Provincial Engineer's Office
8. Time Elapsed (1 Original)	Provincial Engineer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Assist client in accomplishing request slip and check document requirements	None	10 minutes	Ms. Neri A. Tubig, Administrative Assistant II Mr. Jeffrey Kevin M. Nuevas, Engineering Aide II PEO
	1.1 Receive and record documents	None	10 minutes	Ms. Neri A. Tubig - AA II Mr. Jeffrey Kevin M. Nuevas, Eng.Aide II PEO
	1.2 Review documents and forward to the Provincial Engineer for scheduling of inspection	None	1 hour	Engr. Marielle A. Casiple, Engineer II PEO
2. Wait for the schedule of final inspection	2. Issue Memorandum to Inspectorate Team	None	1 day	Engr. Edylou B. Tejido, Provincial Engineer
	2.1 Conduct inspection	None	1 day and 1 hour	Engr. Emma N. Dolor- Engineer



				IV or Representative <i>Engr. Ponciano E. Cueto, Jr.</i> , Engineer IV or Representative <i>Engr. Henedina DR. Gutierrez</i> , Engineer III or Representative PEO
	2.2 Consolidate Inspectorate Team reports and prepare Certificates of Inspection, Project Completion	None	3 days	Engr. Marielle A. Casiple, Engineer II PEO
	2.3 Sign the Certificates and other documents	None	1 day	<i>Engr. Edylou B. Tejido</i> - Provincial Engineer
3. Receive documents	3. Issue Certificates of Inspection, Project Completion	None	1 day	<i>Engr. Edylou B. Tejido</i> , Provincial Engineer
4. Fill out Client Satisfaction Form and drop into suggestion box.	4. Request and assist client in accomplishing Client Satisfaction Survey Form	None	5 minutes	<i>Ms. Neri A. Tubig</i> , AA II, PEO
	TOTAL	None	7 days, 2 hours & 25 minutes	



5. Request for Provision of Construction Materials

For the provision of construction materials to the Sangguniang Barangay upon request
Service Availability: Monday to Friday (8:00M to 5:00PM) except holidays.

Office or Division:	Administrative Unit and Construction and Maintenance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Resolution/Request with Governor's Note (1 original copy)		Office of the Sangguniang Barangay/Governor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Assist client in accomplishing request slip and check document	None	5 minutes	<i>Mr. John Limuel B. Lopez,</i> Administrative Aide VI PEO
	1.1 Sign marginal note to concerned Unit for action	None	1 hour	<i>Engr. Edylou B. Tejido,</i> Provincial Engineer
2. Wait for the schedule and manner of distribution of construction materials.	2. Coordinate with the client thru text or call and arrange for the schedule and manner of distribution	None	1 day	<i>Mr. John Limuel B. Lopez,</i> AA VI, PEO
	2.1 Sign RIS	None	1 day	<i>Engr. Edylou B. Tejido,</i> Provincial Engineer
3. Receive construction materials and sign accomplished RIS.	3. Issue requested construction materials	None	5 days	<i>Mr. John Limuel B. Lopez,</i> Administrative Aide VI PEO



4. Fill out Client Satisfaction Form and drop into suggestion box.	4. Assist client in accomplishing Client Satisfaction Survey Form	None	2 minutes	<i>Mr. John Limuel B. Lopez,</i> Administrative Aide VI or <i>Ms. Geraldine M. Goot,</i> EngAide II PEO
	TOTAL	None	7 days, 1 hour & 7 minutes	

6. Request for Repair and Maintenance of Buildings

To ensure that government buildings are regularly maintained for a conducive work environment. Service Availability: Monday to Friday (8:00M to 5:00PM) except holidays.

Office or Division:	Administrative Unit and Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Resolution/Request with Governor's Note		Office of the Sangguniang Barangay/Governor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit request	1. Assist client in accomplishing Request Slip (RS) and forward to Provincial Engineer (PE) check document as to correctness	None	10 minutes	<i>Ms. Geraldine M. Goot,</i> EngAide II PEO
	1.1 Sign marginal note for	None	1 day	<i>Engr. Edylou B. Tejido -</i>



	action by the service provider			Provincial Engineer
	1.2 Group leader shall assign concerned Unit to coordinate with the requesting office, secure/prepare necessary tools and materials	None	30 minutes upon request	<i>Engr. Arleo M. Cabagyo,</i> Engineer II or <i>Mr. Rommel A. Cielo,</i> C & M Capataz PEO
	1.3 Perform repair works	None	Depending on the nature and extent of damages for repair	<i>Engr. Domingo D. Maranan,</i> Engineering Assistant <i>Mr. Emmanuel F. Adriatico,</i> Carpenter I <i>Mr. Eric B. Gutierrez,</i> Plumber PEO
	2.2 Sign RIS	None	1 day	<i>Engr. Edylou B. Tejido,</i> Provincial Engineer
2. Fill out Client Satisfaction Form and drop into suggestion box.	2. Request and assist client in accomplishing Client Satisfaction Survey Form	None	5 minutes	<i>Ms. Geraldine M. Goot,</i> EngAide II PEO
	TOTAL	None	2 days & 45 mins (Depending on the nature and extent of damages for repair)	



7. Request for Maintenance of Roads

To ensure that roads are passable, serviceable and in good condition at all times.

Service Availability: Monday to Friday (8:00AM to 5:00PM) except holidays.

Office or Division:	Administrative Unit, Maintenance Section Equipment Pool Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Resolution/Request with Governor's Note (<i>1 Copy - original</i>)		Office of the Sangguniang Barangay/Governor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit Request Slip and wait for the schedule of inspection.	1. Assist client in accomplishing Request Slip (RS) and forward to Provincial Engineer (PE)	None	10 minutes	<i>Ms. Geraldine M. Goot, Engineering Aide II PEO</i>
	1.1 Sign marginal note and forward to the Construction and Maintenance Division for action	None	1 hour	<i>Engr. Edylou B. Tejido - Provincial Engineer</i>
	1.2 Instruct Maintenance Engineer for action and coordinate with Equipment Pool Division Chief for the availability of heavy equipment and the operator	None	1 hour	<i>Engr. Arleo M. Cabagyo, Engineer II</i> <i>or</i> <i>Mr. Rommel A. Cielo, C & M Capataz PEO</i>



	1.3 Perform site inspection of damaged road	None	1 day	<i>Engr. Arleo M. Cabagyo,</i> Engineer II or <i>Mr. Rommel A. Cielo,</i> C & M Capataz PEO
	1.4 Sign and ensure availability needed heavy equipment operator	None	1 hour	<i>Engr. Gilbert H. Casapao,</i> Engineer II PEO
	TOTAL	None	1 day, 3 hours & 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Answer the Client Satisfaction Survey Form (CSSF) and drop it in the designated drop box in front of the PGOM offices. 2. Contact info: clients may contact the PEO thru email add: peo@ormindoro.gov.ph
How feedbacks are processed	<ol style="list-style-type: none"> 1. Monthly, the designated Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) staff consolidates all the feedbacks submitted. 2. Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) days upon receipt of the feedback. 3. The answer of the offices is then relayed to the citizen. The PHRMO is also furnished with a copy of the feedback and answer as reference for performance evaluation. 4. For inquiries and follow ups, clients may contact the PEO thru email add: peo@ormindoro.gov.ph
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below or by dropping the written complaint at the Public Assistance and Complaints Desk



	<p>located at the Provincial Capitol Executive Building Lobby.</p> <ol style="list-style-type: none"> 2. Make sure to provide the name of person being complained, incident and evidence of your complaint. 3. For inquiries and follow ups, clients may contact the PEO thru email add: peo@ormindoro.gov.ph
How complaints are processed	<ol style="list-style-type: none"> 1. Every Friday, the designated PA-ODPMD staff opens the drop box and evaluates each complaint. 2. Upon evaluation, the Provincial Administrator shall forward the complaint to the Provincial Legal Officer for his investigation. 3. The Provincial Legal Officer shall submit Investigation Report to the Local Chief Executive for appropriate action. 4. The client shall be notified of the progress of the complaint. 5. For inquiries and follow ups, clients may contact the PA-ODPMD at 288-7333.
Provincial Engineer's Office, Provincial Capitol Complex, Camilmil, Calapan City, Oriental Mindoro	Email: peo@ormindoro.gov.ph
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph :1-ARTA (1-2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>



OFFICE DIRECTORY

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Oriental Mindoro



Provincial Disaster Risk Reduction and Management Office

External Services



Research, Planning, Administration, and Training Services

1. Availing Technical Assistance, and Resource Facilitation Services to discuss Subjects/Topics/Modules on Disaster Risk Reduction and Management

People and communities are vulnerable to disasters because of a lack of information about the hazards; how to prepare for them; and how to reduce the risk of hazards affecting their lives and livelihoods. When their level of awareness is increased, people and communities are more prepared. By harnessing the expertise and resources available through these services, stakeholders can enhance their understanding of disaster risks, develop effective strategies for mitigating and adapting to hazards, and ultimately build more resilient and sustainable communities. Monday-Friday, 8:00 AM – 5:00 PM.

Office or Division:	Research, Planning, Administration, and Training Division			
Classification	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of government agencies, elected officials, private sectors, CSOs, uniformed personnel, students, and other stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for technical assistance: (1 original copy) <ul style="list-style-type: none"> • Addressed to the Provincial Governor • Attention to PDRRM Officer • Contains purpose, target date, estimated time of return, type, and number of equipment, tools, and supplies • Signed by an authorized officer 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the Client Logbook before entering the office.	1. Give the logbook to the client	None	5 minutes	Jordan C. Gullon (Administrative Officer IV)



2. Submit a request letter for training at least 5 working days before the target date, depending on the type of activity and logistical requirements. • In person • Via email	2. Receive letter request 2.1 Record the letter request 2.2 Endorsement to Research, Planning, Administration and Training Division	None	10 minutes	<i>Jordan C. Gullon AO IV</i> <i>Kreyzene Marie M. Barcelona Disaster Management Operations Assistant</i> <i>Provincial Disaster Risk Reduction and Management Office (PDRRMO)</i>
3. Receives approved request on DRRM subjects	3. Discussion and planning with PDRRMO 3.1 Prepare reply letter or coordinates with the requesting party	None	3 days upon receipt	<i>Vinscent B. Gahol, PGDH-PDRRMO</i> <i>Ivy Kristine A. Basco LDRRMO IV PDRRMO</i>
4. Assist the Resource person on the specified date(s)	4. Deliver the requested DRRM subjects during the specified date of the activity	None	3 days	<i>Vinscent B. Gahol, PGDH-PDRRMO</i> <i>Ivy Kristine A. Basco LDRRMO IV PDRRMO</i>
5. Answer the Training Assessment Form after the discussion/training	5. Consolidate the Resource Person Assessment Form	None	15 minutes	<i>Ivy Kristine A. Basco LDRRMO IV PDRRMO</i>



	TOTAL		6 days, 30 mins	
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2.Availing of Customized and Specialized Training, Drills, and Simulation Exercises for Disaster Risk Reduction and Management Managers and Practitioners, Emergency Responders, and Other Stakeholders

In the realm of disaster risk reduction and management, the importance of preparedness and effective response cannot be overstated. To enhance the capabilities of disaster risk reduction and management managers and practitioners, emergency responders, and other stakeholders, customized and specialized training, drills, and simulation exercises have emerged as crucial components. These tailored activities aim to equip individuals and organizations with the necessary skills, knowledge, and experience to effectively navigate and mitigate the complexities associated with disasters.

Customized training programs offer a targeted approach to address the specific needs and challenges faced by disaster risk reduction and management managers and practitioners. These programs are designed to enhance their understanding of disaster risk assessment, planning, and implementation and improve their decision-making abilities during emergencies. By focusing on the unique requirements of each participant, customized training ensures that the learning experience is relevant, practical, and directly applicable to their roles and responsibilities. Monday-Friday, 8:00 AM – 5:00 PM

Office or Division:	Research, Planning, Administration, and Training Division		
Classification:	Highly Technical		
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity		
Who may avail:	Personnel of government agencies, elected officials, private sectors, CSOs, uniformed personnel, students and other stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter request for technical assistance: 1 original copy <ul style="list-style-type: none"> • Addressed to the Provincial Governor • Attention to PDRRM Officer • Contains type of training, target date(s), venue and target participants 		Requesting Party	



<ul style="list-style-type: none"> Signed by an authorized officer 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the Client Logbook before entering the office.	1. Give the logbook to the client	None	5 minutes	<i>Jordan C. Gullon AO IV</i>
2. Submit a request letter for training at least 4 working weeks before the target date, depending on the type of training and logistical requirements <ul style="list-style-type: none"> In person Via email 	2. Receive letter request in person 2.1 Record the letter request 2.2 Endorse to Research, Planning, Administration and Training Division	None	10 minutes	<i>Jordan C. Gullon AO IV</i>
2. Receive approved requests on DRRM subjects	2. Discussion and planning with PDRRMO 2.1 Prepare reply letter or coordinates with the requesting party	None	3 days upon receipt	<i>Vinscent B. Gahol, PGDH-PDRRMO Ivy Kristine A. Basco LDRRMO IV PDRRMO</i>
	3. Prepare the technical and administrative requirements of the training <ul style="list-style-type: none"> Training/ Activity Design 	None	30 days before the training	<i>Ivy Kristine A. Basco LDRRMO IV PDRRMO</i>



	<ul style="list-style-type: none"> • Purchase Request • Workbook/ Training Materials 			
4. Assist the Training Team on the specified date(s)	4. Deliver the requested DRRM subject during the specified date of the activity	None	3 days before the activity/ event	<i>Ivy Kristine A. Basco LDRRMO IV PDRRMO</i>
5. Answer the Training Assessment Form after the discussion/ training	5. Consolidate the Training Assessment Form	None	15 minutes	<i>Ivy Kristine A. Basco LDRRMO IV PDRRMO</i>
	TOTAL		36 days, and 30 minutes	

“Availing of Customized and Specialized Training, Drills, and Simulation Exercises for Disaster Risk Reduction and Management Managers and Practitioners, Emergency Responders, and Other Stakeholders”: Qualified for multi-stage processing

Operations and Warning Services

1. Standby Ambulance/Medic Assistance

Provision of ambulance services and medic assistance. Service availability: Monday-Friday, 8:00 AM – 5:00 PM

Office or Division:	Operations and Warning Division
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity
Who may avail:	Personnel of government agencies, elected officials, private sectors, CSOs, uniformed personnel, students and other stakeholders



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for technical assistance (1 original and/or electronic copy): <ul style="list-style-type: none"> • Addressed to the Provincial Governor • Attention to PDRRM Officer • Contains type of activity, target date(s), venue and number participants • Signed by an authorized officer 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the Client Logbook before entering the office.	1. Give the logbook to the client.	None	5 minutes	<i>Jordan C. Gullon AO IV</i>
2. Submit a request letter for training at least 1 working week before the target date, depending on the type of activity and logistical requirements <ul style="list-style-type: none"> • In person • Via email 	2. Receive letter request in person 2.1 Record the letter request	None	5 minutes	<i>Jordan C. Gullon AO IV</i>



	2. Endorse to Operations and Warning Division	None	5 minutes	<i>Jordan C. Gullon AO IV</i>
3. Receive approved requests on DRRM subjects	3. Discussion and planning with PDRRMO 3.1 Prepare a reply letter or coordinate with the requesting party	None	3 days upon receipt	<i>Vinscent B. Gahol, PGDH-PDRRMO Ram Joseph D. Temeña LDRRMO IV, Mannylyn A. Guevarra LDRRMO III PDRRMO</i>
4. Assist the EMS Team(s)	4. Deliver the requested standby ambulance and medic assistance	None	1 day before the activity/event	<i>Ram Joseph D. Temeña LDRRMO IV, Mannylyn A. Guevarra LDRRMO III, PDRRMO</i>
	TOTAL	None	4 days and 15 minutes	

2. Emergency Response

Emergencies warranting a response can range from natural disasters to hazardous materials problems and transportation incidents. The actions taken in the initial minutes of an emergency are critical. Response time is vital during emergency response. Extended response time can result from increased and permanent damage, a higher risk likelihood of fatalities, and greater distress involved. Service Availability – 24/7

Office or Division:	Operations and Warning Division
Classification :	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All citizens in Oriental Mindoro who needs emergency response



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
During the call provide the following information: <ul style="list-style-type: none"> Type of emergency (trauma, medical, fire, flood, drowning, etc.) Place of incident, nearest landmark Number of affected, name, age, sex, address, condition of the patient Name and contact number of the informant/caller 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Hotline (0916-20-1847, 288-2422)	1. Answer emergency calls, assess the case, and coordinate with the responder on duty	None	2 minutes	<i>Christian Q. Jurado, LDRRM Asst. PDRRMO</i>
2. Wait for the responders	2. Dispatch responder and ambulance 2.1 Record the letter request	None	Area A- 10 minutes (within Calapan City and Poblacion, Baco) Area B- 20 minutes (Calapan City, Baco, Curva, Naujan)	<i>Christian Q. Jurado, LDRRM Asst. PDRRMO</i>
	2.2 Endorse to Operations and Warning Division	None	5 minutes	<i>LDRRM Assistants, DMOAs on duty, Operations and Warning Division</i>
3. Receive first aid treatment	3. Assessment of patient	None	10 minutes	<i>LDRRM Assistants, DMOAs on duty,</i>



	-Give first aid treatment (for emergency cases)			<i>Operations and Warning Division</i>
4. Go to the nearest hospital (if further medical attention is needed) *For emergency and life-threatening request cases	4. Endorse to the nearest hospital (if further medical attention is needed)	None	5 minutes	<i>Ram Joseph D. Temeña LDRRMO IV, Mannylyn A. Guevarra LDRRMO III, Christian Q. Jurado LDRRM Assistant PDRRMO</i>
	TOTAL	None	32 minutes	

3. Provision logistics support by lending rescue equipment, tools, and supplies

This is the provision of logistics support by lending rescue equipment, tools, and supplies vital in the effective implementation of disaster management plans and execution of rescue operations. Monday to Friday, 8:00 AM to 5:00 PM.

Office or Division:	Administrative Section				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity				
Who may avail:	Personnel of government agencies, elected officials, private sectors, CSOs, uniformed personnel, students and other stakeholders				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Letter request for technical assistance: (1 original and/or electronic copy)</td><td>Requesting Party</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Letter request for technical assistance: (1 original and/or electronic copy)	Requesting Party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Letter request for technical assistance: (1 original and/or electronic copy)	Requesting Party				



<ul style="list-style-type: none"> • Addressed to the Provincial Governor • Attention to PDRRM Officer • Contains purpose, target date, and the estimated time of return, type, and number of equipment, tools, and supplies. • Signed by an authorized officer 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the Client Logbook before entering the office.	1. Give the logbook to the client	None	5 minutes	<i>Jordan C. Gullon AO IV</i> <i>Ever P. Lozada Engineering Aide, PDRRMO</i>
2. Submit a request letter for training at least 2 days before the target date, depending on the type of activity and logistical requirements <ul style="list-style-type: none"> • In person Verbal Request states the following: 2.1 Contains purpose, target date, and the estimated return time, type, and number of equipment, tools, and supplies.	2. Receive letter request in person 2.1 Record the letter request 2.2 Give the request form	None	10 minutes	<i>Jordan C. Gullon AO IV</i> <i>Ever P. Lozada Engineering Aide, PDRRMO</i>



2.2 Fill out the form for rescue equipment, tools, and supplies				
3. Get the requested rescue equipment, tools, and supplies	3. Provide the requested equipment, tools, and supplies.	None	10 minutes	<i>Ever P. Lozada Engineering Aide, PDRRMO</i>
	TOTAL	None	25 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>3. Answer the digital Client Satisfaction Survey (CSS) form via digital tablet installed in every PGOM Office, or if applicable, the customized printed client survey forms.</p> <p>4. Contact Info: (043) 288-2422, +63916-220-1847 pdrmo@ormindoro.gov.ph</p>
How feedback is processed	<p>5. Every first week of the month, designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generate and consolidate the CSS results. These are then forwarded to the concerned offices/individuals.</p> <p>6. For negative feedback and those that require answers, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of the complaint and the action taken by their office.</p> <p>7. The response/action of the concerned office is relayed to the client as soon as possible.</p> <p>8. For inquiries and follow-ups, clients may contact the Provincial Disaster Risk Reduction and Management Office at (043) 288-2422.</p>
How to file a complaint	<p>4. Complaints can be filed wither thru the telephone numbers below by dropping the written complaints or filling up the digital CSS form at the Public Assistance and Complaints</p>



	<p>Desk located in the Provincial Capitol Executive Building Lobby.</p> <p>5. The name and designation of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint.</p> <p>6. For inquiries and follow-ups, clients may contact the Provincial Disaster Risk Reduction and Management Office at (043) 288-2422.</p>
How complaints are processed	<p>7. Results of CSS, including the complaints, are generated and consolidated on a monthly basis.</p> <p>8. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate action and intervention.</p> <p>9. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office.</p> <p>10. Response/Action of the concerned office is relayed to the complainant as soon as possible.</p> <p>11. The Client shall be notified of the progress of the complaint.</p> <p>12. For inquiries and follow-ups, clients may contact the Provincial Disaster Risk Reduction and Management Office at (043) 288-2422.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

PDRRMO CONTACT INFORMATION

Landline No.: (043) 288 2422

Admin and Training | Research and Planning Division

Facebook: **Pdrrmo Ormin**

(<https://www.facebook.com/pdrrmo.ormin>)

Email: pdrrmoormin@yahoo.com

Mobile No.: 0916 220 1847

Operations and Warning Division

Facebook: **Ops Div Pdrrmo Ormin**

(<https://www.facebook.com/profile.php?id=100070965074504>)

Email: opswarningdivpdrrmo@gmail.com

PDRRMO Emergency Hotline: 0946-146-0382 / 0920-951



OFFICE OF DIRECTORY

	Name of offices/Acronym	Address	Contact Information	
			Telephone Number	Office E-mail Address
1	Governor's Office (GO)	Provincial Capitol Complex, Camilmil, Calapan City	288-7771	go.orientalmindoro@gmail.com
2	GO-Management Support Staff Division (MSSD)	Provincial Capitol Complex, Camilmil, Calapan City	09270692258	ea@ormindoro.gov.ph
3	Galing at Serbisyo para sa Mindoreno Action Center (GSMAC)	Provincial Capitol Complex, Camilmil, Calapan City	(043) 288-7776 09178752064	gsmac@ormin.gov.ph
4	Provincial Disaster Risk Reduction and Management Office (PDRRMO)	Provincial Capitol Complex, Camilmil, Calapan City	288-2422	pdrmoormin@gmail.com
5	Oriental Mindoro Blood Council (OMBC)	Sta. Isabel, Calapan City	09773666467	ombc@ormindoro.gov.ph
6	Internal Audit Services Division (IASD)	Provincial Capitol Complex, Camilmil, Calapan City	043-2887765	iasd@ormindoro.gov.ph



7	Botika ng Lalawigan ng Oriental Mindoro	Camilmil, Calapan City, Oriental Mindoro	043-288-7380	blom@ormindoro.gov.ph
8	Public Information Services Division (GO-PISD)	Provincial Capitol Complex, Camilmil, Calapan City	(043) 288-7621	pisd@ormindoro.gov.ph
9	Language Skills Institute of Oriental Mindoro (LSI)	Provincial Capitol Complex, Camilmil, Calapan City	(043) 288-7332	lsi@ormindoro.gov.ph
10	Special Concerns Division/ SCD	Provincial Capitol Complex, Camilmil, Calapan City	043-2887501	scd@ormindoro.gov.ph
11	Provincial Youth Development Council (PYDC)	Provincial Capitol Complex, Camilmil, Calapan City	(043) 288-6075	pydcormin@yahoo.com
12	Provincial Detention Center Management Services Division (PDCMD)	Sitio Ibong Brgy. Pagasa, Bansud, Or. Mindoro	09233829992	pdcmd@ormindoro.gov.ph
13	Office of the Vice Governor (OVG)	Gov. Ignacio Street, Camilmil, Calapan City	9171192818	ovg@ormindoro.gov.ph



14	Sangguniang Panlalawigan (SP)	Gov. Ignacio Street, Camilmil, Calapan City		sp@ormindoro.gov.ph
15	Provincial Administrator's Office (PAdmO)	Provincial Capitol Complex, Camilmil, Calapan City	043-288-7333	pa@ormindoro.gov.ph
16	Provincial Administrator's Office (MIS)	Provincial Capitol Complex, Camilmil, Calapan City	(043) 288 7358	mis@ormindoro.gov.ph
17	Provincial Planning & Development Office (PPDP)	Provincial Capitol Complex, Camilmil, Calapan City	043-288-7138	ppdo@ormindoro.gov.ph
18	Office of the Provincial Accountant (OPA)	Provincial Capitol Complex, Camilmil, Calapan City	9176533161	opa@ormindoro.gov.ph
19	Provincial Treasurer's Office /PTO	Provincial Capitol Complex, Camilmil, Calapan City	0977-805-0450	pto@ormindoro.gov.ph
20	Provincial Budget Office (PBO)	Provincial Capitol Complex, Camilmil, Calapan City	043-288-7819	pbo@ormindoro.gov.ph
21	Provincial Agriculturist' Office (Pago)	Provincial Capitol Complex,	288-7282	pago@ormindoro.gov.ph



		Camilmil, Calapan City		
22	Provincial Public Employment Service Office (PPESO)	Provincial Capitol Complex, Camilmil, Calapan City	288-7253	ppeso@ormindoro.gov.ph
23	Provincial Veterinarians Office (Provet)	Provincial Capitol Complex, Camilmil, Calapan City	043-288- 7743	provet_ormdo@yahoo.com
24	Provincial Engineer's Office	Provincial Capitol Complex, Camilmil, Calapan City	09077901655	peo@ormindoro.gov.ph
25	Provincial Human Resource Management Office/PHRM O	Provincial Capitol Complex, Camilmil, Calapan City	043-288- 7160	phrmo@ormindoro.gov.ph
26	Provincial General Services Office (PGSO)	Provincial Capitol Complex, Camilmil, Calapan City	288-7120	pgso.pgorm@gmail.cpm
27	Civil Security Unit (CSU)	Provincial Capitol Complex, Camilmil, Calapan City	288-7017	csu@ormindoro.gov.ph
28	Provincial Assesor's	Provincial Capitol Complex,	288-7861	paopgom@yahoo.com



	Office (PAssO)	Camilmil, Calapan City		
29	Provincial Legal Office (PLO)	Provincial Capitol Complex, Camilmil, Calapan City	0917-114-8017 / (043)-441-1074	plo@ormindoro.gov.ph
30	Provincial Social Welfare and Development Office/PSWD O	Provincial Capitol Complex, Camilmil, Calapan City	043-288-7396	pswdo@ormindoro.gov.ph
31	Provincial Cooperative Development Office (PCDO)	Provincial Capitol Complex, Camilmil, Calapan City	288-7046	pcdo@ormindoro.gov.ph
32	Provincial Tourism Office	Provincial Capitol Complex, Camilmil, Calapan City	9171108733	tourism@ormindoro.gov.ph
33	Environment and Natural Resources Office (ENRO)	Provincial Capitol Complex, Camilmil, Calapan City	9202399378	pgom.enro@yahoo.com
34	Provincial Health Office (PHO)	Greenhill Sub. Ilaya, Calapan City	288-7672 (admin) 288-6152 (supply)	phoormin@yahoo.com
35	Oriental Mindoro Provincial	Sta. Isabel, Calapan City	043-288-7193	omphpgom@gmail.com



	Hospital (OMPH)			
36	OrMin Central Dist. Hosp. (OMCDH)	Nautical Hi-way, Papandayan, Pinamalayan, Or. Mindoro	(043) 738-9362 09934110125	omcdh_hospital@yahoo.com
37	OrMin Southern Dist. Hosp. (OMSDH)	Brgy. Odiong, Roxas, Or. Mindoro	(043) 288-7504	omsdhroxas@gmail.com omsdh@ormindoro.gov.ph
38	Naujan Community Hospital (NCH)	Brgy. Santiago, Naujan, Oriental Mindoro	9363085380	nch@ormindoro.gov.ph
39	Bulalacao Community Hospital (BCH)	Campaasan, Bulalacao, Or. Mindoro	09566832939	bch@ormindoro.gov.ph
40	Bids and Awards Committee (BAC)	Provincial Capitol Complex, Camilmil, Calapan City	09178889430	pgombacinfra@yahoo.com
41	Bids and Awards Committee for Infrastructure (BAC-Infra)	Provincial Capitol Complex, Camilmil, Calapan City	09178889430	pgombacinfra@yahoo.com
42	Bids and Awards Committee for Health (BAC-Health)	Provincial Capitol Complex, Camilmil, Calapan City	09482820192	orminbac4health@gmail.com