

Office of the Provincial Administrator
External Services



I. Mandate:

General Supervision of the Office of the Governor, coordinates, direct and supervises continuing study and analyses of the internal organization practices and procedures of the provincial government offices, reviews and recommends to the chief executive the issuance of the office/executive/memorandum orders and other development policies, plans and programs formulated by every department.

II. Vision:

Leadership in consultation with the attainment of the agricultural, commercial and eco-tourism province within the framework of sustainable development.

III. Mission:

Attachment of the vision of social economic upliftment to the constituent's standard of living through effective collaboration with all stakeholders and sectors of society

IV. Service Pledge:

We are committed to provide the highest possible quality, prompt, and courteous service and bind to follow the citizen's charter.



1. Application for Personnel Selection Board (PSB) Teachers

Teachers who passed the Licensure Examination for Teachers (LET) can avail the Personnel Selection Board or (PSB). This is a contractual service that will employ the PSB teachers to different public schools who are in need of assistance.

Office or Division:	Office of the Provincial Administrator			
Classification:	Highly Technical Application			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	LET passer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter address to the Governor (1 copy)				
Photocopy of license I.D. (1 copy)				
Personal Data Sheet/Resume (1 copy)				
With Registry of Qualified Applicants (RQA) passer or not (1 copy)		DEPED List		
Photocopy of Transcript of Records (TOR) (1 copy)		School		
1 Brown folder				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to desk officer of the day and inquire about the requirements for PSB	1. Prepare the necessary requirements for PSB teacher	None	3 Minutes	<i>Admin Staff</i> PGO-ADMIN
2. Submit pertinent papers	2. Receive and check pertinent papers before forwarding them to the Governor's office	None	20 Minutes	<i>Admin Staff</i> PGO-ADMIN
3. Prepare for an interview	3. Interview client if he/she is qualified for PSB	None	10 Minutes	<i>Admin Staff</i> PGO-ADMIN
	3.1 Submit papers to the Governor's office for approval		3 Working Days	<i>Admin Staff</i> Governor's office
	3.2 Preparation of contract		3 Weeks	<i>Admin Staff</i> PGO-ADMIN
	3.3 Provide contract and check legal		3 Minutes	<i>Admin Staff</i>



	documents			PGO-ADMIN
4.Wait for the signing of the contract	4.Inform the client through text or call for the signing of contract and inform when and where they will be deployed	None	5 Minutes	<i>Admin Staff</i> PGO-ADMIN
TOTAL:			3 Weeks, 3 Days	

2. Request for the Use of the Provincial Shuttle Bus

Any persons who wish to use the government vehicle (shuttle bus) shall be directed to the Office of the Provincial Administrator to avail of the said service. This service ensures the availability of government vehicles to the general public for maximum utilization.

Office or Division:	Office of the Provincial Administrator			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All; As to usage: a.) Burials b.) Fieldtrips c.) School regional/local trips/contests d.) Other official/specialevents that need transportation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form and request letter		Office of the Provincial Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to desk officer of the day and inquire about the availability of the shuttle bus and bring a letter request	1.The desk officer of the day will conduct an initial interview for the purpose of the requested shuttle bus	None	10 Minutes	<i>Admin Staff</i> PGO-ADMIN
	1.1 Check the record for the availability of the vehicle on the requested date/s.		10 Minutes	



	1.2 If the vehicle equipment is available on the requested date/s, inform the client of its availability		3 Minutes	
2. Fill in the request form indicating when and where to utilize the provincial bus and submit a request letter	2. Provide the client the request form	None	2 Minutes	<i>Admin Staff</i> PGO-ADMIN
	2.1 Check and review the request form and request letter		15 Minutes	<i>Admin Staff</i> PGO-ADMIN
	2.2 Approve/disapprove by the Governor/authorized person		5 Minutes	<i>Governor/Authorized person</i> Governor's office
	2.3 If approved, provide a trip ticket		3 Minutes	<i>Admin Staff</i> PGO-ADMIN
	2.4 Assign an available bus driver for the scheduled date of request		2 Minutes	<i>Admin Staff</i> PGO-ADMIN
3. Proceed to the facility on the scheduled date/ contact the driver for the direction and other particulars	3. Instruct the clients responsibility: a) Fuel consumption, for the use of the shuttle bus b.) Cleanliness, caring of the supplies and equipment	None	20 Minutes	<i>Bus driver</i>
4. Guide the driver on the direction/ location.	4. Ferry the passengers to the location	None	Depends on the distance travelled	<i>Bus Driver</i>
5. Maintain the cleanliness of the facility after using	5. Supervise/check the cleanliness/condition of the facility	None	15 Minutes	<i>Admin Staff</i> PGO-ADMIN



TOTAL:			1 Hour, 25 Minutes	

3. Request for the Use of the Provincial Tablizo Gym

Any persons who wish to use the government facilities (Tablizo gym) shall be directed to the Office of the Provincial Administrator to avail of the said service. This service ensures the availability of government facilities to the general public for maximum utilization.

Office or Division:	Office of the Provincial Administrator			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All; As to usage: a.) Convocation b.) Graduation c.) Trade fair d.) Barangay meetings e.) Other official/ special events			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form and request letter		Office of the Provincial Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to desk officer of the day and inquire about the availability of Tablizo gym and bring a letter request	1. The desk officer of the day will conduct an initial interview for the purpose of the requested Tablizo gym	None	10 Minutes	<i>Admin Staff</i> PGO-ADMIN
	1.1 Check the record for the availability of the facility or equipment on the requested date/s.		10 Minutes	
	1.2 If the facility is available on the requested date/s, inform the client of its availability		3 Minutes	



2. Fill in the request form indicating when and where to utilize the Tablizo gym and submit a request letter	2. Provide the client the request form	None	2 Minutes	<i>Admin Staff</i> PGO-ADMIN
	2.1 Check and review the request form and request letter		15 Minutes	<i>Admin Staff</i> PGO-ADMIN
	2.2 Approve/disapprove by the Governor/authorized person		5 Minutes	<i>Governor</i> Governor's office
3. Proceed to the facility on the scheduled date/ contact the Admin for the direction and other particulars	3. Instruct the clients responsibility: a.) Cleanliness and caring of supplies and equipment	None	20 Minutes	Gym in-charge/ Supplies/ Equipment in-charge
4. Maintain the cleanliness of the facility after using	4. Supervise/check the cleanliness/condition of the facility	None	15 Minutes	<i>Admin Staff</i> PGO-ADMIN
TOTAL:			1 Hour, 20 Minutes	



4. Request for the Use of the Provincial Boxing Ring

Any persons who wish to use the government facilities (boxing ring) shall be directed to the Office of the Provincial Administrator to avail of the said service. This service ensures the availability of government facilities to the general public for maximum utilization.

Office or Division:	Office of the Provincial Administrator			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All; As to usage: a.) athletic events b.) boxing practices c) boxers d.) coaches e.) other boxing events			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form and request letter		Office of the Provincial Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to desk officer of the day and inquire about the availability of the boxing ring and bring a letter request	1. The desk officer of the day will conduct an initial interview for the purpose of the requested boxing ring	None	10 Minutes	<i>Admin Staff</i> PGO-ADMIN
	1.1 Check the record for the availability of the facility or equipment on the requested date/s.		10 Minutes	
	1.2 If the facility/equipment is available on the requested date/s, inform the client to its availability		10 Minutes	



2. Fill in the request form indicating when and where to utilize the boxing ring and submit a request letter	2. Provide the client the request form	None	20 Seconds	<i>Admin Staff PGO-ADMIN</i>
	2.1 Check and review the request form and request letter		15 Minutes	<i>Admin Staff PGO-ADMIN</i>
	2.2 Approve/disapprove by the Governor/authorized person		5 Minutes	<i>Governor Governor's office</i>
3. Proceed to the facility on the scheduled date/ contact the Admin for the direction and other particulars	3. Instruct the clients responsibility: a.) Cleanliness and caring of supplies and equipment	None	20 Minutes	<i>Supplies/ Equipment in-charge</i>
4. Maintain the cleanliness of the facility after using	4. Supervise/check the cleanliness/condition of the facility	None	15 Minutes	<i>Admin Staff PGO-ADMIN</i>
TOTAL:			1 Hour, 25 Minutes	



5. Receiving of Communications

This service is for receiving communications such as letters addressed to the Governor, letters from different offices, and any forms of communications that need a remark and signature from the office of the Governor.

Office or Division:	Office of the Provincial Administrator			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen G2B- Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters and other documents addressed to the Governor (2 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to desk officer of the day and submit the letter/documents that is addressed to the Provincial Governor	1. The desk officer of the day will conduct an initial interview for the purpose of the letter/documents	None	30 Seconds	<i>Admin Staff</i> PGO-ADMIN
	1.1 Receive and check papers and other documents before forwarding them to the Governor's office		20 Minutes	<i>Admin Staff</i> PGO-ADMIN
	1.2 Make records for the ingoing papers and documents		10 Minutes	<i>Admin Staff</i> PGO-ADMIN
	1.3 Submit papers and documents to the office of the Governor		3 Days	<i>Governor/authorized person</i> Governor's office
3.Wait for the confirmation and further instruction	3.Inform client if the papers and documents are approved or disapproved by the Governor	None	3 Minutes	<i>Admin Staff</i> PGO-ADMIN
TOTAL:			3 Days, 35 Minutes	



6. Request for the Certificate of Appearance

This is to certify that an employee has personally appeared for the purpose of from to. This certification is being issued upon request of in compliance with the standing regulations provided under the Republic Act.

Office or Division:	Office of the Provincial Administrator			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Office of the Provincial Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will inquire where to request for Certificate of Appearance	1. Desk officer will validate the purpose for Certificate of Appearance	None	30 Seconds	<i>Admin Staff</i> PGO-ADMIN
2. Make a verbal request or fill in the request form	2. Give the client the request form	None	20 Seconds	<i>Admin Staff</i> PGO-ADMIN
	2.1 Check and review the request form		15 Minutes	<i>Admin Staff</i> PGO-ADMIN
	2.2 Approve/disapprove by the Officer In-charge		5 Minutes	<i>Officer In-charge</i>
	2.3 Create a certificate of appearance		3 Minutes	<i>Admin Staff</i> PGO-ADMIN
3. Receives the certificate of appearance	3. Provides the certificate of appearance	None	20 Seconds	<i>Admin Staff</i> PGO-ADMIN
TOTAL:			24 Minutes	



7. Securing Governor's Clearance for Retired/ Resigned Employees

This service entails that the Governor's clearance can be secured from the Office of the Provincial Administrator for the purpose of retirement.

Office or Division:	Office of the Provincial Administrator			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Retirable Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service records (1 copy)				
Clearance form		Office of the Provincial Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will inquire where to secure the governor's clearance	1. Desk officer will validate the purpose for governor's clearance	None	30 Seconds	<i>Receiving clerk</i>
2. Submit requirements	2. Evaluate requirements	None	10 Minutes	<i>Receiving clerk</i>
3. Fill-out clearance form	3. Provide the client the clearance form	None	20 Seconds	<i>Admin Staff PGO-ADMIN</i>
4. Wait for the processing of the clearance	4. Check and review the clearance form	None	15 Minutes	<i>Admin Staff PGO-ADMIN</i>
	4.1 Endorse the filled-in clearance form to the authorized person for his approval /signature		10 Minutes	<i>Clerk In-charge</i>
	4.2 The LCE will sign the clearance form as the last step.		2 Minutes	<i>LCE</i>
TOTAL:			38 Minutes	



8. Booking and Payment for the Use of Davao del Sur Coliseum

Any party/organization who wish to use the government facilities (Coliseum) shall be directed to the PGO-ColiseumOffice, Office of the Provincial Administrator and Provincial Legal Office to avail of the said service.

Office or Division:	PGO-Coliseum, Office of the Provincial Administrator, Provincial Legal Office			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen G2B- Government to Business			
Who may avail:	All; As to usage: a.) Conventions/Assemblages b.) Boxing Promotions c.) Stage Shows/Concerts d.) Basketball Games e.) Cultural Shows f.) Other Events			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request Valid Government-issued ID Other valid documents, if needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to desk officer of the day and inquire about the availability of the Coliseum	1. The desk officer of the day will conduct an initial interview for the purpose of the requested Coliseum	None	3 Minutes	<i>Office Staff/ Rizza B. Allego Office in Charge PGO- Coliseum</i>
1.1 If the requested date is available, submit a letter request to the person in-charge to write/note the availability	1.1 Check the record for the availability of the facility on the requested date/s	None	2 Minutes	
	1.2 If the facility is available on the requested date/s, inform the client of its availability and put a note in the letter request indicating the	None	1 Minute	



	availability of the venue			
2. Submit the letter request to the receiving staff of the Office of the Provincial Administrator	2. Check and review the letter request	None	2 Minutes	<i>Admin Staff PGO-ADMIN</i>
	2.1 Approve/disapprove by the Governor/authorized person	None	5 Minutes	<i>Governor/ Authorized person PGO</i>
	2.2 Forward a copy of approved letter request to the PGO-Coliseum and back to the requesting occupant	None	5 Minutes	<i>Admin Staff PGO-Admin</i>
	2.3 The staff will block off the venue/coliseum for exclusive use at a specific date provided in the approved letter request subject to change, if any	None	2 Minutes	<i>Staff PGO-Coliseum</i>
3. Proceed to the Provincial Legal Office and present the approved letter request to the receiving staff	3. Check the document and verify the pertinent requirements, if any	None	3 Minutes	<i>Receiving Staff PLO</i>
	3.1 A contract of occupancy will be prepared	None	10 Minutes	<i>Legal Researcher PLO</i>
	3.2 The contract will be signed by the Governor and the requesting occupant with notary acknowledgement	None	Depending on the availability	<i>Governor, Requesting Occupant, Lawyer</i>
4. Upon signing of the contract, go to the Provincial Treasurer's Office and proceed to the Cash Receipt	4. The person in charge will issue an Official Receipt	as stipulated in the contract	2 Minutes	<i>Personnel in Charge Cash Receipts Division</i>



<p>Division for a partial (50%) or full payment of the contract price</p> <ul style="list-style-type: none"> • Full payment of the balance shall be paid one (1) day before the event. 		<p>*See table below for the rates</p>		
<p>5. Proceed to the facility on the scheduled date and contact the Admin for any particulars</p>	<p>5. Instruct the clients responsibility: a.) Cleanliness and caring of supplies and equipment</p>	<p>None</p>	<p>5 Minutes</p>	<p>PGO-Admin</p>
TOTAL:			<p>variable</p>	



RATES FOR THE USE OF DAVAO DEL SUR COLISEUM

EVENTS	RATES PER HOUR	
	Day Time (in Pesos)	Night Time (in Pesos)
1. Conventions and other Assemblages	P 20,000.00	P 23,000.00
	* 10,000.00	* 12,000.00
2. Boxing Promotions		
a. International Bouts	30,000.00	32,000.00
b. National Title Bouts	20,000.00	22,000.00
c. Local Cards/Amateur	18,000.00	20,000.00
3. Stage Shows/Concerts/Other Presentations		
a. With TV and Movie Top Stars and Other Popular Personalities (Manila and Abroad)	30,000.00	32,000.00
b. With Personalities from Cebu, Davao and Other Regions	20,000.00	22,000.00
c. Local Personalities	18,000.00	20,000.00
4. Basketball Games		
a. PBA Games	30,000.00	32,000.00
b. PBA Team vs. Other Selections	30,000.00	32,000.00
c. National or Leading Amateur Teams	20,000.00	22,000.00
d. PBL Games	20,000.00	22,000.00
e. PBL Teams vs. Other Selections	20,000.00	22,000.00
f. Local Selection vs. Other Visiting Teams	18,000.00	20,000.00
g. Local Selection	18,000.00	20,000.00
5. Cultural Shows		
a. With Local Talents	18,000.00	20,000.00
	*10,000.00	*12,000.00
b. With Performers Coming from Other Places Outside the Province	18,000.00	20,000.00
	*10,000.00	*12,000.00
6. Other Events	18,000.00	20,000.00
7. Tournaments		
a. National	20,000.00	22,000.00
b. Regional	18,000.00	20,000.00
c. Provincial/Local	18,000.00	20,000.00
8. Game Practice	18,000.00	20,000.00
	*10,000.00	*12,000.00
9. Function Hall	3,500.00	3,500.00

Note: Figures with asterisk are rates without air-condition.



Office of the Special Programs

External Services



I. Vision:

Leadership in consultation with the attainment of the agricultural, commercial and eco-tourism province within the framework of sustainable development.

II. Mission:

Attachment of the vision of social economic upliftment to the constituent's standard of living through effective collaboration with all stakeholders and sectors of society

III. Service Pledge:

We the PGO-OSP staffs are committed to do our very best and give the;

Outstanding service to the people of Davao del Sur with the guidance of our late Governor Douglas RA. Cagas;

Seek ways to help those needy people and setting criteria of being a public servant with;

Pure intentions and visions that will benefit the people of Davao del Sur.



1. Livelihood Development Program

Livelihood development programming refers to interventions that enhance the readiness of young people to engage in sustainable livelihood activities.

Office or Division:	PGO-OSP			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Workers Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to DOLE RO Director		Department of Labor and Employment		
Certificate of Accreditation		PGO-OSP		
Complete Project Proposal Approved/ Signed by its Office		PGO-OSP		
Resolution by Organizations		Association/Working Organizations		
NPAC Letter		PGO-OSP		
Validation Form		PGO-OSP		
Certificate of Registration (Authenticated Photocopy)		Department of Labor and Employment		
Article and by Laws (Authenticated)		Department of Labor and Employment		
List of Officers and Members/ Amended List of Officers & and Members (If the Association added or changes its Officers or members)		Department of Labor and Employment		
Financial Report		Association/Working Organizations		
Disclosure		Association/Working Organizations		
Complete Project Proposal		PGO-OSP		
Sworn Affidavit of Secretary		Association/Working Organizations		
Accomplishment report		Association/Working Organizations		
Group Picture with the Association's name		Association/Working Organizations		
Individual list of business (for Micro), list of itemized materials (communal), List of beneficiary for Hog Breeding, Fattening or Goat Dispersal		Association/Working Organizations		
Photocopy of Passbook containing the amount of share capital		Association/Working Organizations		
BIR Association's TIN #		Bureau of Internal Revenue		
Valid ID Photocopy (President & Secretary)		Association/Working Organizations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the List of Requirements for Application of Livelihood	1. Provide Application for Livelihood Project Assistance and the	None	5 Minutes	<i>Assigned Personnel</i>



Project Assistance and Pro-Forma Project Proposal Form.	Pro-Forma Project Proposal.			
2. Submit the requirements and project proposal with the authenticated documents.	<p>2. Check the completeness of the requirements, proposal and authenticated documents.</p> <p>2.1 Received, Record the Application and file all the required documents.</p> <p>2.2 Endorsed to the Program Manager for Validation.</p>	None	<p>10 Minutes</p> <p>10 Minutes</p> <p>5 Minutes</p>	<i>Livelihood Staff</i>
3. Gather all members during the scheduled validation.	<p>3. Conduct Livelihood orientation assesses/ screens and takes proper action</p> <p>3.1 Interview the proponent/s as may be necessary.</p> <p>3.2 Recommend to Non-Governmental People Organization Accreditation Committee (NPAC) the Accreditation of NGOs/POs/PS</p>	None	<p>1 Hour</p> <p>10 Minutes</p> <p>3 Minutes</p>	<i>Program Manager and Livelihood Staff</i>
4. Proponents' representatives (President, Secretary, and Treasurer) must attend NPAC accreditation on the scheduled date.	<p>4. Scrutinized all the documents submitted and review/evaluate the viability of the project proposal.</p> <p>4.1 Recommend to the Local Chief Executive for the</p>	None	<p>10 Minutes</p> <p>20 Minutes</p>	<i>NPAC</i>



	approval/disapproval of the Livelihood project.			
5. Proponent/s must appear before the governor for the approval of the livelihood	<p>5. Endorsed to the Local Chief Executive the consolidated documents including the project brief.</p> <p>5.1 Escort the applicants to the Local Chief Executive.</p> <p>5.2 The Local Chief Executive will approve/disapprove the livelihood project.</p>	None	<p>10 Minutes</p> <p>30 Minutes</p> <p>5 Minutes</p>	<i>Program Manager/ Livelihood Staff</i>
6. Receive Notice of Approval and a copy of Proposed MOA with a schedule of the signing of MOA	<p>6. If approved and viable, released the proposed MOA with the promissory note to be signed by all the members of the organization.</p> <p>6.1 Include/ line up the approved proposal in the priority list for funding.</p> <p>6.2 The processing and the released of funds are subject to funds availability.</p>	None	<p>3 Hour</p> <p>2 Hours</p> <p>3 Hours</p>	<i>Livelihood Staff</i>
7. Receive the ceremonial Cheque during Ceremonial Turnover	<p>7. Inform the proponent through letter/ Text message on the scheduled ceremonial turnover</p> <p>7.1 Handover the</p>	None	<p>3 Minutes</p> <p>5 Minutes</p>	



	<p>ceremonial Cheque to the proponent during the Ceremony.</p> <p>7.2 Assist the Proponent in claiming their Cheque to the Provincial Treasurer's office.</p>		5 Minutes	
8. Facilitate actual turnover of the livelihood project in collaboration with the provincial livelihood Team.	<p>8. Prepare and submit invitation letter and program to Governor/ Brgy. Captain.</p> <p>8.1 Assist the Proponent during actual Turnover.</p>	None	<p>10 Minutes</p> <p>1 Hour</p>	<i>Program Manager/ Livelihood Staff</i>
TOTAL:			1 Day, 4 Hours and 18 Minutes	



2. Medical Mission

A medical mission is to serve those in need, especially those people living in marginalized urban communities, who are located in areas where sickness and disease are quick to spread.

Office or Division:	PGO-OSP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Brgy. Captain			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to governor's office requested by Brgy. Captain	1. Receive Request Letter, record and logbook the request letter	None	16 Hours	<i>Governor</i>
	1.1 Approved Request Letter		8 Hours	
	1.2 Conduct Orientation 3 days before the said event.		8 Hours	
	1.3 Preparation of venue		8 Hours	
TOTAL:			5 Days	



3. Relocation Site Development Program

Relocation, also known as moving, is the process of one or more individuals leaving one dwelling and settling in another.

Office or Division:	PGO-OSP	
Classification:	Highly Technical Application	
Type of Transaction:	G2C-Government to Citizens	
Who may avail:	Informal Settlers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Resolution		SangunianPanlalawigan
1. Offer to sell a. Indicating the Offered Price per hectare or square meter b. Indicating that the owner will shoulder all the Internal Revenue Taxes, Attorney's Fees and other expenses incidental for the transfer of ownership in favor of the government c. Segregation survey if only a portion is to be sold		Land Owner/ Vendor
2. A certified True Copy of the Titled by the Register of Deeds Certifying that the original copy of which is intact and existing in the said registry (Integrity of Property)		Land Owner/ Vendor
3. Real Property Tax Clearance		Provincial Treasury Office
4. Certified True Copy of Tax Declaration (if he property is located within Digos City)		Land Owner/ Vendor
5. Barangay/Municipal Resolution indicating the purpose/utilization of the subject property acquired (Indicate Area sq.M.Has.) a. Indicate Area (Square meters/Hectare) b. List of Beneficiaries/informal Settlers		Barangays/ Municipalities
6. Certification from the Barangay Disaster Risk Reduction Management Committee (BDDRMC) that the subject property is not within the disaster prone area of the Barangay. a. Geohazard Certificate- MGB (Floods & Landslide) b. Earthquake Assessment- PHILVOCS		Barangays/ PHILVOCS
7. Certification from Regional/Municipal trial court that the property is not under court		Municipal Court



litigation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Governor's Office	1. Endorse the Program 1.1 Provide the resolution with Notation	None	20 Minutes	<i>Governor</i>
2. Submit resolution with notation from the office of Governor	2. Provide check list for land acquisition requirements. 2.1. Print offer to sell 2.2. Receive and record the application and file all the required documents. 2.3 Endorse to the program manager for ocular inspection		15 Minutes	<i>RSDP Staff</i>
3. Submit pertinent papers to appraisal committee	3. Follow up for scheduling 3.1 Inform the requesting party 3.2 Follow up appraisal Report 3.3 Request SP Authority to the governor 3.4 Submit SP Authority to the Governor's Office 3.5 Prepare Deed of Sale		1 Day	<i>RSDP staff/ Program Manager/ Assigned Document Processor In-charge</i>



	3.6 Process Payment			
4. Submit List of Applicants	4. Conduct screening of beneficiaries		4 Hours	<i>Program Manager/ Screening Committee/ Brgy. Officials</i>
	4.1 Final Selection of Beneficiaries with the screening committee		4 Hours	
5. Request schedule for seminar and orientation	5. Conduct Values formation seminar		3 Days	<i>Program Manager/RSDP staff</i>
6. Request for subdivision survey and land development	6. Request Provincial planning development Office (PPDO) to conduct subdivision survey.		30 Minutes	<i>Program manager/ RSDP staff</i>
	6.1 Request Provincial engineering Office (PEO) for equipment needed		30 Minutes	
7. Request for schedule of groundbreaking	7. Submit a request to the office governor for scheduling		1 Day and 4 Hours	<i>Program Manager, RSDP staff/ Brgy. officials/ HOA Officers</i>
	7.1 Assignment lots		1 Day and 4 Hours	
8. Community Associations	8. Organize community association (CA) to become homeowners' association (HOA)		4 Hours	<i>Program manager/ RSDP staff</i>
	8.1 Conduct seminar information on the program of social housing finance corporation (SHFC)		4 Hours	



<p>9. Request for validation and verification (SHFC & NHA)</p>	<p>9. Conduct informal Settler families (ISF's) interview validation</p> <p>9.1 Facilitate registration to the department of human settlements and urban development (DHSUD)</p> <p>9.2 Conduct paper verification/ land/profiling</p>		<p>3 Hours</p> <p>3 Hours</p> <p>2 Hours</p>	<p><i>Program manager/ RSDP staff</i></p>
<p>10. Request to facilitate endorsement of LGU to grant mortgage agreement</p>	<p>10. Sign mortgage papers & lease contract</p> <p>10.1 Facilitate payment of proposed subdivision lot</p>		<p>2 Days and 4 Hours</p> <p>2 Days and 4 Hours</p>	<p><i>Program manager/ RSDP staff & SHFC</i></p>
<p>11. Coordinate with national Agency LRA, MGB and PHILVOCS</p>	<p>11. Certified true copy of title for property integrity</p> <p>11.1 GEO hazard Certificate</p>		<p>2 Days and 4 Hours</p> <p>2 Days and 4 Hours</p>	<p><i>Program manager/ RSDP staff</i></p>
<p>12. Request for homeowners association meeting</p>	<p>12. Conduct meeting with HOA</p>		<p>1 Day</p>	<p><i>Program manager/ RSDP staff</i></p>
<p>13. Request for intervention of conflicts</p>	<p>13. Conduct conferences and mediation</p> <p>13.1 Send demand letters</p> <p>13.2 Conducts decision with screening committee</p>		<p>1 Day</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Program manager/ RSDP staff/ screening committee</i></p>
TOTAL:			<p>≈24 Days</p>	



4. Training/Seminar for Madrasah Teachers

A training is the process of learning the skills you need to do a particular job or activity.

Office or Division:	PGO-OSP			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Madrasah Teacher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Human Resource Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter	None	2 Minutes	<i>Mr. Raul Raut</i>
	1.1 Screening of Letter and forward to Governor's office		3 days	<i>Admin</i>
	1.4 Approval of Letter		2 Minutes	<i>Governor/ Designated Person</i>
	1.3 Doing documentaries		1 Hour	<i>OSP staff</i>
	1.5 Facilitate events		1 Hour	<i>OSP staff</i>
TOTAL:			3 days, 2 Hours, 4 Minutes	



6. Hearing Aid

Hearing aids are used for people who lost their hearing. This device helps them to participate in daily activities.

Office or Division:	PGO-OSP			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Unable to walk patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter	Client			
Certificate of Indigency	Barangay			
Medical Abstract	Hospital			
Valid ID	Client			
Whole Body Picture Of patient	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements to OSP room 1	1. Receive and record the requirements. 1.1 Forward to Room 1 1.2 Conduct Barangay Survey w/area coordinator assigned in order to know before to receive the assisted devices. If available; 1.3 Program Manager/ OSP Staff will go to the given address of the patients.	None	15 Minutes	<i>OSP-Staff</i> <i>PHO-Staff/ Program Manager</i>
2. Received and Sign the RIS	2. Keep the documents	None	30 Minutes	<i>PHO Staff</i>
TOTAL:			45 Minutes	



Civil Security Unit

External Services



I. Mandate:

The Civil Security Unit of Davao Del Sur is a truly Defense Security Services and arrayed to safeguard the properties of the government and to protect the life of the employees.

II. Vision:

To promote and secure the vicinity of the premises within the area of responsibility and safeguard vital establishments within the Capitol Compound and other Provincial Government Offices, respectively.

III. Mission:

The Civil Security Unit of this Province commits to protect and secure the employees and properties within the premises of the Provincial Government.

IV. Service Pledge:

Our office is committed to enforce laws and ordinances to prevent and control crimes and to maintain peace and order, and to ensure public safety and to protect government buildings and properties.



1. Maintaining the Flow of Traffic and to Facilitate the Parking Areas

This service is to maintain the flow of traffic for the in and out vehicle in the Provincial Capitol, ensuring that each vehicle is monitored and checked.

Office or Division:	Civil Service Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Private and Public Vehicles Motorcycles Tricycle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Entry to the Capitol Compound	1. Check the movement of vehicles in and out of Capitol compound	None	20 Minutes	<i>Duty Guard</i>
2. Proceed to Civil Security Unit Office (CSU) to coordinate with the Duty guard for fast transaction	2. Check the external and internal surroundings of the vehicle for any threat and for security purposes	None	3 Minutes each vehicle	<i>Duty Guard</i>
	2.1 Monitor and check the vicinity of Provincial Capitol including the coliseum (swimming pool and tennis court)		Whole Day	<i>Duty Guard</i>
3. Clients with no CCTS must sign in the log book	3. Give the log book to the visitor for record	None	5 Minutes	<i>Duty Guard</i>
	3.1 Manage the movement of	None	15 Minutes	<i>Duty Guard</i>



	vehicles to prevent delay and traffic			
TOTAL:			Whole Day	

2. Maintenance of Peace and Order to Ensure Public Safety and Internal Security

Ensure safety and peace and order to the general public and promote a harmonious and threat-free environment.

Office or Division:	Civil Service Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Citizens who have transaction in Provincial Capitol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Entry to Capitol premise	1. Check temperature and scan CCTS	None	30 Seconds	<i>Duty Guard</i>
	1.1 Ensuring that the clients who are in and out of the Capitol premise maintains social distancing		Whole Day Monitoring	<i>Duty Guard</i>
2. For visitor who have no CCTS, they must sign in the log book	2. Give the log book to the visitor for record purposes	None	3 Minutes	<i>Duty Guard</i>
3. Client may ask questions and queries regarding of their transaction in a particular office	3. Attend to client's concern and queries and give suggestions or direction	None	5 Minutes	<i>Duty Guard</i>
TOTAL:			Whole day	



3. Request in Retrieving Files in the CCTV Camera

Any person who needs access to CCTV cameras for specific reasons can proceed to the Civil Security Unit Office.

Office or Division:	Civil Service Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Employees in both Public and Private sector Clients/visitors Prominent personalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a personal letter addressed to the admin stating the purpose of retrieval of the CCTV files	1. Attend to client's concerns and queries	None	5 Minutes	<i>Duty Guard</i>
2. Proceed to Civil Security Unit Office (CSU) to coordinate with the Duty guard for fast transaction	2. Retrieving files in the CCTV Camera to trace Lost and Found items/ belongings of the visitors/ clients.	None	30 Minutes	<i>Duty Guard</i>
TOTAL:			35 Minutes	



Civil Security Unit

Internal Service



1.Appointment of Security Personnel

The selection and evaluation of the appointed security personnel shall be made mandatory for the safety and security of the general public upon entry in the Provincial Capitol.

Office or Division:	Civil Service Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Physically Fit Age 20-35 years old Citizen of Davao del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (2 copies with 2x2 ID picture)				
Police clearance		National Police Clearance System		
Drug test		Drug Test Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the Civil Security Unit (CSU) Office	1.Receive and check the submitted requirements	None	20 Minutes	<i>CSU Staff</i>
	1.1 Endorse the applicant's requirements to the CSU manager	None	15 Minutes	<i>CSU Staff</i>
2. Prepare for interview	2. Interview the applicant 2.1 Conduct a personal background check	None	15 Minutes	<i>Mr. Wilfrando D. Ybañez OIC- CSU(Security Officer II)</i>



3. Wait for the text message for any announcement	3. Send text message to the applicant 3.1 Make a request letter for the issuance of Job Order to the Provincial Human Resource Management Office (PHRMO)	None	3 Days	<i>CSU Staff</i>
		None	1 Day	<i>Mr. Wilfrando D. Ybañez OIC- CSU(Security Officer II)</i>
TOTAL:			4 Days, 50 Minutes	



Public Information Officer

External Service



I. Mandate:

The Public Information Office by virtue of Sec. 454 of the Local Government Code of the Philippines and whose functions are defined in Sec. 486 thereof, to wit:

“The Information Officer shall take charge of the office on public information and shall:

1. Formulate measures for the consideration of the *sanggunian* and provide technical assistance and support to the mayor in providing the information and research data required for the delivery of basic services and provision of adequate facilities so that the public becomes aware of said services and may fully avail of the same;
2. Develop plans and strategies and, upon approval thereof by the governor implement the same, particularly those which have to do with public information and research data to support programs and projects which the governor or mayor is empowered to implement and which the *sanggunian* is empowered to provide for under this Code;
3. In addition to the foregoing duties and functions, the information officer shall:
 - Provide relevant, adequate, and timely information to the local government unit and its residents;
 - Furnish information and data on local government units to government agencies or offices as may be required by law or ordinance; and non-governmental organizations to be furnished to said agencies and organizations;
 - Maintain effective liaison with the various Sectors of the community on matters and issues that affect the livelihood and the quality of life of the inhabitants and encourage support for programs of the local and national government;
4. Be in the frontline in providing information during and in the aftermath of manmade and natural calamities and disasters, with special attention to the victims thereof, to help minimize injuries and casualties during and after the emergency, and to accelerate relief and rehabilitation;
5. Recommend to the *sanggunian* and advise the governor on all other matters relative to public information and research data as it relates to the total socioeconomic development of the local government unit; and
6. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.”



II. Vision:

The PIO shall be an effective conduit by which the programs, activities and plans of the Provincial government can be clearly conveyed to the constituents of Davao del Sur.

III. Mission:

To maintain an active partnership with the media; pursue an effective liaison to all city hall departments, local government units, government agencies, NGOs and various sectors, to ensure that the PIO is responsive and attentive to their concerns with regards to the proper dissemination of information, the delivery of basic social services and vital advocacy campaigns of the Provincial government.

IV. Service Pledge:

We hereby commit to render excellent service on the public; guided by the Rules and Regulation of the Civil Service as Public Servants adhering to the principle of Accountability and Transparency.



1. Request for Photo or Video Clips

Any person who wish to request photo or video clips from the events taken in Davao del Sur shall be administered by the Public Information Officer.

Office or Division:	Public Information Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Press release form				
Storage data like external hard drive, flash drive (USB), blank CDs/DVDs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the press release Form	1. Receive the request form	None	2 Minutes	<i>PIO Staff</i>
	1.1 Approve or disapprove the photo request		5 Minutes	
	1.2 Copy the data files from computer to storage drive		Depends on the video clips	
2. Receive the Photo and Video clips	2. Release the photo and video clips to the client	None	2 Minutes	<i>PIO Staff</i>
TOTAL:			Depends on the video clips downloaded	



Provincial Disaster Risk Reduction and Management Office

External Services



I. Mandate:

General Supervision of the Office of the Governor-Provincial Disaster Risk Reduction Management office coordinates, direct and provide leadership in the continuous development of strategic and systematic approaches as well as measures to reduce the vulnerabilities and risk to hazards and manage the consequences of disaster.

II. Vision:

A province that is disaster resilient, climate change adaptive, gender responsive, economically progressive, home of God-Loving, healthy and empowered community, rich in culture heritage with strong commitment to principles of social justice, democracy and good governance within the framework of sustainable development.

III. Mission:

The PDRRMC is geared towards social and economic sustainability for the people of Davao Del Sur thereby empowering communities through sound service delivery and harmonizing disaster risk reduction and management to continuously transform the resiliency and adaptive capacity of the province with building back better principles.

IV. Service Pledge

PDRRMO commits to set direction, develop, implement and coordinate Disaster Risk Reduction and Management Programs and services; establish partnership with Local Government Units, Civil Society Organizations, Volunteer Groups and Davao del Sur communities; and serve with utmost integrity and dedication.



1. Disaster Preparedness Training and Capacity Building

Using knowledge, innovation and education to build a culture of safety and resilience at all levels requires supporting and building technical capacity to assess impact and vulnerability, improve monitoring and evaluation, and promote community-based education.

Office or Division:	Provincial Disaster Risk Reduction and Management Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request/ Bio data/ Personal Data Sheet				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the nearest Municipality and request for training	1. Coordinate with partnered LGU's through an invitation letter that states the conduct of Disaster preparedness training and capacity building seminar	None	2 weeks	<i>PDRRMO Staff</i>
2.Arrive at the venue on time and fill in the attendance sheet	2.Give the attendance sheet to the applicant	None	5 minutes	<i>PDRRMO Staff</i>
3.Submit requirements	3.Receive and check requirements	None	5 minutes	<i>PDRRMO Staff</i>
4.Answer the pre-test appropriately and listen to the trainer	4. Conduct pre-test and then the training	None	5 consecutive days (Whole day)	Depends on the type of training conducted -Red Cross Staff -PDRRMO Personnel / -Office of Civil Defense
5.At the end of the module, client must answer a post-test	5.Conduct a post-test that sums up the trainings for 3-5 consecutive days	None	1 hour	Depends on the type of training conducted -Red Cross Staff -PDRRMO Personnel -Office of Civil



				Defense
6. Get the certificate of attendance/Certificate of Completion	<p>6. Applicant who pass the post-test shall be given a certificate of completion</p> <p>6.1 Applicants who failed the post-test shall be given an opportunity to retake. If failed twice, there will be no more opportunities. They will only be given a certificate of attendance</p>	None	5 minutes	<i>Mr. Cristopher Tan</i> (PGDH-PDRRMO)
TOTAL:			2 Weeks, 5 Days, 1 Hour	



Public Employment Service Office

External Services



I. Mandate:

Encourage employers to submit to the PESO on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information between job seekers and employers by providing employment information services to job seekers, both for local and overseas employment, and recruitment assistance to employers;

Develop and administer testing and evaluation instruments for effective job selection, training and counselling;

Provide persons with entrepreneurship qualities, access to the various livelihood and self-employment programs offered by both government and non-government organizations at the provincial levels by undertaking referrals for such programs;

Undertake employability enhancement trainings or seminars for job seekers, as well as those who would like to change career or enhance their employability;

Provide employment or occupational counselling, career guidance, mass motivation, and values development activities;

Provide reintegration assistance services to returning Filipino migrant workers;

Prepare and submit to the local Sanggunian an annual employment plan and budget including other regular funding sources and budgetary support of the PESO.

II. Vision

An effective, efficient institutionalized multi-employment service facility equipped with God fearing dynamic leaders and empowered staff committed to serve with competence and integrity.

III. Mission

To provide, promote and facilitate employment services to job seekers employers and stakeholders through capacity development and linkage with government and non-government entities.



IV. Service Pledge

We commit to ensure the prompt, timely and efficient delivery of employment service and provision of information on the other DOLE programs. Perform such functions as to fully carry out the objectives of Republic Act No. 10691.

We shall undertake holistic strategies, programs and activities that provide multi-dimensional employment facilitation services.

We pledge to support the Provincial Government's implementation of Education, Skills Training and Enhancement, Entrepreneurship Development that aim to resolve poverty, improve the marginal groups and to provide access to all trainings that capacitate them in the improvement of their economic well-being.



1. Community-Based Training Program

Community-based Training Program is primarily addressed to the poor and marginal groups, those who cannot access or are not accessible by formal training provisions. They have low skills, limited management abilities, and have few economic options.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			PESO	
Bio data (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the nearest barangay in your area and fill in the required form to avail the community-based training program	1. Ask permission to the barangay officials for the conduct of training.	None	15 Minutes	<i>PESO Staff</i> PESO Office
	1.1 Receive and review the requirements to know if they are qualified to be scholars	None	1 Hour	<i>Mr. Rolly M. Impas, LPT, JD,</i> (PESO manager)
2.Choose the following trainings that you prefer	2.Post the following trainings on Facebook page to be conducted in some technical institutions, and in the barangays <ul style="list-style-type: none"> ● Automotive Servicing Leading NC1 ● Carpentry leading NCI ● Masonry leading NCI ● Plumbing leading NCII ● Barangay Electrical Leading NCI ● Bread and Pastry 	None	5 Minutes	PESO Staff



	Production (COC) <ul style="list-style-type: none"> ● Hair Perming and Straightening (COC) ● Body massage and spa (COC) ● Bookkeeping (NCIII) ● Foot Spa (COC) ● Food and Beverage Services Leading NCII ● Dressmaking NCII ● House Painting NCII ● Tile Setting NCII ● Other related training needed in the community such as; <ul style="list-style-type: none"> -Trainer's methodology level 1 -Orientational safety & health (OSH) training -Construction Safety training 			
3.Wait for the confirmation of schedule of the trainings via text message	3.Group the applicants according to their preferences and schedule each training to be conducted in the barangays	None	1 Day	PESO Staff
4.Attend the community-based training program in your nearby area	4. Conduct trainings to the qualified scholars in some technical institutions, and in the barangays.	None	3 Hours	Professional trainer from TESDA
TOTAL:			1 Day, 4 Hours	

2. Dole Government Internship Program (DOLE-GIP)



Government Internship Program or GIP is a component of KABATAAN 2000 under Executive Order (EO) no. 139 s. 1993, and DOLE Administrative Order No. 260-15, which aims to provide opportunities and engage young workers to serve the general public in government agencies/entities projects and programs at the national and local level.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	1. At least High School Graduate or Voc-Tech Graduate; 2. Between 18-30 years old; 3. No work experience; and 4. Individuals up to 35 years old may be accommodated as beneficiaries under exceptional circumstances, specifically in areas that are hardly-hit or stricken by disasters and natural calamities, such as typhoons, earthquakes, and the like, including those man-made calamities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Transcript of Records (1 copy)		Designated School		
Photocopy of Birth Certificate (1 copy)		PSA		
Photocopy of Barangay Clearance 2021 (1 copy)		Designated Barangay		
Photocopy of Cedula 2021 (1 copy)		Designated Barangay		
Photocopy of Any Accident Insurance (1 copy)		PESO		
2 pcs. A4 GIP Application Form		PESO		
2 pcs. ID Picture (Passport size)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to Public Employment Service Office (PESO)	1. Receive and review the applicant's requirements according to its completeness and accuracy	None	1 Hour	<i>PESO Staff</i> PESO Office
	1.1 Applicants with incomplete requirements will be informed immediately		15 Minutes	<i>PESO Staff</i> PESO Office
	1.2 Complete requirements will be endorsed to the PESO manager for the approval of application		10 Minutes	<i>PESO Staff</i> PESO Office



	1.3 The PESO manager will receive the applicants requirements and check if it meets the criteria		30 Minutes	<i>Mr. Rolly M. Impas, LPT, JD, (PESO manager)</i>
2.Prepare for interview	2. The PESO manager will interview the applicant and verify the requirements submitted.	None	15 Minutes	<i>Mr. Rolly M. Impas, LPT, JD, (PESO manager)</i>
3.Wait for the confirmation and announcement of qualified and accepted applicants through text message or call	3.Send confirmation through text messages or call	None	Depends on the number of applicants	<i>PESO Staff PESO Office</i>
TOTAL:			2 Hours	



3. Educational Assistance Program (CAPITOL SCHOLAR)

The Educational Assistance Program (Capitol Scholar) aims to assist those students who have no financial ability to pursue a degree in such fields. The Capitol Scholarship Program, awards scholarships to the qualified applicants each year.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Open for all incoming college students of Davao del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay clearance/ Certificate of residency		Designated Barangay		
Transcript of record/ report card		Designated School		
Personal Data Sheet/Biodata with 2x2 ID picture				
Birth certificate		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log book at the receiving area	1. Give the log book to the client	None	3 Minutes	<i>PESO Staff</i>
2. Client will submit the requirements to the Public Employment Service Office (PESO)	2. Receive the requirements and attend to clients concern and queries	None	5 Minutes	<i>PESO Staff</i>
	2.1 Review the applicant's requirements according to its accuracy and completeness.		1 Hour	<i>PESO Staff</i>
	2.2 If the requirements are incomplete, the PESO staff will notify the client immediately. If complete, the PESO staff will pass the requirements to the PESO manager for confirmation and validation		5 Minutes	<i>PESO Staff</i>
	2.3 The PESO manager			<i>Mr. Rolly M.</i>



	will go through the client's requirements to see if it meets the criteria.		15 Minutes	<i>Impas, LPT, JD, (PESO manager)</i>
3.Client will undergo interview to avail the educational assistance also known as Capitol scholar	3.Interview the client to know if he/she is qualified to avail the educational assistance	None	15 Minutes	<i>Mr. Rolly M. Impas, LPT, JD, (PESO manager)</i>
4.Client will have to take an examination as part of the application process	4.Facilitate the examination	None	2 Hours	<i>PESO Staff</i>
5.The applicant will wait for confirmation through text message or call for the announcement of qualified and accepted applicants	5.Send confirmation through text messages or call	None	Depends on the number of applicants	<i>PESO Staff</i>
TOTAL:			3 Hours, 45 Minutes	



4. Job Fair Services

Job Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	<ol style="list-style-type: none"> 1. Jobseekers 2. Unemployed 3. Skilled and unskilled workers 4. Newly graduates 5. Graduates 6. Displaced Workers 7. Employees seeking advancement 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration form		PESO		
2. Biodata				
3. Picture 2x2				
4. Diploma/Transcript of Records		Designated School		
5. Authenticated Birth Certificate		PSA		
6. Resume				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Wait for the announcement of job vacancies posted on PESO Facebook page by local companies, businesses and government agencies	1. Solicit letters of application for job fair from local companies, businesses and agencies	None	1 Day	<i>PESO Staff</i> PESO Office
	1.1 Review and check background of local companies, businesses and government agencies for legitimacy		1 Hour	<i>Mr. Rolly M. Impas, LPT, JD,</i> (PESO manager)
	1.2 Post job vacancies via Facebook for wider		1 Day	<i>PESO Staff</i> PESO Office



	reach of jobseekers			
2. Avail the job fair service by going to Public Employment Service Office and fill in the necessary information	2. Provide client the registration form	None	5 Minutes	<i>PESO Staff</i> PESO Office
3. After filling the form completely, jobseekers will wait for the announcement of the venue of the job fair: Prepare basic requirements and be ready for interviews.	3. Disseminate the information via text message the schedule of the job-fair.	None	3 Days	<i>PESO Staff</i> PESO Office
TOTAL:			5 Days, 1 Hour	



5. Special Program for Employment of Students (SPES)

The Special Program for Employment of Students is DOLE's youth employment-bridging program which aims to provide temporary employment to poor but deserving students, out-of-school youth, and dependents of displaced or would-be displaced workers during summer and/or Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students and out of school youth (OSY) preferably 18-30 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biodata (1 copy)				
Birth Certificate (1 copy)		PSA		
Certified true copy of the student's class card where the passing grade could be determined (1 copy)		Designated School		
SPES 08 form		PESO		
Any certification of income signed by the barangay official (1 copy)		Designated Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online registration and fill in the necessary information	1. Post the link for online registration	None	2 Minutes	<i>PESO Staff</i> PESO Office
2. Go to Public Employment Office (PESO) and sign in the log book	2. Give the logbook to the applicant	None	2 Minutes	<i>PESO Staff</i> PESO Office
2. Submit all the requirements	3. Accept the applicant's requirements.	None	2 Minutes	<i>PESO Staff</i> PESO Office
	3.1 Check requirements according to its completeness and accuracy.		30 Minutes	<i>PESO Staff</i> PESO Office
	3.2 Endorse the approved requirements to the PESO manager for		3 Minutes	<i>PESO Staff</i> PESO Office
			15 Minutes	<i>Mr. Rolly M. Impas, LPT, JD,</i>



	confirmation. 3.3 Check entries, and evaluate students 'qualification			(PESO manager)
4.Prepare for an interview	4.Interview the applicant to see if they are qualified to be SPES recipient	None	15 Minutes	<i>Mr. Rolly M. Impas, LPT, JD,</i> (PESO manager)
5.The applicant will wait for confirmation through text message or call to announce the accepted applicants	5.Send confirmation through text messages or call	None	Depends on the number of applicants and budget (approximately 2-3 days)	<i>PESO Staff</i> PESO Office
6.Attend orientation for deployment	6.Schedule and conduct orientation to the newly accepted SPES applicants	None	3 Hours (depends on the speaker)	<i>PESO Staff</i> PESO Office
TOTAL:			3 Days, 4 Hours	



Special Bids and Awards Committee

External Services



I. Mandate:

Ensure transparency in the procurement process and in the implementation of procurement contracts.

Ensure competitiveness by extending equal opportunity to enable private contracting parties who are eligible and qualified to participate in public bidding.

To streamline the procurement process that will uniformly apply to all government procurement. The procurement process shall be simple and made adaptable to advances in modern technology in order to ensure an effective and efficient method.

Create a system of accountability where both the public officials directly or indirectly involved in the procurement process as well as in the implementation of procurement contracts and the private parties that deal with government are, when warranted by circumstances, investigated and held liable for their actions relative thereto.

Establish public monitoring of the procurement process and the implementation of awarded contracts with the end in view of guaranteeing that these contracts are awarded pursuant to the provisions of this Act and its implementing rules and regulations, and that all these contracts are performed strictly according to specifications.

II. Vision:

The Special Bids and Awards Committee adheres to effective implementation in all of the present administrations priority agenda pertaining to financial and procurement program through quality infrastructure projects that will benefit the locality, ensuring them transparency in all of its procurement execution set by the Rule of Law.

III. Mission:

To step up the procurement process and awards of infrastructure projects. The Special Bids and Awards Committee aims to provide excellent services to the people of the province of Davao del Sur through efficiency in all of its functions both short-term and long-term solutions concerning the public, proper dissemination of information with regards to bid opportunities, and competitiveness focusing solely on procurement and infrastructure projects.



IV. Service Pledge:

We hereby pledge our strong commitment to perform our duties and functions with utmost goal to ensure a harmonized procedures and standards in the procurement process as provided in the RA 9184 for quality infrastructure projects of the Province of Davao del Sur.



1. Inquiries for Projects under On-Going Procurement

Persons/ Suppliers/ Contractors who are interested to participate/obtain information on the bidding process/requirements of the infrastructure projects for procurement may inquire in the SBAC Office at the 2nd Floor of the Capitol Building.

Office or Division:	Special Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	Any person who wishes to inquire with regards to any project subject to procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation to Bid (ITB)		SBAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Desk Officer and inquire about the requirements to participate in the Bidding	1. Conduct an initial interview before giving the invitation to Bid (ITB) to assess the credibility of the applicant	None	3 Minutes	<i>Assigned SBAC Secretariat Staff</i>
2. Request for an Invitation to Bid (ITB) on projects under on-going procurement 2.1 Receive a copy of Invitation to Bid (ITB)	2. Release a copy of Invitation to Bid (ITB)	None	2 Minutes	<i>Assigned SBAC Secretariat Staff</i>
TOTAL:			5 Minutes	



2. Processing of Bid Documents from would be Contractors or Bidders

Persons who wish to join the ongoing procurement can present their necessary documents to the Office of Special Bids and Awards Committee. This service verifies and checks the pertinent papers before releasing the bidding documents.

Office or Division:	Special Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	Any person who will join the ongoing procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bid assessment Slip/Order of payment		SBAC		
Bidding Documents				
Valid PCAB license				
Any valid IDs issued by the Government				
Special Power of Attorney (if representative)				
If representative, bring any valid ID and valid ID of the owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the necessary documents/ requirements upon purchase of bid document/s	1. Verifies completeness of documents. If incomplete, inform the client ahead of time. 1.1 Will secure a photocopy of the necessary documents/ requirements for filing	None	5 Minutes	<i>Assigned SBAC Secretariat Staff</i>
2. Fill out the bid assessment slip	2. Prepares the bid assessment slip 2.1 Endorse the Bid Assessment Slip to the SBAC Head Secretariat, SBAC Chairman, and to the Provincial Governor for Signature	None	15 Minutes	<i>Assigned SBAC Secretariat Staff</i>



<p>3. Proceed to Provincial Treasurer's Office (PTO) for payment of the bidding document/s</p>	<p>3. Prior to release, check the official receipt of payment from the Provincial Treasurer's Office (PTO)</p> <p>3.1 Release the bidding documents</p>	<p>RA 9184 Appendix 26 Guidelines on the sale of Bidding Documents:</p> <p>500,000 and below: P500.00</p> <p>500,001-1,000,000.00: 1,000.00</p> <p>1,000,001.00-5,000,000.00 5,000.00</p> <p>5,000,001.00-10,000,000.00: 10,000.00</p> <p>10,000,001.00-50,000,000.00: 25,000.00</p> <p>50,000,001.00-500,000,000.00: 50,000.00</p> <p>More than 500,000,000.00: 75,000.00</p>	<p>10 Minutes</p>	<p><i>Assigned SBAC Secretariat Staff</i></p>
<p>4. Re-check for the completeness of the bidding/document/s</p>	<p>4. Secure a bidding Documents Checklist and attached bidding documents in prescribed template form</p> <p>4.1 Have it signed by the would-be contractors/bidders</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Assigned SBAC Secretariat Staff</i></p>
<p>5. Sign the Bid Documents Checklist</p>	<p>5. Keep the signed Bid Documents Checklist for filing</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Assigned SBAC Secretariat Staff</i></p>
TOTAL:			<p>35 Minutes</p>	



3. Submission of Post-qualification Requirements of the Contractors

This service ensures the completeness of the post-qualification requirements of the contractors. This is to check and evaluate if the requirements are submitted on time.

Office or Division:	Special Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	Contractors who were declared as Eligible bidder/s upon bid opening			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification For checklist for bid evaluation requirements see table 1 For checklist for post requirements see table 2		SBAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit post-qualification requirements	1. Verifies completeness of documents 1.1 If the requirements are incomplete, tell the client to submit a complete document 1.2 Evaluate and check whether the post-qualification requirements are submitted on time	None	8 Minutes	<i>Assigned SBAC Secretariat Staff</i>
TOTAL:			8 Minutes	

Table 1:

Bid Evaluation Requirements

Items:
1. Bid amount (both in words and in figure) must be below ABC.
2. Bill of Quantities submitted by the contractor must conform with the Bill of Quantities Issued by the End-User.



3. Detailed Estimates

- A. Check mathematical computation in the Detailed Estimates
- B. The amount in the Detailed Estimates must be reconciled with the amount in the summary of bid and the quantities in the BOQ
- C. Allowance for waste and/or losses, not to exceed 5% of materials equipment.
- D. Mobilization and demobilization shall not exceed 1% of the Estimated Direct Cost (EDC) of the Civil Works items.
- E. Overhead expenses must be within the range of 7%-11% of the EDC.
- F. Contingencies must be within the range of 0.5%-3% of the EDC
- G. Miscellaneous expenses must be within the range of 0.5%-1% of the EDC.
- H. Contractor's Profit Margin Shall be 8% of the EDC for projects above 5 million and 10% for the projects 5 million and below.
- I. VAT Component shall be 5% of the sum of the EDC, OCM, and Profit.
- J. The following non-civil work items shall not be subjected to OCM mark-up:
 - 1. Field/Laboratory Office & Living Quarters (Rental Basis)
 - 2. Furnishing of Furniture, Laboratory Equipment, Survey Equipment and Consumables
 - 3. Assistance to the Engineers
 - 4. Photographs
 - 5. Health and Safety
 - 6. Traffic Management
 - 7. Environmental Compliance
 - 8. Communication Equipment, etc.
- K. The following items shall not be subjected to OCM and Profit mark-up:
 - A. Mobilization and demobilization
 - B. Provision of Service Vehicle
 - C. Permits and Clearances
- L. For OCM, the following percentages shall be used:

EDC	OCM (%) of EDC
Up to 5 million	15 %
Above 5 million up to 50 million	12%
Above 50 million up to 150 million	10 %
Above 150 million	8%

4. Bid Security

- A. Cash or Cashier's/Manager's check (2%)
- B. Bank Guarantee/Draft or Irrevocable Letter of Credit (2%)
- C. Security Bond callable upon demand (5%)
- D. Bid Securing Declaration (must be in prescribed form, 15 days)

5. Cash Flow by quarter and payment schedule (check mathematical computation against the bid amount)



Table 2:

Checklist for Post-qualification

TWG-CHECKLIST FOR POST QUALIFICATION
TECHNICAL DOCUMENTS:
1. Not a Blacklisted Contractor per GPPB website
2. Registration certificate from SEC, Department of Trade and Industry (DTI) for sole proprietorship, or CDA for cooperative must be valid (Company Name and Validity)
3. Mayor's/Business Permit must be valid (Company Name and Validity)
4. Tax Clearance must be valid (Company Name and Validity)
5. PhilGEPS Registration (Platinum Membership) must be valid (Company Name and Validity)
6. Valid Philippine Contractors Accreditation Board of Special PCAB license in case of joint ventures (PCAB)
7. Statement of all on-going government and private contracts including awarded but not yet started <ul style="list-style-type: none"> A. Complete attachments <ul style="list-style-type: none"> I. Notice of Award II. Contract III. Notice to Proceed IV. Contract Extension, if any; V. Statement of Work Accomplishment duly signed by the procuring entity B. Evaluate the projects, if any; <ul style="list-style-type: none"> I. Verify Target Date of completion II. Must not incur Negative Slippage of more than fifteen percent (15%) in any one project or a negative slippage of more than ten percent (10%) in each two (2) or more contracts C. Verifications of on-going projects via DPWH portal <ul style="list-style-type: none"> - Verification to other government agencies
8. Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid for the last (3) years, and whose value, adjusted to current prices using the PSA consumer price indices, must be at least fifty percent (50%) of the ABC to be bid: Provided, however, that contractors under Small A and Small B categories without similar experience on the contract is not more than the Allowable Range of Contract Cost (ARCC) of their registration based on the guidelines as prescribed by the PCAB. Must be supported with the following: <ul style="list-style-type: none"> A. Contract/ Purchase Order B. Certificate of Completion/ Acceptance of Inspection Report or Official Receipt C. Validate Contractors/Constructors performance Evaluation System (CPES) in DPWH website.



9. Omnibus sworn Statement must be in prescribed form (1 to 9) and duly notarized
10. Net Financial Contracting Capacity (NFCC) must be reconciled with Audited Financial Statements.
11. Income Tax Return as of 2019
12. Business Tax Return Quarterly or Monthly as of 2019
13. Construction methods must conform with the approved plan
14. Construction Schedule and S-curve must conform with the prescribed contract duration and bid amount
15. PERT-CPM must conform with the contract duration
16. Manpower utilization must conform with the POW
17. Equipment utilization must conform with the POW
18. Duly Notarized Affidavit of Site Inspection
19. Duly Notarized Compliance to Existing Labor Laws and Standards
20. Contractor's All Risk Insurance



Bids and Awards Committee

External Services



I. Mandate:

Ensure transparency in the procurement process and in the implementation of procurement contracts.

Ensure competitiveness by extending equal opportunity to enable private contracting parties who are eligible and qualified to participate in public bidding.

To streamline the procurement process that will uniformly apply to all government procurement. The procurement process shall be simple and made adaptable to advances in modern technology in order to ensure an effective and efficient method.

Create a system of accountability where both the public officials directly or indirectly involved in the procurement process as well as in the implementation of procurement contracts and the private parties that deal with government are, when warranted by circumstances, investigated and held liable for their actions relative thereto.

Establish public monitoring of the procurement process and the implementation of awarded contracts with the end in view of guaranteeing that these contracts are awarded pursuant to the provisions of this Act and its implementing rules and regulations, and that all these contracts are performed strictly according to specifications.

II. Vision:

A progressive procurement system that is streamlined, transparent, responsive and adaptable for innovations which exemplify an atmosphere of trust and confidence between the Provincial Government, suppliers, and the general public.

III. Mission:

To be the catalyst of improved procurement system of the Provincial Government of Davao del Sur of which the procurement activities for goods and services is anchored on RA 9184 and its Implementing Rules and Regulations, thereby promoting and achieving good governance that will redound to the best interest of the people.



IV. Service Pledge

We hereby pledge our strong commitment to perform our duties and functions with utmost goal to ensure a harmonized procedures and standards in the procurement process as provided in the RA 9184 of the Province of Davao del Sur.



1. Bidding Proper – Opening under Competitive/Public Bidding (Virtual)

Bidding is an offer (often competitive) to set a price tag by an individual or business for a product or service or a demand that something be done.

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen			
Who may avail:	All bidders who purchase the bidding documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3 sets of book bound bidding documents properly sealed and marked enclosed in an envelope per Bidding Documents' instructions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance thru Google Meet Application	1. Get the name of the supplier	None	2 Minutes	<i>Caren Nisnisan/Julius Bajenting</i> BAC Secretariat Member
2. Wait for the Opening of the Bid thru Google Meet Application	2. Prepare for the BAC Meeting	None	15 Minutes	<i>Norjanna M Camaguin</i> BAC Secretariat
3. Observe and witness	3. Opening of the Bid	None	5 Minutes/bidder	<i>BAC Members/BAC Secretariat</i>
TOTAL:			22 Minutes	



2. Bidding Proper – Opening under Alternative Methods of Procurement (Virtual)

Bidding is an offer (often competitive) to set a price tag by an individual or business for a product or service or a demand that something be done.

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen			
Who may avail:	All suppliers who acquired Request for Quotations thru Philgeps, website, email or walk-in			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly sealed RFQs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance thru Google Meet Application	1. Get the name of the supplier	None	2 Minutes	<i>Caren Nisnisan/Julius Bajenting</i> BAC Secretariat Member
2. Wait for the Opening of the Bid	2. Prepare for the BAC Meeting	None	15 Minutes	<i>Norjanna M Camaguin</i> BAC Secretariat
3. Observe and witness	3. Opening of the RFQs will be sort out by the BAC Secretariat according to Purchase Request Numbers. After which, it will immediately forwarded to the BAC TWG for their initials and scrutiny	None	20 Minutes	<i>BAC Members, BAC Secretariat, BAC TWG</i>
TOTAL:			37 Minutes	



3. Dropping of Bidding Documents and Request for Quotations (RFQs)/Canvass Forms

Documents are dropped within a given time to the BAC for a thorough review and assessing the winner.

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	1. Suppliers who bought the bidding documents 2. Suppliers who acquire the Request for Quotations thru PhilGeps, website, email or walk-in 3. Canvassers or authorized liaison officers who will drop the RFQs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the Suppliers: - Special Power of Attorney (SPA) or any means of written authority - Valid Identification Cards				
For the End-Users: - Duly endorsed official canvassers or liaison officers				
Bidding Documents/RFQs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the CCTS in the cellular scanner and present the requirements	1. Check the requirements presented if those are appropriate	None	3 Minutes	<i>BAC Secretariat Staff</i> BAC Office
2. Fill up the logbook for the dropping of the Bidding Documents or Request for Quotations	2. Let the supplier drop the bidding documents/RFQs in the drop box 2.1 Let the Canvasser/Liaison Officer drop the RFQs in the drop box	None	3 Minutes per bidding documents/RFQ	<i>BAC Secretariat Staff</i> BAC Office
TOTAL:			6 Minutes	



4. Process of Award under Alternative Methods of Procurement

Under alternative methods of procurement, quotation refers to a price quote that is given to a potential buyer from a supplier.

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen			
Who may avail:	All suppliers who participated under alternative methods of procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Power of Attorney (SPA), Valid Identification Cards				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the result of the bidding	1. BAC Secretariat will sort the opened Request for Quotations according to Purchase Request Nos., and it will then forwarded to the to BAC Technical Working Group (TWG) for their initials	None	1 Hour	<i>BAC Secretariat Staff</i> BAC Office
	1.1 BAC Secretariat will prepare the Abstract of Canvass for the opened Request for Quotations (RFQs) for evaluation of the TWG		1 Hour	<i>BAC Secretariat Staff</i> BAC Office
	1.2 BAC TWG will evaluate the eligibility and reputability of the lowest bidder and determine its responsiveness		7 Calendar Days	<i>Julius Bajenting</i> BAC TWG supported by BAC Secretariat Member
	1.3 BAC TWG will render their report during BAC meetings and recommend for awards		1 Hour	<i>BAC TWG</i>



	<ul style="list-style-type: none"> • Governor <p>1.6 BAC Secretariat will prepare for the Purchase Order, and inform the end-user for the process of approved CAFOA and provide them necessary documents for process of CAFOA</p> <p>1.7 Head BAC Secretariat will review the Purchase Order</p>		<p>1 Day</p> <p>30 Minutes</p> <p>15 Minutes</p>	<p><i>Governor or any of his duly authorized representatives</i></p> <p>BAC Secretariat Staff</p> <p><i>Norjanna M Camaguin</i></p>
2. End-User will prepare the CAFOA	<p>2. CAFOA will be routed to the following for approval:</p> <p>*Control first in the PPDO if under LGDF</p> <p>* Provincial Budget Office</p> <p>*Provincial Treasurer's Office</p> <p>*Provincial Accountant's Office</p> <p>*Office of the Governor</p>		1 Day	<p><i>PPDO and End-User</i></p> <p><i>PBO and End-User</i></p> <p><i>PTO and End-User</i></p> <p><i>PACCO and End-User</i></p> <p><i>Governor's Office and End-User</i></p>
3. Receive Approved CAFOA	3. BAC Secretariat Staff will receive the approved CAFOA which will be attached to the Purchase Order and the number of such will be put in the		15 Minutes	BAC Secretariat Staff



	<p>Purchase Order. They will log it in the record book and route to the PGO for approval</p> <p>3.1 Sign Purchase Order</p> <p>3.2 Approved Purchase Order</p> <p>3.3 Awards are posted outside the Office and thru procurement monitoring sheet</p>		<p>1 Day</p> <p>10 Minutes</p> <p>30 Minutes</p>	<p><i>Governor or any of his duly authorized representatives, and route back the approved Purchase Order to the BAC Office</i></p> <p>BAC Secretariat Staff</p> <p>BAC Secretariat Member</p>
4. Receive Approved Purchase Order at the Office of the BAC or thru authorized canvassers by each Department/Office	4. Approved Purchase Order will be given to duly authorized Canvassers/Liaison Officers of every Department/Office		15 Minutes	BAC Secretariat Staff
5. Return received Copy of the Purchase Order	5. The Canvasser/Liaison Officer will return the received copy of Purchase Order to the BAC Office for transmittal to COA and PGSO		15 Minutes	BAC Secretariat Staff



	5.1 The received copy of Purchase Order will be posted in the Philgeps and transmitted to the PGSO and COA.		30 Minutes	BAC Secretariat Staff
	5.2 Review and endorse the received copy of the Purchase Order to the PGSO and COA		30 Minutes	Norjanna M Camaguin Head BAC Secretariat
	5.3 The transmitted copy of the Purchase Order will be given to the end-users complete with supporting documents for process of payment. It will be prepared in 4 sets (End-User, COA, PGSO, File Copy). This will also be reflected in the procurement monitoring sheet		30 Minutes	BAC Secretariat Staff
	5.4 Said documents will also be scanned for electronic copy.		30 Minutes	BAC Secretariat Staff
TOTAL:			10 Days, 4 hours	

5. Process of Award under Competitive Bidding Mode of Procurement

Competitive bidding is a common procurement practice that involves inviting multiple vendors or service providers to submit offers for any particular material or service.

Office or Division:	Bids and Awards Committee
Classification:	Highly Technical Application
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen
Who may avail:	All suppliers who purchased the Bidding Documents
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Special Power of Attorney (SPA), Valid Identification Cards				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier will wait for the written notice from the BAC	1. Rendition of BAC TWG reports for Purchase Request recommended for Awards are done every Tuesday and Thursday during BAC meetings	None	1 hour	<i>BAC TWG</i>
	1.1 After the meeting, the BAC Secretariat will prepare the Abstract of Bid for the BER rendered by the TWG		1 hour	BAC Secretariat Staff
	1.2 The TWG will review the contents of the Abstract of Bid as to its completeness and appropriateness in accordance to the Bid Evaluation Report adopted by the BAC members		1 hour	<i>TWG members</i>
	1.3 Sign the Abstract of Bid:			
	1.3.1 Two (2) from the members of the TWG who review the Bidding Documents of the concerned Purchase Request		1 hour	<i>TWG members</i>
	1.3.2 Head BAC Secretariat to certify its publication and inclusion in the APP		1 hour	<i>Norjanna M Camaguin</i>
	1.3.3 All BAC Members to confirm the result of the BER		30 Minutes	<i>Raul D Raut (Chairperson)</i>



			30 Minutes	<i>Dulcesima Padillo (Vice Chair)</i>
			30 Minutes	<i>Glenn Inas (Member)</i>
			30 Minutes	<i>Angelie Gella (Member)</i>
			30 Minutes	<i>Dominic Bucol (Member)</i>
	1.3.4 End-User		30 Minutes	<i>Concerned End-User</i>
	1.3.5 Governor for its approval		30 Minutes	<i>Governor or any of its duly authorized representative</i>
	1.5.6 The BAC Secretariat will prepare the minutes of the BAC meeting for reading and approval		30 minutes	BAC Secretariat Member
	15.7 Head BAC Secretariat will review and sign the minutes of the BAC meeting		7 Calendar Days	<i>Norjanna M Camaguin</i>
	1.5.8 The BAC Chairperson will read and sign the minutes		30 Minutes	<i>Raul D Raut</i>
	1.4 The BAC Secretariat will prepare the BAC resolution and will route for signature of the Head BAC Secretariat, BAC Members and the		30 Minutes	<i>Sylvia Requiza BAC Secretariat Member</i>



	<p>Governor</p> <p>1.4.1 Head BAC Secretariat will review and sign the BAC Resolution</p> <p>1.4.2 BAC Members will sign the BAC Resolution</p> <p>1.4.3 The Governor will sign the BAC Resolution</p> <p>1.5 BAC Secretariat will prepare and route the NOTICE OF SINGLE/LOWEST CALCULATED BID as a result of BER rendered by the TWG and as adopted by the BAC, and informing the same of the submission of the post-qualification requirements within 5 calendar days upon receipt of the said notice</p>		<p>10 Calendar Days</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 minutes</p> <p>1 day</p>	<p><i>Norjanna M Camaguin</i></p> <p><i>Raul D Raut (Chairperson)</i></p> <p><i>Dulcesima Padillo (Vice Chair)</i></p> <p><i>Glenn Inas (Member)</i></p> <p><i>Angelie Gella (Member)</i></p> <p><i>Dominic Bucol (Member)</i></p> <p><i>Governor or his duly authorized representative</i></p> <p>BAC Staff</p>
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	<p>1.5.1 Review the Notice of Single/Lowest Calculated Bid</p> <p>1.5.2 Sign the Notice of Single/Lowest Calculated Bid</p> <p>1.5.3 Send out Notice of Single/Lowest Calculated Bid thru email or call the supplier to receive the notice in the office</p>		<p>15 Minutes</p> <p>15 Minutes</p> <p>15 Minutes</p>	<p><i>Norjanna M Camaguin</i> Head BAC Secretariat</p> <p><i>Raul D Raut/Norjanna M Camaguin</i> BAC Chairperson/Head BAC Secretariat</p> <p>BAC Secretariat Staff</p>
2. Submit post-qualification requirements within the period specified in the Notice of Single/Lowest Calculated Bid	2. Receive post-qualification requirements submitted by the bidder		5 Calendar Days from receipt of the Notice	BAC Secretariat Staff
3. Wait for Notice of Post-Qualification	<p>3. Rendition of Post-qualification report</p> <p>3.1 The BAC Secretary will perform the following:</p> <p>3.2 The BAC Secretariat will prepare the minutes of the BAC meeting for reading and approval of the BAC members</p> <p>3.3 Head BAC</p>		<p>Not to exceed 3 Months</p> <p>7 Calendar Days</p> <p>30 Minutes</p> <p>30 Minutes</p>	<p><i>BAC TWG</i></p> <p><i>Caren Nisnisan</i> BAC Secretariat Member</p> <p><i>Norjanna M Camaguin</i> Head BAC Secretariat</p> <p><i>Raul D Raut</i></p>



	<p>Secretariat will review and sign the minutes of the BAC meeting</p> <p>3.4 The BAC Chairperson will read and sign the minutes</p> <p>3.5 The BAC Secretariat will prepare the BAC resolution and will route for signature of the Head BAC Secretariat, BAC Members and the Governor</p> <p>3.6 Head BAC Secretariat will review and sign the BAC Resolution</p> <p>3.7 BAC Members will sign the BAC Resolution</p> <p>3.8 The Governor will sign the BAC Resolution</p> <p>3.9 The BAC Secretariat will prepare the Notice of</p>		<p>10 Calendar Days</p> <p>10 calendar days</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p>	<p><i>Sylvia Requiza</i> BAC Secretariat Member</p> <p><i>Norjanna M Camaguin</i> Head BAC Secretariat</p> <p><i>Raul D Raut</i> (Chairperson)</p> <p><i>Dulcesima Padillo</i> (Vice Chair)</p> <p><i>Glenn Inas</i> (Member)</p> <p><i>Angelie Gella</i> (Member)</p> <p><i>Dominic Bucol</i> (Member)</p> <p><i>Governor or his duly authorized representative</i></p>
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	<p>Post-Qualification to the Single/Lowest Calculated and Responsive Bidder as recommended by the TWG and adopted by the BAC members</p>		<p>1 Day</p>	<p>BAC Secretariat Staff</p>
	<p>3.10 Review and sign Notice of Post-Qualification</p>		<p>15 Minutes</p>	<p><i>Norjanna M Camaguin</i> Head BAC Secretariat</p>
	<p>3.11 Send Notice of Post-Qualification to the Single/Lowest Calculated and Responsive Bidder thru email or call the winning supplier with instruction to receive the said notice to the office</p>		<p>15 Minutes</p>	<p>BAC Secretariat Staff</p>
	<p>3.12 Prepare Notice of Award with instruction of posting of performance bond</p>		<p>15 Minutes</p>	<p>BAC Secretariat Staff</p>
	<p>3.13 Review Notice of Award</p>		<p>15 Minutes</p>	<p><i>Norjanna M Camaguin</i> Head BAC Secretariat</p>
	<p>3.14 Sign Notice of Award</p>		<p>15 Minutes</p>	<p><i>Governor</i></p>
	<p>3.15 Send Notice of Award to winning supplier thru email or call them with information to receive the Notice of Award in the office</p>		<p>30 Minutes</p>	<p>BAC Secretariat Staff</p>



4. Receive Notice of Award and post performance bond	4. Wait and receive for the performance bond of the winning supplier. This will be reflected in the procurement monitoring sheet.		10 calendar days	BAC Secretariat Staff
5. Wait for advice for the receipt of approved Purchase Order	5. BAC Secretariat will prepare and route the Purchase Order		20 Minutes	BAC Secretariat Staff
	5.1 Review Purchase Order		20 Minutes	<i>Norjanna M Camaguin</i> Head BAC Secretariat
	5.2 BAC Secretariat will inform the end-user for the process of approved CAFOA and provide them necessary papers for the process of such document		15 Minutes	BAC Secretariat Staff
	5.3 End-User will process the CAFOA which will be routed to:			
	6) To be controlled first in PPDO if under LGDF			<i>End-User and PPDO</i>
	7) Provincial Budget Office			<i>End-User and PBO</i>
	8) Provincial Treasurer's Office			<i>End-User and PTO</i>



	<p>9) Provincial Accountant's Office</p> <p>10) Office of the Governor for approval</p> <p>5.4 Approved CAFOA will be received by the BAC Secretariat</p> <p>5.5 Approved CAFOA will be attached to the Purchase Order and the assigned number of such will be put in the Purchase Order</p> <p>5.6 Purchase Order will be routed to the PGO for approval</p> <p>5.7 Sign Purchase Order</p>		<p>10 Minutes</p> <p>10 Minutes</p> <p>15 Minutes</p> <p>1 Day</p> <p>15 Minutes</p>	<p><i>End-User and PACCO</i></p> <p><i>End-User and PGO</i></p> <p>BAC Secretariat Staff</p> <p>BAC Secretariat Staff</p> <p>BAC Secretariat Staff</p> <p><i>Governor or any of his duly authorized representatives, then it will be routed back by the PGO-Admin personnel to the BAC Office the approved Purchase Order</i></p> <p>BAC Secretariat Staff will receive the approved Purchase Order</p>
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				from the PGO-Admin
6. Receive Approved Purchase Order at the Office of the BAC	6. Winning bidder will be notified for the receipt of approved Purchase Order thru email or phone call.		15 Minutes	BAC Secretariat Staff
	6.1 The received copy of Purchase Order will be transmitted to the PGSO for their inspection		20 Minutes	BAC Secretariat Staff
	6.2 The awarded contract will be posted in the Philgeps and transmitted to the COA. This will be segregated and arranged in 3 sets. One for the End-User for the process of payment, and the other two are for COA and Office file. The Bidding Documents will also be electronically scanned and will be reflected in the procurement monitoring sheet.		1 Hour	BAC Secretariat Staff
	6.3 Review and endorse perfected contracts to the COA		30 Minutes	<i>Norjanna M Camagun</i> Head BAC Secretariat
7. Receive perfected contracts at the BAC Office	7. End-User will receive the perfected contracts for process of payments		15 Minutes	BAC Secretariat Staff
TOTAL:			≤ 3 Months	



6. Request for Quotations under Alternative Methods of Procurement

A request for quotation is a business process in which a company or public entity requests a quote from a supplier for the purchase of specific products or services

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen			
Who may avail:	All interested suppliers that are eligible and reputable			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Power of Attorney (SPA) or any means of written authorization issued to the representative of the company				
Any legal documents of the company and valid Identification Cards of the authorized representative				
RFQ/Canvass Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the CCTS in the cellular scanner and present the requirements	1. Check the requirements presented if those are appropriate	None	3 Minutes	BAC Secretariat Staff
2. Present/submit documentary requirements under Alternative Methods of Procurement such as, but not limited to: 4. Mayor's Permit 5. DTI Certificate 6. Philgeps Registration or Platinum Certificate	2. Check/receive the submitted documents for profiling/file purposes	None	10 Minutes	BAC Secretariat Staff
3. Get the RFQs from the in-charge and after which fill up the logbook upon received of such	3. Release the RQF/Canvass Form to the supplier	None	10 Minutes/RFQ	BAC Secretariat Staff
TOTAL:			23 Minutes	



7. Request for Quotations under Alternative Methods of Procurement

A request for quotation is a business process in which a company or public entity requests a quote from a supplier for the purchase of specific products or services

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen			
Who may avail:	Authorized Canvassers/Liaison Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly endorsed authorization from the Head of Office				
RFQ/Canvass Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the CCTS in the cellular scanner and present the requirements	1. Check the requirements presented if those are appropriate	None	3 Minutes	BAC Secretariat Staff
2. Present/submit documentary requirements under Alternative Methods of Procurement such as, but not limited to: 4. Mayor's Permit 5. DTI Certificate 6. Philgeps Registration or Platinum Certificate	2. Check/receive the submitted documents for profiling/file purposes	None	10 Minutes	BAC Secretariat Staff
3. Get the RFQs from the in-charge and after which fill up the logbook upon received of such	3. Release the RQF/Canvass Form to the supplier	None	10 Minutes/RFQ	BAC Secretariat Staff
TOTAL:			23 Minutes	



9. Receive of Purchase Request

The PR is a form used by the Supply and/or Property Custodian for purchasing goods/supplies/property if the item/s requested is/are not available on stock. It shall be prepared by fund cluster.

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen			
Who may avail:	Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		BAC		
APP, PPMP, CNAS		BAC		
Bidding Documents		BAC		
Invitation to Bid		BAC		
Request for Quotation (RFQ)		BAC		
Invitation to Quote		BAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user will prepare their Purchase Request thru PIMS	1. Review technical specifications including its prices, and other supporting documents that may be required	None	20 Minutes	<i>BAC TWG</i>
2. End-user will print the Purchase Request reviewed by the TWG	None	None	10 Minutes	<i>End-user</i>
3. End-user will route the Purchase Request to the PBO for their control of fund balance. PBO will check for the completeness and accuracy of charges, responsibility center, account codes and account titles	None	None	30 Minutes	<i>End-user and PBO</i>
4. End-user will route the PBO controlled	None	None	30 Minutes	<i>End-user and PTO</i>



	6.6 Prepare bidding documents for Purchase Requests under Competitive Bidding mode of procurement		20 Minutes	BAC Secretariat Staffs
	6.7 Review Bidding Documents		10 Minutes	<i>Norjanna M Camaguin</i> (Head BAC Secretariat)
	6.8 Sign Invitation to Bid for publication		10 Minutes	<i>Raul D. Raut/Norjanna M. Camaguin</i> (BAC Chairperson/Head BAC Secretariat)
	6.9 Post Bidding Documents in the Philgeps and Website		20 Minutes	BAC Secretariat Staff
	6.10 Post schedule of opening in the procurement monitoring sheet			
	6.11 Post Invitation to Bid in the conspicuous places		20 Minutes	BAC Secretariat Staff
	6.12 Prepare Request for Quotations for Purchase Requests under Alternative Methods of		20 Minutes	BAC Secretariat Staff



	<p>Procurement</p> <p>6.13 Review Request for Quotations</p> <p>6.14 Sign Request for Quotations for publication</p> <p>6.15 Post Request for Quotations in the PhilGeps, Website</p> <p>6.16 Post Invitation to Quote in the conspicuous places</p>		<p>10 Minutes</p> <p>5 Minutes</p> <p>20 Minutes</p> <p>20 Minutes</p>	<p><i>Norjanna M Camaguin</i> (Head BAC Secretariat)</p> <p><i>Raul D. Raut/Norjanna M Camaguin</i> BAC Chairperson/Head BAC Secretariat ()</p> <p>BAC Secretariat Staff</p> <p>BAC Secretariat Staff</p>
TOTAL:			4 Hours and 30 Minutes	



9. Sale of Bidding Documents for Goods and Services

Bidding documents are 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- Government to Business G2C- Government to Citizen			
Who may avail:	All interested suppliers that are eligible and reputable			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Power of Attorney (SPA) or any means of written authorization issued to the representative of the company				
Any legal documents of the company and valid Identification Cards of the authorized Representative				
Assessment Slip				
Official Receipt				
Bidding documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the CCTS in the cellular scanner and present the requirements	1. Check the requirements presented if those are appropriate	None	3 Minutes	BAC Secretariat Staff
2. Wait for the issuance of Assessment Slip for the payment of bidding documents	2. Issue an Assessment Slip to be presented to the Provincial Treasurer's Office for the payment of bidding documents	None	3 Minutes	BAC Secretariat Staff
3. Receive the Assessment Slip from the BAC Secretariat Staff and pay the bidding documents at the Provincial Treasurer's Office	3. Prepare/review the bidding documents while waiting for the Official Receipt to be issued by the PTO	See table 1 below	15 Minutes	BAC Secretariat Staff
4. Present the Official Receipt to BAC	4. Photocopy the Official Receipt and release the	None	6 Minutes	BAC Secretariat Staff



Secretariat Staff	bidding documents to the supplier/bidder			
5. Received the Bidding Documents from the BAC Secretariat Staff	5. Record the name of the bidder to be presented during opening of the bid	N/A	3 Minutes	BAC Secretariat Staff
TOTAL:			30 Minutes	

**Table 1:
Approved Schedule of Fees of Bidding Documents for Goods and Services**

The standard rate is as follows (Amount provided in RA 9184 and its 2016 Revised IRR and is reflected in the Invitation to Bid (ITB) :

Approved Budget for the Contract	Maximum Cost of Bidding Documents
<500,000	P500
>500,000	1,000
>1M to 5M	5,000
>5M to 10M	10,000
>10M to 50M	25,000



Office of the Provincial Treasurer

External Services



I. Mandate:

1. Inform and advises the Governor, SP and other stakeholders regarding fiscal and financial matters of the Province.
2. Imposes and collects tax and other charges as embodied in the RA 716, Revised Revenue Code and other ordinances of the Province.
3. Takes custody and supervision of all provincial funds as well as the proper application/disbursement of the same.
4. Exercise technical supervision and control over all municipal treasury offices under the jurisdiction of the Province.
5. Intensifies and enhances collection activities of Real Property Tax and other Income/receipts at the municipal resources of the Province.
6. Capacitate treasury personnel of all levels of LGUs (Barangays, Municipalities and the Provincial Office) by providing program for trainings in order to improve efficiency and effectiveness in the delivery of vital services to the public.
7. Improves efficiency and effectiveness of treasury operations/services by reducing unnecessary paper works and processes.

II. Vision:

An efficient and progressive organization for fiscal and financial administration and management particularly in the collection, custody and disbursement of funds, with responsible accountable, competent and approachable personnel to support the provincial government o Davao Del Sur achieve its financial goals and objectives.

III. Mission:

To generaterevenuesthrough efficient collections of taxes, fees and charges accruing to the province in accordance with existing laws and ordinances and to take custody and exercise proper management of the funds in order to sustain and maintain financial needs of the Province and Development of its manpower to be more competent and responsive to the needs of people it serves.



IV. Service Pledge

As civil servants, we, at the Provincial Treasurer's office, are steadfast in our commitment to the Code of Conduct and Ethical Standards for public servants, and thus promise to serve our people with respect, dignity, loyalty and integrity. Imploring the aid of the Almighty, we shall dedicate ourselves in the prompt performance of our respective duties and responsibilities. We shall also champion the promotion of a transparent and accountable governance to serve our people more efficiently and effectively. In order to promote the welfare of the people, we shall do so in accordance with the fundamental values set forth by the Republic Act No. 6713. This is our pledge to the people of the Province of Davao Del Sur.



1. Issuance of Certificate of Tax Non-delinquency/Tax Clearance; TaxExemption

A Certificate of Non-Tax Delinquency is required in certain transactions like in securing building permit, transfer of real property ownership, registering any deed at the Registrar of Deeds and for certain bank transactions as proof that taxes on a particular real property have been paid religiously and updated.

Tax Clearances certify that real property owners are paying their taxes accordingly. The issuance of tax certificates proves there is a complete payment of property tax and if the tax for the whole year has been properly paid.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2G- Government to Government			
Who may avail:	General Public / Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/s of payment of Real Property Tax (updated/current)		PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt	1. Retrieve data from the system data base to validated tax accountability 1.1 Validate if tax has been paid up to the current quarter or year. 1.2 Prepare the Payment Slip for certification fee 1.3 If RPT is not paid/updated, compute for the tax due and request taxpayer/client to pay the taxes paid and certification fee	None	5 Minutes Per Property	<i>Revenue Collection Clerk in charge at the Revenue Operations Division</i>
2. Proceed to Cash	2. Issue Official	PHP	5 Minutes Per	<i>Revenue</i>



Receipt Division for payment of certification fee and RPT tax, whenever necessary	receipt	150/certificate; amount of RPT	Property	<i>Collection Clerk in charge at the Cash Receipts Division</i>
3.Go back to the ROD and present the OR	3.Prepare and release Certificate of Non-Delinquency/Tax Clearance		5 Minutes Per Property	<i>Revenue Collection Clerk in charge at the Revenue Operations Division</i>
TOTAL:		PHP 150	15 Minutes	

2. Payment of Amusement Tax

Amusement tax is imposed on the general admission charges to recreational and entertainment events. The province may levy an amusement tax to be collected from the proprietors, lessees, or operators of theaters, cinemas, concert halls, circuses, boxing stadia, and other places of amusement at a rate of not more than ten percent (10%) of the gross receipts from admission fees.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Proprietors, Lessees, or operators of theaters, cinemas, concert halls, circuses, boxing stadia and other places of amusement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sworn Statement of Declaration of Gross Receipts from admissions				
Citation Ticket issued by Field Staff				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Revenue Operations Division and present Sworn Declaration of Gross Receipts of the event	1. RCC of the Revenue Operations Division prepares Computation Sheet and noted by the Division Head	<ul style="list-style-type: none"> Cinemas/theatres, resorts, swimming pool (10% of Gross Receipts from admission fees) 	5 Minutes	<i>RCC of ROD</i>
2. Proceed to Cash Receipts Division and present the Computation Sheet and pays the amount due	2. RCC of Cash Receipts Division will verify the computation for the tax and collect payment from		3 Minutes	<i>RCC of the Cash Receipts Division</i>



	applicant	<ul style="list-style-type: none"> • Billiard hall (P1,000/able per annum) • Bowling lanes (P3,000/lane per annum) • Disco Houses (10% of the gross receipts from admission) • Cockpit Arena (10% of gross receipts from admission fees or an annual fixed rate based on the category of the cockpit arena) 		
TOTAL:		Depends on the category	8 Minutes	



3. Payment of Annual Fixed Tax for Delivery Truck/Van of Manufactures or Producers, Wholesales of Dealers or Retailers in Certain Products

The Provincial Government is empowered to impose an annual fixed tax not exceeding PhP500.00 for every delivery truck or van used by manufacturers, producers, wholesalers, dealers or retailers in the delivery or distribution of distilled spirits, fermented liquors, soft drinks, cigars and cigarettes, to sales outlets, or consumers, whether directly or indirectly, within the province.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Owners/Operators of Delivery Vans/Trucks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citation Ticket issued by Field Staff and/or List of Vans/Delivery Vans				
CLIENT STEPS	AGENCYACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the Citation Ticket issued by PTO Field Staff and/or List of Vans/Delivery Trucks to the Cash Receipts Division	1.RCC of Cash Receipts Division will verify the Citation Ticket and /or List of Vans/Trucks; collect payment from client and issue Official Receipt; issue sticker for every Truck/Van	PHP 500 per van/truck PHP 50 per sticker/per truck/van	5 Minutes	<i>Revenue Collection Clerk/ Cash Receipts Division personnel in charge</i>
TOTAL:		Depends on the category	5 Minutes	



4. Payment of Delivery Receipts

The delivery receipt is used to place the type and quantity of goods to be delivered. The seller often requires the buyer to sign the document to the effect that the goods have been delivered in compliance with the contract, and in good condition.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Sand and Gravel Permittee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Collection Order from PENRO-LGU		PTO		
BIR Official Receipt (Excise Tax)		PTO		
Volume extraction report		PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Collection Order and BIR Receipt	1.Receive Collection Order and compute for the fees		5 Minutes	<i>Revenue Collection Clerk/ ROD personnel in charge</i>
2. Proceed to the Cash Receipt Division and present the Billing/Computation sheet.	2.Issue Official Receipt	PHP100/ stub/pad of DR	5 Minutes	<i>Revenue Collection Clerk/ Cash Receipts Division</i>
3.Go back to ROD and present O.R.	3.Prepare and release the number of Delivery Receipts paid. Prepare and issue Invoice Receipt for Sand and Gravel.		10 Minutes	<i>Revenue Collection Clerk/ ROD personnel in charge</i>
TOTAL:		PHP100	20 Minutes	



5. Payment of Franchise Tax

A franchise tax is a tax levied on certain businesses for the right to exist as a legal entity and to do business within the province.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Business Establishments enjoying a franchise			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sworn Statement of Declaration of Annual Gross Receipts of the immediate preceding year		PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Revenue Operations Division and present Sworn Declaration of the Annual Gross Receipts of the preceding year	1. RCC of the Revenue Operations Division prepares Computation Sheet and noted by the Division Head	50% of 1% of the immediate preceding year's Annual Gross Receipts	5 Minutes	<i>RCC of ROD</i>
2. Proceed to Cash Receipts Division and present the Computation Sheet and pays the amount due	2. RCC of Cash Receipts Division will verify the computation for the tax and collect payment from applicant	50% of 1% of the immediate preceding year's Annual Gross Receipts	3 minutes	<i>RCC of the Cash Receipts Division</i>
TOTAL:		50% of 1% of the immediate preceding year's Annual Gross Receipts	8 Minutes	



6. Payment of Permit to Extract Sand and Gravel and other Quarry Resources

The permit authorizes the permit holder to extract sand and gravel and other quarry resources from its permit area located within the province.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Sand and Gravel Permittee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Collection Order from PENRO-LGU		PENRO-LGU		
BIR Official Receipt (Excise Tax)		PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Collection Order and BIT Receipt	1.Receive Collection Order and compute for the permit and extraction fees		7 Minutes	<i>Revenue Collection Clerk/ ROD personnel in charge</i>
2. Proceed to the Cash Receipt Division and present the Billing/Computation sheet.	2.Issue Official Receipt	Refer to the data below	7 Minutes	<i>Revenue Collection Clerk/ Cash Receipts Division</i>
3.Go back to ROD and present Official Receipt	3.Issue Invoice Receipt for Sand and Gravel	Refer to the data below	2 Minutes	<i>Revenue Collection Clerk/ ROD personnel in charge</i>
TOTAL:			16 Minutes	



Approved Schedule of Fees for the Extract of Sand and Gravel and other Quarry Resources

Exclusive Sand and Gravel Permit

Filing Fee/Application Fee	P500.00
Processing Fee	300.00
Field Verification Fee	500.00

Payment for Extraction Fee

Applicant shall pay thirty percent (30%) of the volume specified in the application. The remaining seventy percent (70%) shall be paid before the expiration of the permit with the following breakdown:

- a. 30% - three (3) months after the approval or earlier
- b. 30% - six (6) months after the approval or earlier
- c. 10% - nine (9) months after the approval or earlier



7. Payment of Professional Tax

Every person legally authorized to practice his profession shall pay the professional tax to the province where he practices his profession or where he maintains his principal office in case he practices his profession in several places: Provided, however, that such person who has paid the corresponding professional tax shall be entitled to practice his profession in any part of the Philippines without being subjected to any other national or local tax, license, or fee for the practice of such profession.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Professionals issued with PRC ID/License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presentation of valid and unexpired Professional Regulations Commission (PRC) License ID		PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Unexpired PRC ID to the Cash Receipts Division	1.RCC of Cash Receipts Division will verify PRC ID if unexpired and valid; collect payment from client and issue Official Receipt	*Bracket A- PHP 300 *Bracket B- PHP 200	5 Minutes	<i>Revenue Collection Clerk/Cash Receipts Division personnel in charge</i>
TOTAL:		PHP 500	5 Minutes	

*refer to the next table



Table1:

Approved Schedule of Fees for Professional Tax

Bracket A=PHP 300	Bracket B= PHP 200
<ul style="list-style-type: none"> • Medical and Dental Practitioners • Practicing lawyers • Practicing Architects • Practicing Certified Public Accountants • Practicing Civil, Electrical, Chemical, Mechanical, Mining, Aeronautical, Sanitary, Agricultural, Geodetic, Electronics & Communications, Metallurgical, Marine Engineers • Chief Motor Engineers • Practicing Custom Brokers • Practicing Marine Surveyors • Practicing Optometrists • Practicing Commercial Aviators/Pilots • Practicing Real Estate Brokers/Appraisers • Practicing Stockbrokers • Practicing Actuaries • Practicing Chemists • Practicing Psychologists • Practicing Interior Designer • Practicing Landscape Architecture • Practicing Marine Desk Officers • Practicing Marine Engineer Officers • Practicing Naval Architects • Practicing Veterinarians • Practicing Geologists 	<ul style="list-style-type: none"> • Practicing Nurses • Practicing Midwives • Practicing Radio/TV Technicians • Practicing Physical Therapists • Practicing Respiratory Therapists • Practicing Foresters • Practicing Dieticians/Nutritionists • Practicing Statisticians • Practicing Medical Technologists • Practicing Pharmacists • Practicing Food Technologies • Practicing Opticians • Practicing Teachers • Practicing Social Workers • Practicing Agriculturists • Practicing Guidance Counselors • Practicing Criminologists • Practicing Environmental Planners • Practicing Fishery Technologists • Practicing Librarians • Practicing Sugar Technologists • Practicing Radiologic and X-Ray Technicians • Practicing Master Plumbers • Underwriter • All other professions not listed in Bracket A



8. Payment of Real Property Tax

Real property tax is a kind of tax levied by the local government on properties and should be paid by the real property owners. Properties that are taxable include land, building, improvements on the land and/or the building, and machinery.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	General Public / Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/s of last payment of Real Property Tax		PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and request for computation/billing from the Revenue Operations Division	1. Retrieve file/data from the system data base; Compute tax due	None	5 Minutes per property	<i>Revenue Collection Clerk in charge</i>
2. Proceed and present to Cash Receipt Division the billing/computation and pay the tax due	2. Issue Official Receipt	As computed /as billed*	5 Minutes	<i>Revenue Collection Clerk in charge</i>
TOTAL:		As computed /as billed	10 Minutes	

*See formula of computation below



Approved Schedule of Fees for Real Property Tax

Computation of Real Property Tax

Assessed Value	= Fair Market Value of Property x Assessment Level*
Basic Real Property Tax (BRPT)	= RPT Rate (1%) x Assessed Value
Special Education Fund (SEF)	= 1% x Assessed Value
Real Property Tax	= BRPT + SEF

*Assessment Levels

(a) On Lands:

Class	Assessment Levels
Residential	20%
Agricultural	40%
Commercial	50%
Industrial	50%
Mineral	50%
Timberland	20%

(b) On Buildings and Structures:

(1) Residential – Fair Market Value

Over	Not Over	Assessment Levels
	P175,000.00	0%
P175,000.00	300,000.00	10%
300,000.00	500,000.00	20%
500,000.00	750,000.00	25%
750,000.00	1,000,000.00	30%
1,000,000.00	2,000,000.00	35%
2,000,000.00	5,000,000.00	40%
5,000,000.00	10,000,000.00	50%
10,000,000.00		60%



(2) Agricultural – Fair Market Value

Over	Not Over	Assessment Levels
	P300,000.00	25%
300,000.00	500,000.00	30%
500,000.00	750,000.00	35%
750,000.00	1,000,000.00	40%
1,000,000.00	2,000,000.00	45%
2,000,000.00		50%

(3) Commercial/Industrial – Fair Market Value

Over	Not Over	Assessment Levels
	300,000.00	30%
300,000.00	500,000.00	35%
500,000.00	750,000.00	40%
750,000.00	1,000,000.00	50%
1,000,000.00	2,000,000.00	60%
2,000,000.00	5,000,000.00	70%
5,000,000.00	10,000,000.00	75%
10,000,000.00		80%

(4) Timberland – Fair Market Value

Over	Not Over	Assessment Levels
	300,000.00	45%
300,000.00	500,000.00	50%
500,000.00	750,000.00	55%
750,000.00	1,000,000.00	60%
1,000,000.00	2,000,000.00	65%
2,000,000.00	5,000,000.00	70%
5,000,000.00	10,000,000.00	75%
10,000,000.00		80%

(c) On Machineries

Class	Assessment Levels
Agricultural	40%
Residential	50%



Commercial	80%
Industrial	80%

(d) On Special Classes: The assessment levels for all lands, buildings, machineries and other improvements:

Class	Assessment Levels
Cultural	15%
Scientific	15%
Hospital	15%
Local water district	10%
Government-owned or controlled corporations engaged in the supply and distribution of water and/or generation and transmission of electric power	10%

9. Payment of Transfer Tax

A transfer tax is essentially a transaction fee imposed on the transfer of title to property from one entity to another.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	General Public / Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/s of payment of Real Property Tax (updated/current)				
Tax Declaration				
Instrument as basis for the transfer such as Deed of Sale/Deed of Donation or any form of Deed of Conveyance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submit/present therequired documents	<p>1. Receive and validate authenticity of the submitted documents</p> <p>1.1 Check if RPT on the subject properties were paid and in current status. If updated, compute for the Property Transfer Tax</p> <p>1.2 If RPT is not updated, require taxpayer to update/pay RPT and compute for the Property Transfer Tax</p>		15 Minutes	<i>Division Chief/ Designated In-charge for Transfer Tax computation</i>
2.Receive Tax Bill/ Computation Sheet from ROD staff and proceed to Cash Receipts Division and present the tax bill and pay the amount	2.Issue Official Receipt 51/56	As computed /as billed*	5 Minutes	<i>Revenue Collection Clerk of the Cash Receipts Division</i>
TOTAL:		As computed /as billed	20 Minutes	

***Computation of Transfer Tax**

50% of 1% x Total Consideration (involved in the acquisition of the property)
 or
 50% of 1% x Fair Market Value (in case the monetary consideration is not substantial)

whichever is **HIGHER**



10. Receipt of Payment and Issuance of Official Receipts for Services Charges/Fees Charged by PTO and other Offices of the Provincial Government of Davao Del Sur such as: Cost of Bid Documents, Performance/Cash Bond, Certification Fees/Charges, Rental Fees, Clearance on Sand and Gravel Fees on Civil Works, etc.

This service details the procedure on the receipt of payment and issuance of official receipts for services charges/fees charged by PTO and other offices of the provincial government of Davao del Sur such as cost of bid documents, performance/cash bond, certification fees/charges, rental fees, clearance on sand and gravel fees on civil works, etc.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authority to Accept Payment (ATAP) issued by the concerned offices				
Billing Statement , if there is any				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Authority to Accept Payment (ATAP) to the Revenue Collection Clerk	1. RCC check details of the ATAP against the Revised Revenue Code and issued Official Receipt No. 51 for the amount on the ATAP	None	5 Minutes per ATAP	<i>Revenue Collection Clerk in charge</i>
2. Go back to the servicing office that requires fees to be paid and present the official receipt issued	2. Ease to the taxpayer/client the requested document upon presentation of the Official Receipt		5 Minutes per Transaction	<i>Servicing personnel of the concerned office</i>
TOTAL:			10 Minutes	



11. Payment for the Use of Swimming Pool by Individual and Entrance Fee for Non-Swimming Guests (Working Days)

Any persons who wish to use the government facilities (Swimming pool) shall directly pay to the Provincial Treasurer's Office to avail the said service.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen G2B- Government to Business			
Who may avail:	1. Individual swimming guests 2. Individual non-swimming guests			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For students – Unexpired School ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request an order of payment form for the use of the swimming pool	1. Release an order form	None	1 Minute	<i>Personnel in Charge</i> Cash Receipts Division
2. Fill out the order form and present it with the pertinent requirements, if any	2. Check the order form and verify the pertinent requirements, if any 2.1. Compute the total fees to be paid	None	1 Minute	<i>Personnel in Charge</i> Cash Receipts Division
3. Present the form and pay the computed amount therein	3. The person in charge will issue an Official Receipt and will keep the form with indicated O.R. number, date, and receipt in the lower portion of the paper	as computed *refer to table 1 or 2	2 Minutes	<i>Personnel in Charge</i> Cash Receipts Division
4. Present the official receipt to the assigned personnel at the swimming pool entrance	4. Check and verify the official receipt 4.1 Allow the guest/s to proceed accordingly	None	2 Minutes	<i>Assigned Personnel</i>
TOTAL:			6 Minutes	



12. Payment for the Use of Swimming Pool by Individual and Entrance Fee for Non-Swimming Guests (Non-Working Days)

Any person who wishes to use the government facilities (Swimming pool) shall directly pay to the PTO person in charge at the **Olympic Swimming Pool building** to avail the said service.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen G2B- Government to Business			
Who may avail:	1. Individual swimming guests 2. Individual non-swimming guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students – Unexpired School ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request an order of payment form for the use of the swimming pool	1. Release an order form	None	1 Minute	<i>Authorized personnel in charge</i> PTO
2. Fill out the order form and present it with the pertinent requirements, if any	2. Check the order form and verify the pertinent requirements, if any 2.1. Compute the total fees to be paid	None	1 Minute	<i>Authorized personnel in charge</i> PTO
3. Pay the computed amount indicated in the order form	3. The authorized personnel will issue an Official Receipt and will keep the form with indicated O.R. number, date, and receipt in the lower portion of the paper. 3.1 Allow the guest/s to proceed accordingly	as computed *refer to table 1 or 2	3 Minutes	<i>Authorized personnel in charge</i> PTO



TOTAL:		5 Minutes	
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13. Booking and Payment for the Use of Swimming Pool (Groups)

Any group/organization who wishes to use the Olympic Swimming Pool is required to book an application to the Provincial Treasurer's Office subject to the approval of the Office of the Governor.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen G2B- Government to Business			
Who may avail:	1. Commercial Use/Clubs 2. Private School (Official Function)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Documents, if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a booking and scheduling of date for the use of swimming pool	1. Require and collect the necessary information for the booking	None	3 Minutes	<i>Rowell N.Bacongco</i> LTOO IV Revenue Operations Division
	1.1 A contract of occupancy document will be prepared		15 Minutes	
	1.2 The document is subject to approval between the Province of Davao del Sur and the requesting occupant with notary acknowledgement		Within the day/ Depending on the availability	
2. Upon confirmation of the booking, proceed to the Cash Receipt Division for the partial (50%) or full payment of the contract price • Full payment must be settled at least one (1) week before the event	2. The person in charge will issue an Official Receipt	as stipulated in the contract *See table 3 for the fees	2 Minutes	<i>Personnel in Charge</i> Cash Receipts Division
	2.1 The person in charge will block off the venue/pool for exclusive use at a specific date		2 Minutes	



• Booking made at short notice is required for full payment.	provided in the contract			Operations Division
4. Present the official receipt to the assigned personnel at the swimming pool entrance.	4. Check and verify official receipt. 4.1 Allow the guest/s to proceed accordingly	None	2 Minutes	Assigned Personnel PTO
TOTAL:			variable	

14. Booking and Payment for the Use of Other Amenities at the Olympic Swimming Pool Building (Rental Fee)

Any person/organization/business who wishesto use the government amenities is required to book an application to the Provincial Treasurer’s Office subject to the approval of the Office of the Governor.

Office or Division:	Office of the Provincial Treasurer			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen G2B- Government to Business			
Who may avail:	All; As to usage: 1. Function/VIP Room 2. Space/Stall/Concessionaires area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Documents, if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a booking and scheduling of date for the use of any of the following amenities: • Function/VIP room • Space/Stalls/Concessionaires area	1. Require and collect the necessary information for the booking 1.1 A contract of occupancy document will be prepared. 1.2 The document is subject to approval	None	3 Minutes 15 Minutes Within the day/	Rowell N.Bacongco LTOO IV Revenue Operations Division Governor, Requesting



	between the Province of Davao del Sur and the requesting occupant with notary acknowledgement.		Depending on the availability	<i>Occupant, Lawyer</i>
<p>3. Upon confirmation of the booking, proceed to the Cash Receipt Division for the partial (50%) or full payment of the contract price</p> <ul style="list-style-type: none"> • Full payment must be settled at least one (1) week before the event. • Booking made at short notice is required for full payment 	<p>3. The person in charge will issue an Official Receipt</p> <p>3.2 The person in charge will block off the space/stall for exclusive use at a specific date provided in the contract</p>	<p>as stipulated in the contract</p> <p>*See table 4 for the fees</p>	<p>2 Minutes</p> <p>2 Minutes</p>	<p><i>Personnel in Charge</i> Cash Receipts Division</p> <p><i>Rowell N. Bacongco</i> LTOO IV Revenue Operations Division</p>
4. Present the official receipt to the assigned personnel at the swimming pool entrance	<p>4. Check and verify the official receipt</p> <p>4.1 Allow the guest/s to proceed accordingly</p>	None	2 Minutes	<i>Assigned Personnel</i> PTO
TOTAL:			variable	



RATE FOR THE USE OF SWIMMING POOL AND OTHER AMENITIES

Table 1. Use of Swimming Pool – Individual

USER	DAY TIME (5:00 am to 5:00 pm)	NIGHT TIME (5:00pm to 9:00 pm)
Adults	P150.00 for 2 hours	P200.00 for 2 hours
Students (with unexpired School ID)	P100.00 for 2 hours	P150.00 for 2 hours
Children (preschooler age)	P50.00 for 2 hours	P100.00 for 2 hours
Children 4 years and below	FREE (accompanying adult has to pay the regular rate applicable)	FREE (accompanying adult has to pay the regular rate applicable)

Table 2. Entrance Fee – for non-swimming guests

GUEST/VISITOR	DAY TIME (5:00 am to 5:00 pm)	NIGHT TIME (5:00pm to 9:00 pm)
Adults	P100.00	P100.00
Students (with unexpired School ID)	P50.00	P50.00
Children (preschooler age)	P20.00	P20.00
Children 4 years and below	FREE (accompanying adult has to pay the regular rate applicable)	FREE (accompanying adult has to pay the regular rate applicable)

Table 3. Use of Swimming Pool – Groups

USER	DAY TIME (5:00 am to 5:00 pm)	NIGHT TIME (5:00pm to 9:00 pm)
Commercial Use/Clubs	P18,000.00 for 6 hours; 50 to 100 persons	P25,000.00 for 4 hours; 50 to 100 persons
Private School (Official Function)	P15,000.00 for 6 hours; 50 to 100 persons	P20,000.00 for 4 hours; 50 to 100 persons
*Additional Charge for the use of the venue/pool per hour	P1,000.00	P2,000.00

Table 4. Use of Other Amenities (Rental Fee)

GUEST/VISITOR	DAY TIME (5:00 am to 5:00 pm)	NIGHT TIME (5:00pm to 9:00 pm)
Function/VIP Room	P15,000.00/event	P25,000.00/event
Space/Stall/Concessionaires area	P2,000/day/event	P4,000.00/day/event



Provincial Assessor's Office

External Services





I. **Mandate:**

- Ensure that all laws and policies governing the appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review, and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- Install and maintain a real property identification and accounting system;
- Prepare, install and maintain a system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same;
- Conduct frequent physical surveys to verify and determine whether all real property within the province are properly listed in the assessment rolls;
- Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties in the local government unit concerned;
- Prepare a schedule of the fair market value for the different classes of real properties, in accordance with Title Two under Book II of this Code;
- Issue, upon request of any interested party, certified copies of assessment records of real property and all other records relative to its assessment, upon payment of a service charge or fee to the treasurer;
- Submit every semester a report of all assessments, as well as cancellations and modifications of assessments to the local chief executive and the sanggunian concerned;
- In the case of the assessor of a component city or municipality attend, personally or through an authorized representative, all sessions of the local board of assessment appeals whenever his assessment is the subject of the appeal, and present or submit any information or record in his possession as may be required by the board; and
- In the case of the provincial assessor, exercise technical supervision and visitorial functions over all component city and municipal assessor, coordinate with component city or municipal assessors in the conduct of tax mapping operations and all other assessment activities, and provide all forms of assistance therefor: Provided, however, That, upon full provision by the component city or municipality concerned to its assessor's office of the minimum personnel, equipment, and funding requirements as may be prescribed by the Secretary of Finance, such functions shall be delegated to the said city or municipal assessor; and exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



II. Vision:

A fast, well-equipped, services-oriented organization that provides taxpayers with dependable and satisfying real property assessment services.

III. Mission:

To take charge of the discovery, classification, appraisal assessment and valuation of all real properties within the jurisdiction of the province which shall be used as the basis for taxation

IV. Service Pledge

We commit to:

1. Provide efficient, precise and corrupt-free services to our transacting public concerning appraisal and assessment of real property units for taxation purposes, which includes lands, buildings, machineries and other improvements;
2. Conduct ocular inspections when necessary and appraise all real property units in accordance with the approved schedule of fair market values present in all fairness and justness;
3. Prepare precise field appraisal and assessment sheets and issue the tax declaration, to our requesting clients, involving new declarations, transfer of ownership, subdivision or consolidation of lots;
4. Ensure strict compliance to laws, rules and regulations and utmost professionalism in the conduct of PASSO official transactions;
5. Refrain from accepting gifts or any acts of graft and corruption by strengthening measures and standards ensuring honesty and transparency involving clients;
6. Act accordingly to all written and verbal requests from clients and/or other agencies that require our assistance;
7. Attend to all clients with courtesy and professionalism who are within the premises of the office prior to end of official working hours and during lunch breaks.



1. Annotation of Mortgages/Bail Bond/ Liens or its Cancellation to the Field Appraisal and Assessment Sheet (FAAS) And Tax Declaration (TD)

The Provincial Assessor's Office (PASSO) annotates mortgage / bail bond / liens or its cancellation in FAAS and TD per request of the stakeholders.

Office or Division:	Provincial Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Taxpayers, Banks, Gov't. Agencies and other Lending Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of mortgage/bail bond/ lien documents or its cancellation documents		Mortgage- banks, credit unions, mortgage lenders, mortgage brokers, and other mortgage companies		
Certificate of Non-Delinquency/Tax Clearance		PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1. Check the required documents 1.1 Initial the request slip for payment of service fee to the Provincial Treasurer's Office	None	5 Minutes	AC II/LA00 II/ LA00 II
2. Proceed to the Provincial Treasurer's Office (PTO) for payment of service fee	2. Ask the client to proceed to the Treasurer's Office to pay for the service fee 2.1 The Treasurer's Office will issue Official Receipt	<i>Refer to the table below</i>	3 Minutes	PTO
3. Go back to Provincial Assessor's Office and present the OR	3. Annotate the FAAS (Field Appraisal and Assessment Sheet), TD (Tax Declaration) and the mortgage/liens/ bail bond or its documents cancellation documents	None	49 Minutes	LA00 I/LA00 II
			5 Minutes	LA00 I/LA00 II
	3.1 Annotate the soft copy of FAAS/TD in the computer		5 Minutes	LA00 III/LA00 II



	3.2 Review/Check/Initial and forward the requested document to the authorized officer 3.3 Approve/Sign the document		3 Minutes	PA/APA
4.Receive the requested annotation or cancellation	4.Release the pertinent documents	None	6 Minutes	LAOO // LAOO //
TOTAL:			1 Hour, 16 Minutes	

Table 1:

Approved Schedule of Fees for Annotation of Mortgages/Bail Bond

Annotation Service Fee – Mortgage of Real Property

100,000.00 and below	100.00
Above 100,000.00 to 200,000.00	150.00
Above 200,000.00 to 300,000.00	200.00
Above 300,000.00 to 400,000.00	250.00
Above 400,000.00 to 500,000.00	300.00
Above 500,000.00	400.00

Property Bail Bond Service Fee

P50,000.00 and below	100.00
50,001.00 and above	200.00



2. Issuance of Certifications

The Provincial Assessor's Office (PASSO) issues Certifications on Aggregate Landholdings, Non-Property Holdings, Certified True Copy of Tax Declaration and other assessment certificates of Real Properties within the territorial jurisdiction of the Province of Davao del Sur per request of the stakeholders.

Office or Division:	Provincial Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Taxpayers, Banks, National Agencies and other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Non-Delinquency/Tax Clearance		PASSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out request slip and present the required documents	1. Check the required documents	None	3 Minutes	AC II/LA00 I LA00 II
	1.1 Search properties on RPTAS (Real Property Tax Administration Software)		5 Minutes	AC II/LA00 I LA00 II
	1.2 Initial the request slip for payment of service fee to the Provincial Treasurer's Office		3 Minutes	LA00 II/ LA00 III
2. Proceed to the Provincial Treasurer's Office (PTO) for payment of service fee	2. Issue Official Receipt	PHP 150	3 Minutes	PTO
3.Go back to Provincial Assessor's Office and present the OR	3. Wait for the OR number before printing and verifying the requested documents	None	15 Minutes	AC I/LA00 I LA00 II
	3.1 Review/Check/Initial and forward the requested document to the authorized officer		15 Minutes	LA00 I/ II & LA00 III
	3.2 Approve/Sign the		3 Minutes	PA/APA/ LA00



	document			///
4.Receive the requested certification	4.Record the transaction in the logbook and release the requested certification	None	6 Minutes	AC II/LA00 I
TOTAL:		PHP 150	53 Minutes	

3. Walk-in Assessments of Real Properties

The Provincial Assessor's Office (PASSO) accommodates walk-in clients for real property assessments within the jurisdiction of the Province of Davao del Sur, such as: *Simple transfer of Real Property *Revision due to physical change, subdivision, consolidation, reclassification, partial destruction of property and indication of pertinent information per title presented.

Office or Division:	Provincial Assessor's Office		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Taxpayers/Landowners/Authorized Representative with SPA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>LAND</p> <ol style="list-style-type: none"> 1. Authenticated photocopy of Title 2. Application: Free Patent/ Homestead/ Sales/ Miscellaneous Sales/ Fishpond lease/Foreshore Lease 3. Order: Approval of Application and Issuance of Patent 4. Certificate of Land Ownership Award/ Certificate of Stewardship 5. Real Property Tax Clearance 6. Transfer Tax 7. Certificate of Registration from BIR 8. Inspection Report 9. Sworn Statement 10. Deed of Conveyance duly registered with ROD <p>BUILDING & MACHINERIES</p> <ol style="list-style-type: none"> 1. Building Permit 2. Real Property Tax 3. Transfer Tax 4. Inspection Report 			



5. Sworn Statement 6. Notice of Assessment 7. Deed of Conveyance 8. Certificate of Occupancy				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the person in-charge	1. Prepare FAAS and check if the documents are complete	None	10 Minutes/RPU	MA/LAOO I LAOO II
	1.1 Receive FAAS and attachments		5 Minutes	AC II/LAOO I LAOO I/
	1.2 Verify previous FAAS Attach route Slip		15 Minutes	LAOO I/ LAOO II
	1.3 Check/Scrutinize entries & Attachments		5 Minutes	APA, LAOO IV LAOO III, LAOO II
	1.4 For Land Assessment: *Verify if there is bldg constructed & actual use of building For transaction as subd., consolidation, new disco- very & physical change refer to TM:		1 Hour	LAOO I & II
	1.5 Assign/Initial Property Index Number (PIN)		13 Minutes	Tax Mapper I II & III
	1.6 Update Tax Map Control Roll (TMCR)		10 Minutes	Tax Mapper I II & III
	1.7 Number FAAS and cancel previous FAAS		10 Minutes	AC II LAOO I, II AC II/LAOO I/



	1.8 Encode/Print FAAS		10 Minutes	<i>LAOO II</i>
	1.9 Proofread FAAS		5 Minutes	<i>LAOO I & II APA/LAOO IV</i>
	1.10 Final review		5 Minutes	<i>LAOO III</i>
	1.11 Approve FAAS/Tax Declaration/Notice of Assessment		10 Minutes	<i>PA/APA</i>
	1.12 Segregate FAAS/TD and attachments		5 Minutes	<i>AC II/LAOO I/ LAOO II</i>
2.Receive the approved FAAS/TD	2.Record the transaction /prepare transmittal & release FAAS/TD and attachments	None	6 Minutes	<i>AC II/LAOO I/ LAOO II</i>
TOTAL:			2 Hours, 9 Minutes	



PGO-Executive Services (Maintenance of Prisoners)

External Services



I. Mandate:

The Provincial Rehabilitation Center of Davao Del Sur is clothed with custodial authority and has paramount goal of rehabilitating its inmates with security as its primary objective, to prevent possible escape, entry of illegal contrabands and maintenance of good order.

II. Vision:

To prepare its inmates upon their eventual release from prison and reintegration to the main stream of society as law abiding and productive citizens, and to live a normal life without being discriminated.

III. Mission:

The Provincial Rehabilitation Center commits to ensure public safety by providing quality jail management services through humane safekeeping and infusion of rehabilitation program to our inmates.

IV. Service Pledge

We, the officials and employees of Provincial Jail of Davao del Sur with the aid of our "Divine Providence" do hereby pledge to commit and dedicate ourselves in performing our duties and responsibilities within the bound of laws in the speedy delivery of extension and support services in the pursuit of humane safekeeping and rehabilitation of our person's deprived of liberty (PDL), in order for them to be ready in the re-integration to the mainstream of society in accordance with the CORE VALUES mandated in the R.A.6713 and the CIVIL SERVICE RULES namely:

1. Commitment to public interest above personal interest
2. Professionalism
3. Justness and sincerity
4. Responsiveness to the public
5. Nationalism and patriotism; and,
6. Adherence to democracy



1. Provision of Subsistence to the Prisoners

Subsistence refers to the support and maintenance to the prisoners.

Office or Division:	PGO-Executive Services (Maintenance of Prisoners)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt		PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The supplier will give the subsistence to Provincial Rehabilitation Center (PRC)	1. Purchase inmates' subsistence and do market research 1.1 Receive the supplies for the inmate subsistence	None	1 Hour 5 Minutes	<i>Outpost guard/ office staff</i>
TOTAL:			1 Hour, 5 Minutes	



2. Issuance of Certificate of Appearance

This certificate of appearance is being issued upon request for whatever legal purpose it may serve.

Office or Division:	PGO-Executive Services (Maintenance of Prisoners)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the log book	1. Inspection of goods and body	None	5 Minutes	<i>Outpost guard/ office staff</i>
2. Go to PGO-Admin and make a verbal request for certificate of appearance	2. Issue certificate of appearance	None	30 Minutes	<i>Admin</i>
3. Receive the certificate of appearance and sign in the received form	3. Give client the certificate of appearance upon the approval of PRC head	None	5 Minutes	<i>PRC Head</i>
TOTAL:			40 Minutes	



3. Issuance of Certificate of Detention

In any case in which a person is arrested and released and no accusatory pleading is filed charging him with an offense, the person shall be issued a certificate by the law enforcement agency which arrested him/her describing the action as a detention.

Office or Division:	PGO-Executive Services (Maintenance of Prisoners)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Inmate, immediate family of relatives of inmate, legal counsel of inmate, other government agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of detention Receive form		PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal or letter request for certificate of detention	1. Receive and review the request and task the applicant to proceed to PTO to pay for the fee	None	30 Minutes	<i>Admin</i>
2. Proceed to PTO and pay the fee	2. Issue certificate of detention	PHP 150	15 Minutes	<i>PTO</i>
2. Receive the certificate of detention	3. Give client the certificate of detention upon the approval of PRC head	None	5 Minutes	<i>PRC Staff</i>
TOTAL:		PHP 150	50 Minutes	



4. Issuance of Certificate of Discharge from Prison

Upon the issuance of a certificate of Final Release and Discharge, the parolee/pardonee shall be finally released and discharged from the conditions appearing in his release document.

Office or Division:	PGO-Executive Services (Maintenance of Prisoners)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Inmate, immediate family of relatives of inmate, legal counsel of inmate, other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request order from the court Judgement papers Certificate of discharge from prison		PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the log book	1. Give the client the logbook	None	5 Minutes	<i>PRC Staff</i>
2. Make a verbal request for a certificate of discharge and submit the necessary requirements	2. Receive the request and review the judgment order given by the Honorable court	None	30 Minutes	<i>PRC Staff</i>
	2.1 Issue certificate of discharge from prison		15 Minutes	<i>Admin</i>
3. Receive the certificate of discharge from prison and sign in the receive form	3. Give the client the certificate of discharge upon the approval of PRC Head	None	5 Minutes	<i>PRC Staff</i>
TOTAL:			55 Minutes	



5. Request for Inmates Visitors Pass

The pass, along with the visitor's identification, is the visitor's “key” to get into and out of the prison. Although the pass and identification may be held by staff once the visitor gets to the visiting room, it will be returned to the visitor upon leaving the visiting room.

Office or Division:	PGO-Executive Services (Maintenance of Prisoners)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Inmates relatives, office visitors, out-patient counselling, religious activities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For inmates relatives				
<ul style="list-style-type: none"> -Valid ID -Parent consent -Marriage Contract -Clearance 				
For office visitors				
<ul style="list-style-type: none"> -Valid ID -Letter 				
For out-patient counselling				
<ul style="list-style-type: none"> -Order of Judgement -Drug Test -Valid Id 				
For religious activities				
-ID & Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the log book	1. Inspection of goods and body	None	5 Minutes	<i>Jail inspector (outpost guard)</i>
	1.1 Interview or question the visitor		15 Minutes	<i>Outpost guard/ office staff</i>
	1.2 Once cleared, give the pass to the visitor		1 Minute	<i>Outpost guard/ office staff</i>
2. Visit the inmate	2. Keep everything peace and order	None	1 Hour/3 Hours Visitation	<i>Outpost guard/ office staff</i>
TOTAL:			3 Hours, 20Minutes	



Office of the Provincial Accountant

External Services



I. Mandate:

- Install and maintain an internal audit system in the local government unit concerned;
- Prepare and submit financial statements to the governor or mayor, as the case may be, and to the Sanggunian concerned;
- Apprise the Sanggunian and other local government officials on the financial condition and operations of the local government unit concerned;
- Certify to the availability of budgetary allotment to which expenditures and obligations and operations of the local government unit;
- Review supporting documents before preparation of vouchers to determine completeness of requirements;
- Prepare statements of cash advances, liquidation, salaries, allowances, reimbursement and remittances pertaining to the local government unit;
- Prepare statements of journal vouchers and liquidation of the same and other adjustments related thereto;
- Post individual disbursement to the subsidiary ledger and index cards;
- Maintain individual ledgers for officials and employees of the local government unit pertaining to payrolls and deductions;
- Record and post in index cards details of purchased furniture, fixtures and equipment, including disposal thereof, if any;
- Account for all issued requests for obligations and maintain and keep all records and reports related thereto;
- Prepare journals and the analysis of obligations and maintain and keep all records and reports related thereto; and
- Exercise such other powers and perform such other duties and functions as may be provided by law or ordinance.

II. Vision:

The Provincial Accountant's Office of the Province of Davao Del Sur aims to promote transparency for the best interest of the public and to maintain a sound fiscal management for the effective and efficient delivery of genuine public service by providing accurate, reliable and timely financial information to users.

III. Mission:

The Provincial Accountant's office of the Province of Davao Del Sur endeavors to improve internal accounting control systems by strengthening pre-audit processes; being equipped with a cost-effective dependable and responsive Electronic Accounting System; Nourishing Competent and committed personnel by providing adequate training to able to provide accurate, reliable and timely financial information to the public.



IV. Service Pledge

We, the officials and employees of the Provincial Accounting Office of Davao del Sur, in the pursuit of quality standards of service to our clients, do hereby pledge to sincerely commit and dedicate ourselves to:

Promptly and reasonably discharge our duties and responsibilities within the rule of law, serving every client courteously, efficiently, fairly, honestly and with utmost respect, and giving attention to each individual with the highest degree of professionalism in accommodating queries and requests pertaining to accounting records and documents from Mondays to Fridays, 8:00 AM to 5:00 PM, without noon break;

Adhere strictly and lead by example of the compliance to ethical and service standards for public servants with integrity, streamlining requirements and procedures to expedite transactions and eliminate red tape, with written explanation for any delays in our frontline services, upholding the principle of transparency and accountability, public interest over personal motives;

Concern to the utmost service of the people, sensitive to the clients' comfort with paramount consideration on the citizens' complaints, suggestions and needs giving special attention to the differently-abled, pregnant women, senior citizens and those with special needs;

Continuously sustain the dignity of the office and strengthen quality service provided to our clients; establish competent, credible, capable, and eligible manpower resources compliant to the mandate of the Provincial Government;

Oblige ourselves, as officials and employees and all our instrumentalities, to serve our people, with the end in view of achieving our vision for development, fulfilling the mission and our charter that we swore to uphold.



1. Issuance of Creditable Tax Withheld on Compensation Payment/At Source

The term “creditable” means the taxes withheld (CWT withheld) are deductible from the income tax due of the taxpayer payee (or can be offset against the income tax due of the taxpayer).

Office or Division:	Office of the Provincial Accountant			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Any person who has a business whose taxes are being withheld			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from the billing Section the certificate of Creditable Tax Withheld (Compensation Payment/At Source)	1. Verify record and fill-out BIR form 2316/2307	None	30 Minutes	<i>Fiscal Examiner</i>
	1.1 Endorse the BIR form 2316/2307 to the Provincial Accountant for signature		5 Minutes	<i>Fiscal Examiner</i>
	1.2 Provincial Accountant signs and approves the accomplished BIR form 2316/2307		30 Minutes	<i>Provincial Accountant</i>
	1.3 Release the accomplished BIR form 2316/2307 to client		2 Minutes	<i>PACCO Staff</i>
TOTAL:			1 Hour, 7 Minutes	



Office of the Provincial Accountant

Internal Services



1. Processing of Incoming Disbursement Vouchers and Payrolls from Different Offices

The disbursement is a form to pay an obligation to employees/individual/agencies/creditors for goods purchased or services rendered.

Office or Division:	Office of the Provincial Accountant			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C-Government to Citizens			
Who may avail:	Any person who has a business transaction with regards to incoming DVs and payrolls			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Refer to table 1		PACCO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses to the person-in-charge the incoming DVs and Payrolls(with its supporting documents from concerned offices)	1. Assign numbers to the endorsed DVs/Payrolls, mark and identify whether the vouchers are under GF, TF, or SEF	None	3 Minutes	<i>Assigned Accounting Clerk/Bookkeepers in the Pre-Audit Section</i>
	1.1 Encoding details and payrolls/DVs to Google sheets		10 Minutes	
	1.2 Indexes payroll Vouchers		2 Hours	
	1.3 Distribute DVs/Payrolls to the personnel in-charge of different offices		3 Minutes	
	1.4 Verifies completeness of documents, checks its mathematical accuracy,		2 Hours	
Additional Steps:				



2. For Vouchers with transactions such as reimbursement and cash advances	2. Verification of possible pending cash advances from the SL(person in-charge per account code and fund)	None	30 Minutes	<i>Assigned Accounting Clerk/Bookkeepers in the Ledger Section</i>
3. For all transactions under SEF and TEF	3.DVs and Payrolls are to be prepared with journal entries	None	30 Minutes	<i>Assigned Accountant I for SEF and TF</i>
	3.1 Cash back-ups are to be prepared for proper control and monitoring		5 Minutes	<i>Chief of Pre-Audit Section</i>
	3.2 Verification DVs and Payrolls are to be checked and signed by the chief of pre-Audit		2 Hours	<i>Provincial Accountant</i>
	3.3 Provincial Accountant/OIC signs and approves the DVs and Payroll		30 Minutes	<i>Assigned Accountant Clerks/Bookkeepers in the Pre-Audit Section</i>
4. Receive the accomplished DVs and Payrolls	4. Release the DVs and Payrolls to liaison Officer or PTO employee		10 Minutes	<i>Assigned Accountant Clerks/Bookkeepers in the Pre-Audit Section</i>
	TOTAL:		1 Day, 31 Minutes	



**Table 1:
Requirements for Incoming Disbursement Vouchers and Payrolls from
Different Offices**

CASH ADVANCE- PAYROLL
Copy of Approved Payrolls Disbursement Voucher
CASH ADVANCE- SPECIAL PURPOSE/ TIME BOUND UNDERTAKINGS
Obligation Request Disbursement Voucher Bond Order/ Designation as Special Disbursing Officer Estimate of Expense/ Project Design
PROMOTIONS AND SALARY DIFFERENTIALS
Disbursement Voucher FINDES and LBP Printout PAYROLL SIGNATORIES/ HEAD OF DEPARTMENT/OFFICE Certificate of Service, DTR HRMO NOTICE Notice of Salary Adjustment, if applicable Appointment - for promotion Notice of Step Increment, if applicable Certificate of Assumption - for promotion Statement of Deductions, GSIS, HDMF Computation
TRAVELLING ALLOWANCE (DOMESTIC -ADVANCE PAYMENT)
Payroll, if applicable Invitation Letter Approved Itinerary of Travel (Appendix A) MEMO/ Travel Order (in chronological order) Certificate of No Un-liquidated Cash Advance for Travel - Signed by: PACCO - Ledger Section Head Certificate of Non-Accommodation, if applicable
TRAVELLING ALLOWANCE (DOMESTIC -REIMBURSEMENT)
Payroll, if applicable Invitation Letter Approved Itinerary of Travel (Appendix A) MEMO/ Travel Order (in chronological order) Certificate of Appearance (in chronological order) Certificate of Travel Completed (Appendix B) Tickets, boarding pass, RER



Narrative Report (Trainings and Conventions)
Certificate of Non-Accommodation, if applicable
In case of additional expenses/ Extension of travel(Attach justification approved by LCE)
Certificate of No Un-liquidated Cash Advance for Travel - Signed by: PACCO - Ledger Section Head
Certificate of Non-Accommodation, if applicable

JOB ORDER (PAYROLL)

WAGES (SUCCEEDING CLAIMS)

Job Order Contract, duly approved by LCE
Payroll Signed/Verified by the Department Head and HRMO
Certificate of Service
DTR /Scanner Print out (Logbook)
Monday Convocation Attendance
Accomplishment Report
Computation (late and undertime)

WAGES (1ST CLAIM)

Payroll Signed/Verified by the Department Head and HRMO
Job Order Contract, duly approved by LCE
Certificate Assumption of Duty
Certificate of Service
DTR /Scanner Print out (Logbook)
Monday Convocation Attendance
Accomplishment Report
Form 212/PDS
Form 1902/TIN
Computation (late and undertime)

REGULAR EMPLOYEES (PAYROLL)

SALARIES (1ST CLAIM)

Payroll Signed/Verified by the Department Head and HRMO
Appointment duly approved by appointing authority
Certificate of Assumption
Oath of Office
SALN
Form 212/PDS
Form 1902/TIN
Statement of Withholding Tax, if applicable
Statement of Deductions, HDMF, GSIS, PHIC
Clearance from previous Office, if applicable
Certificate of Last Salary Received (Previous employer), if applicable



Computation

SALARIES (SUCCEEDING CLAIMS)

Payroll Signed by head of Office PGO and HRMO
Disbursement Voucher
FINDES and LBP Printout
Schedule of Payments
Statement of Withholding Tax, if applicable
Statement of Deductions, HDMF, GSIS, PHIC

COMMUTATION OF LEAVE

Approved application for leave
Clearance in excess of 30 days
Medical Certificate if sick leave or maternity leave
Marriage Contract for 1st Maternity Leave
Obligation Request
Computation

TERMINAL LEAVE

Approved application for leave
Complete Service Record
Clearance from money, property, and legal accountability
Statement of Assets and Liabilities
Copy of last appointment
If due to retirement, copy of appointment showing highest salary received if salary under last appointment is not the highest
Obligation Request
Computation
Clearance from LBP, Network, CRB and other Lending Institutions having MOA with the Provincial Government of Davao del Sur

RETIREMENT PAY

Approved application for retirement
Complete Service Record
Clearance from money, property and legal accountability (PTO, PACCO, PGSO, PGO)
Ombudsman clearance
Statement of Assets and Liabilities
Copy of last appointment
If due to retirement, copy of appointment showing highest salary received if salary under last appointment is not the highest
GSIS Retirement gratuity adjudication
GSIS Certificate of Clearance
Obligation Request
Computation
Clearance from LBP, Network, CRB and other Lending Institutions



OVERTIME

Certificate of Service
 DTR
 Authority to render Overtime Services
 Accomplishment Report signed by
 employee/ supervisor
 Computation
 Obligation Request

For Infrastructure

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Billing Request 2. Project Inspection Report 3. Statement of Work Accomplishment (SWA) with LD Computation 4. Certificate of Project turn-over 5. Certificate of Completion 6. Certificate of Acceptance 7. Certificate of Payment 8. Previous Voucher (Approved) 9. Time Elapsed 10. Rest Result (If applicable) 11. Contract's Affidavit 12. Pictures 13. Surety Bond (For Retention) 14. Contract 15. Notice to Proceed 16. Performance Bond 17. Contractor's all risk Insurance (CARI) 18. Abstract of Bids 19. Notice of lowest Calculated Bid 20. Single Calculated Bid 21. Notice of award 22. Philgeps award Notice 23. Post Qualification 24. BAC Resolution No. 109, 16 25. Notice of Post Qualification 26. Post Qualification Report 27. Bid Evaluation report <ol style="list-style-type: none"> 27.1 Invitation /Notice of meeting 27.2 Minutes 28. Opening Bids <ol style="list-style-type: none"> 28.1 Notice of Meeting 28.2 Minutes | <ol style="list-style-type: none"> 30. Advertisement/ Posting of Bid <ol style="list-style-type: none"> 30.1 News Clippings 30.2 Philgeps Bid Notice Abstract 30.3 Invitation of Bid 31. Pre-Procurement <ol style="list-style-type: none"> 31.1 Notice of Meeting 31.2 Minutes 32. Preparatory Requirements <ol style="list-style-type: none"> 32.1 APP (Annual Procurement Plan) 32.2 PPMP (Project Procurement and Monitoring Plan) 32.3 POW (Program of Work) 32.4 Detailed Quantity Estimate 32.5 Specification 32.6 ABC (Approved Budget Contract) 32.7 Bid Data Sheet 32.8 Special Conditions of Contract 32.9 Instruction of Bidders 32.10 General Condition of Contract 33. Complete Bidding Documents <ol style="list-style-type: none"> 33.1 Bid Form 33.2 Bill of Quantities 33.3 NFCC (Net Financial Credit Capacity) 33.4 Construction Schedule (Bar Chart, S-Curve & Cash Flow) 33.5 Manpower Utilization Schedule 33.6 Equipment Utilization Schedule 33.7 Affidavit of Site inspection 33.8 Construction safety and Health Program 33.9 Organizational Chart 33.10 List & Qualification of Key |
|---|--|



<p>28.3 Checklist of tech & eligibility documents checked</p> <p>28.3.1 Class A Documents</p> <p>28.3.2 Class B Documents</p> <p>29. Pre-Bid Conference</p> <p>29.1 Notice of Meeting</p> <p>29.2 Minutes</p>	<p>Personnel</p> <p>33.11 Omnibus Sworn Statement</p> <p>33.12 PERT-CPM</p> <p>33.13 Affidavit of Labor Laws & Standards</p> <p>33.14 List of required construction equipment pledge to the contractor</p> <p>33.15 Tax Clearance</p> <p>33.16 PCAB (Philippine Contractor Accreditation Board)</p> <p>33.17 Security of Exchange Commission</p> <p>33.18 Business Permit/ Mayor's Permit</p> <p>33.19 Certificate of PhilGeps Registration</p> <p>33.20 Construction Method</p> <p>33.21 Report of independent auditor</p> <p>33.22 Annual Income tax Return</p> <p>33.23 Plans</p> <p>34. PR (Purchase Request)</p> <p>35. CAFOA (Certification on Appropriations, Funds and Obligation of allotment)</p> <p>36. Others</p>
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PAYMENT OF REGISTRATION/ INSURANCE	
Obligation Request Computation	
CONTRACT THROUGH PUBLIC BIDDING- INFRA (1ST CLAIM)	
<p>Billing Request by Contractor, approved by PEO</p> <p>Project Inspection Report</p> <p>Statement of Work Accomplished, period covered</p> <p>Certificate of Payments, if applicable</p> <p>Disbursement Voucher of Advances to Contractor, if applicable</p> <p>Statement of time elapsed and work accomplished</p> <p>Pictures of actual accomplishment</p> <p>Approved Contract</p> <p>Notice to Proceed</p> <p>Program of Works</p> <p>Performance Bond Amount</p> <p>Notice of Lowest Calculated Bid/Single Calculated Bid</p> <p>Notice of Award date</p> <p>PHILGEPS Award Notice</p> <p>Endorsement of Bidding Documents from BAC</p>	
SUCCEEDING PAYMENTS/ PROGRESS BILLING (SUCCEEDING PAYMENTS)	
Billing Request by Contractor, approved by PEO	



Project Inspection Report
Statement of Work Accomplished, period covered
Certificate of Payments
Disbursement Vouchers of previous claims
Statement of time elapsed and work accomplished
Test Results, if applicable
Pictures of actual accomplishment
Approved Contract
Notice to Proceed
Program of Works
Performance Bond Amount
Notice of Lowest Calculated Bid/Single Calculated Bid
Notice of Award date
PHILGEPS

SUCCEEDING PAYMENTS/ PROGRESS BILLING (FINAL BILLING)

Billing Request by Contractor, approved by PEO
Project Inspection Report
Statement of Work Accomplished, period covered
Certificate of Payments
Certificate of Project Turn-over
Certificate of Acceptance
Disbursement Vouchers of previous claims
Statement of time elapsed and work accomplished
Test Results, if applicable
Pictures of actual accomplishment
Approved Contract
Notice to Proceed
Program of Works
Performance Bond
Notice of Lowest Calculated Bid/Single Calculated Bid
Notice of Award date
PHILGEPS Award Notice dated



SMALL VALUE PROCUREMENT-CATERING SERVICES	SMALL VALUE PROCUREMENT-SUPPLIES
<p>List of supporting documents</p> <ol style="list-style-type: none"> 1. DV 2. Purchase Request (PR) 3. Sales Invoice (SI)/Official Receipt (OR) 4. Delivery Receipt (DR)/Charge Invoice (CI) 5. Waiver for inspection (if any) 6. Acceptance and inspection 7. Transmittal to COA 8. Requisition Issuance Slip (RIS) 9. APP 10. PPMP 11. Purchase Order (PO) 12. OBR <p>Eligibility Requirements</p> <ol style="list-style-type: none"> 1. Mayor's/Business Permit 2. PhilGEPs Registration Number 3. Income/Business Tax Returns 4. Omnibus Sworn Statement 	<p>List of supporting documents</p> <ol style="list-style-type: none"> 1. DV 2. Purchase Request (PR) 3. Sales Invoice (SI)/Official Receipt (OR) 4. Delivery Receipt (DR)/Charge Invoice (CI) 5. Waiver for inspection (if any) 6. Acceptance and inspection 7. Transmittal to COA 8. Attendance Sheet 9. APP 10. PPMP 11. Purchase Order (PO) 12. OBR <p>Eligibility Requirements</p> <ol style="list-style-type: none"> 1. Mayor's/Business Permit 2. PhilGEPs Registration Number 3. Income/Business Tax Returns 4. Omnibus Sworn Statement

PURCHASE OF GOODS AND SERVICES (COMPETITIVE BIDDING)
<p>Inspection and Acceptance Report (IAR) date of acceptance Original Invoice/ Charge Invoice/ Delivery Receipt Property Issue Slip (PIS), Acknowledgement Receipt of Equipment (ARE) (for Capital Outlay) Requisition Issue Slip, Inventory Custodian Slip (ICS) (for items 15,000 and below) Summary of Supplies/Materials Issued (SSMI), if consumed Endorsement of Bidding Documents from BAC</p> <p>Eligibility Documents SEC Certificate Bid Securing Declaration (notarized)/Bidder's Bond Mayor's Permit Tax Clearance Sales Service and Warranty Certificate Statement of on-going contract Omnibus Sworn Statement Statement of single completed contract Authority of the Signatory Audited Financial Statement</p>



License to Operate, if applicable
Net Financial Contracting Capacity (NFCC)
Catering Services:
Attendance
Letter of Invitation, if applicable
Minutes of the meeting/Narrative Report
Food Supplies for consumption and distribution
Medicines: FDA Certificate of Supplier
Certificate of Product Registration per item

PURCHASE OF GOODS AND SERVICES-FUEL (COMPETITIVE BIDDING)

Statement of Account
Charge Invoice
Trip Ticket
Monthly Report of Travel
Summary of Fuel Consumption (all vehicle)
Endorsement of Bidding Documents from BAC

Eligibility Documents
SEC Certificate
Bid Securing Declaration (notarized)/Bidder's Bond
Mayor's Permit
Schedule of Requirements
Tax Clearance
After Sales Service and Warranty Certificate
Statement of on-going contract
Omnibus Sworn Statement
Statement of single completed contract
Authority of the Signatory
Audited Financial Statement
License to Operate, if applicable
Net Financial Contracting Capacity (NFCC)

SHOPPING (for Purchases not exceeding P50,000.00)

Inspection and Acceptance Report (IAR)
Original Invoice/ Charge Invoice/ Delivery Receipt
Requisition Issue Slip
Inventory Custodian Slip (ICS) (for items 15,000 and below), if applicable
Purchase Order
CAFOA
PR
Request for Quotation (signed by suppliers) # of Suppliers
Abstract of Canvass with Price Quotation
Annual Procurement Plan



Project Procurement Management Plan
Omnibus Sworn Statement, current year
Catering Services:
Attendance
Letter of Invitation, if applicable
Minutes of the meeting/Narrative Report
Food Supplies for consumption and distribution:
List of Recipients
Repairs and Maintenance: Pre-repair Inspection Report
Certificate of Repair
Report of Waste Material

SMALL VALUE PROCUREMENT (for Purchases of more than 50,000 but not exceeding 300,000)

Inspection and Acceptance Report (IAR)
Original Invoice/ Charge Invoice/ Delivery Receipt
Requisition Issue Slip
Inventory Custodian Slip (ICS) (for items 15,000 and below), if applicable
Approved PO (Letter Order/ Contract (of the previous bidding and repeat order)
Approved CAFOA
Approved PR#
Certificate of Posting
PHILGEPS Posting
Request for Quotation (signed by suppliers) # of Suppliers
Abstract of Canvass with Price Quotation
PHILGEPS Award
Annual Procurement Plan
Project Procurement Management Plan
Omnibus Sworn Statement, current year
Catering Services:
Attendance
Letter of Invitation, if applicable
Minutes of the meeting/Narrative Report
Food Supplies for consumption and distribution:
List of Recipients
Repairs and Maintenance:
Pre-repair Inspection Report
Certificate of Repair
Report of Waste Material
Certificate of Repair (previous repair)

ALTERNATIVE MODE- NEGOTIATED E- PURCHASE OF GOODS FROM ANOTHER AGENCY OF THE GOVERNMENT PS- DBM

Price Quotation and Stock Availability Cert. PS DBM
Purchase Order (Letter Order/ Contract (of the previous bidding and repeat order) dtd
Approved CAFOA



PPDO Control (DV and CAFOA)
Approved PR
Annual Procurement Plan
Project Procurement Management Plan

**ALTERNATIVE MODE- NEGOTIATED E- PURCHASE OF GOODS FROM ANOTHER AGENCY
OF THE GOVERNMENT PS- DBM (NEGOTIATED E)**

Agency Procurement Request (APR)
Approved ObR
Approved request to use alternative mode-Neg. E
Purchase Order(Letter Order/ Contract (of the previous bidding and repeat order)
Date received by COA
Price Quotation and Stock Availability Cert. PS DBM
Transmittal to COA
Inspection and Acceptance Report (IAR)
Waiver of Inspection (For items of insignificant value)
Result of test/ Analysis by proper government agency if articles are subject to test
Warranty Certificate (for Capital Outlays)
Property Issue Slip (PIS), Acknowledgement Receipt of Equipment (ARE), {In case of Procured Property, Plant and Equipment}
Inventory Custodian Slip (ICS) {In case of value items with a life span of more than 1 procured small year. COA Circular No. 2005-02}
Requisition Issue Slip
Summary of Supplies/Materials Issued (SSMI)
APP
Omnibus Sworn Statement

ALTERNATIVE MODE- DIRECT CONTRACTING

Approved CAFOA
Approved PR
Approved request to use Direct Contracting Method
Abstract of Canvass/ Price Quotation
Purchase Order
Date received by COA
Purchase Order
Warranty Certificate (for Capital Outlays)
Certificate of exclusive distributorship stating therein that there are no sub dealers selling at lower prices and that no suitable substitute can be obtained at more advantageous terms to the government
Original Invoice/ Charge Invoice/ Sales Invoice/ Cash Invoice/ Statement of Account (If no C.I., S.I.)
Transmittal to COA
Inspection and Acceptance Report (IAR)
Waiver of Inspection (For items of insignificant value)
Result of test/ Analysis by proper government agency if articles are subject to test



Property Issue Slip (PIS), Acknowledgement Receipt of Equipment (ARE), {In case of Procured Property, Plant and Equipment}
Inventory Custodian Slip (ICS) {In case of value items with a life span of more than 1 procured small year. COA Circular No. 2005-02}
Requisition Issue Slip
Summary of Supplies/Materials Issued (SSMI)
APP
Omnibus Sworn Statement

**ALTERNATIVE MODE- REPEAT ORDER
(MAXIMUM OF 30% OF THE PO AMOUNT -INITIAL PURCHASE)**

Approved CAFOA
Approved PR
Approved request to use alternative mode-Repeat Order
Purchase Order(of the previous bidding and repeat order
Date received by COA
Copy of Purchase Order of Initial Purchase
Original Invoice/ Charge Invoice/ Sales Invoice/ Cash Invoice/
Statement of Account (If no C.I., S.I.)
Transmittal to COA
Inspection and Acceptance Report (IAR)
Waiver of Inspection (For items of insignificant value)
Result of test/ Analysis by proper government agency if articles are subject to test
Property Issue Slip (PIS), Acknowledgement Receipt of Equipment (ARE), {In case of Procured Property, Plant and Equipment}
Inventory Custodian Slip (ICS) {In case of value items with a life span of more than 1 procured small year. COA Circular No. 2005-02}
Requisition Issue Slip
Summary of Supplies/Materials Issued (SSMI)
APP
Omnibus Sworn Statement

ALTERNATIVE MODE- NEGOTIATED H- PURCHASE OF OFF THE SHELF GOODS NOT EXCEEDING P50,000.00, PROVIDED THAT THE PROCUREMENT DOES NOT FALL UNDER SHOPPING)

Purchase Request (Original)
Obligation Request
Transmittal to COA
Approved request to use alternative mode of procurement if purchase is done through an alternative mode- Negotiated E
Purchase Order/ Letter Order/ Contract
Original Invoice/ Charge Invoice/ Sales Invoice/ Cash Invoice/
Statement of Account (If no C.I., S.I.)



Abstract of Canvass/ Price Quotation
 Duly filled out Canvass forms (signed by suppliers)
 Acceptance and Inspection Report (AIR)
 Inspection Report/ Waiver of Inspection (For items of insignificant value)
 Result of test/ Analysis by proper government agency if articles are subject to test
 Property Issue Slip (PIS), Acknowledgement Receipt of Equipment (ARE),
 {In case of Procured Property, Plant and Equipment}
 Warranty Certificate (for Capital Outlays)
 Attendance Sheet (in case of Catering)
 Inventory Custodian Slip (ICS) {In case of procured small value items with a life span of more than
 1 year. COA Circular No. 2005-02}
 Requisition Issue Slip (RIS)
 APP
 Omnibus Sworn Statement

SMALL VALUE PROCUREMENT- FUEL(for Purchases of more than 50,000 but not exceeding 300,000)

Statement of Account no.
 Charge Invoice
 Trip Ticket
 Monthly Report of Travel Plate #
 Summary of Fuel Consumption (all vehicle)
 Purchase Order(Letter Order/ Contract (of the previous bidding and repeat order)
 Approved CAFOA #
 Approved PR #
 Certificate of Posting
 PHILGEPS Posting
 Request for Quotation (signed by suppliers) # of Suppliers _____
 Abstract of Canvass with Price Quotation
 PHILGEPS Award
 Annual Procurement Plan
 Project Procurement Management Plan
 Omnibus Sworn Statement, current year
 Memo Order No. 123-2016

PURCHASES- DURING CALAMITY

Note: Purchases of goods made when there are unforeseen events and funds used is from the 5% calamity fund shall adopt Shopping A if not more than P50,000.00. Negotiated B if more the P50,000.00 and through Negotiated E if items purchased are available from another agency of the government (Ex. Rice- NFA)

Obligation Request
 Purchase Request (Original)



<p>Approved request to use alternative mode of procurement if purchase is done through an alternative mode- (may either be Shopping A, Negotiated B, Negotiated E depending upon the amount and where the purchase is to be made)</p> <p>Purchase Order</p> <p>Original Invoice/ Charge Invoice/ Sales Invoice/ Cash Invoice/ Statement of Account (If no C.I., S.I.)</p> <p>Abstract of Canvass/ Price Quotation</p> <p>Duly filled out Canvass forms (signed by suppliers)</p> <p>Acceptance and Inspection Report (AIR)</p> <p>Inspection Report/ Waiver of Inspection (For items of insignificant value)</p> <p>Result of test/ Analysis by proper government agency if articles are subject to test</p> <p>Project Design</p> <p>Disaster Report on Estimated Damages</p> <p>Declaration of Calamity (LGU Resolution)</p> <p>List of Recipients</p> <p>Inventory Custodian Slip (ICS) {In case of procured small value items with a life span of more than 1 year. COA Circular No. 2005-02}</p> <p>Requisition Issue Slip (RIS)</p> <p>APP</p> <p>Omnibus Sworn Statement</p>
AID TO INDIGENTS
<p>Certificate of Eligibility</p> <p>Obligation Request</p> <p>Certificate from Barangay Captain</p>
COOPERATIVES
<p>Memorandum of Agreement</p> <p>CDA Registration</p> <p>Obligation Request</p> <p>Project Design (from the COOP)</p>
NGO'S/ PO'S
<p>Memorandum of Agreement (MOA)</p> <p>Obligation Request</p> <p>SEC Registration</p> <p>Project Design (from NGO/ PO)</p>
LGU's
<p>Memorandum of Agreement (MOA)</p> <p>Obligation Request</p> <p>Project Design/ Program of Work (from LGU)</p>
PURCHASE OF LAND
<p>Obligation Request</p> <p>Barangay Resolution</p> <p>Extra Judicial Settlement of Estate with sale (Heirs)</p>



Deed of Absolute Sale (Original Owner)

Appraisal Result

Real Property Field Appraisal and Assessment Sheet Land/ Other Improvement

Certificate of Non- Delinquency

Certificate of Land Title

Sketch Map

SP Resolution granting authority to the Governor to sign/ execute the deed of Sale of the identified appraised land area intended for the barangay site development project of the province of Davao del Sur

Special Power of Attorney

Statement of Sales Value- Agricultural Lands

Certificate of title

Memorandum of Encumbrances

BIR Computation Capital gains Tax and Documentary stamps



Provincial Legal Officer

External Services

I. Mandate:

The Provincial Legal office is the Primary Department responsible for the development of plans, programs and projects related to legal services which the governor is empowered to implement.

II. Vision:

A God-centered legal office that upholds the rule of law and the interest of the province and its people.

III. Mission:

The Provincial Legal Office aims to serve the Province of Davao Del Sur by providing legal support not only to the provincial government, but also to its people.

IV. Service Pledge



We, the employees of the Provincial Legal Office, with the aid of our Almighty God, do hereby pledge to perform our duties and responsibilities with professionalism, justness, and sincerity. We, thus, commit to deliver prompt and competent legal service to the Provincial Government of Davao del Sur, as well as to its officials and employees in relation to legal matters relating to their official functions and duties.

In line with our commitment to public interest, we further pledge to render legal assistance to the indigent residents of the Davao del Sur, if our time and resources permit so, or if the same does not prejudice the performance of our main tasks.

So, help us God.

1. Authorization of Documents

A notary is a person authorized to perform acts in legal affairs, in particular witnessing signatures on documents.

Office or Division:	Provincial Legal Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contracts PDS Other non-legal Documents		PLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>Revision: Client shall present the documents for notary to the PLO staff.</p>	<p>Ask if clients who are signatories of the documents are present; PLO staff then will ask for their identification cards and phone number. PLO staff shall receive the documents presented by the clients and shall make an initial stamp thereon. The parties and the documents shall appear before the legal officer - The legal officer shall then sign the documents in the presence of the parties.</p>	None	10 Minutes	<i>PLO Staff</i>
		None	5 Minutes	<i>PLO Staff</i>
		None	2 Minutes	<i>Legal Officer</i>
2. Receive the authorized documents	to the client	None	1 Minute	<i>PLO Staff</i>
TOTAL:			18Minutes	



2. Prepare and/or file Petition and Appeal

A petition is a formal request seeking a specific court order, made by a person, group, or organization to the court, typically at the start of a lawsuit.

Office or Division:	Provincial Legal Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appeal memorandum Proof of service Proof of required fee Certificate of no forum shopping Affidavit of service		PLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present petition or appeal memorandum with supporting documents. - present document/s pertaining to a petition or appeal - explain to PLO staff the circumstances of the case - client shall provide the information the PLO staff may need	1. PLO staff shall advise the client about the possible action the PLO office may provide to the client.	None	20 Minutes	<i>PLO Staff</i>
	1.2 Draft a Petition or Appeal	None	5 Minutes	<i>PLO Staff</i>
		None	15 Days Depending on The Document	<i>Legal Officer</i>
TOTAL:			15 Days, 25 Minutes	



3. Preparation of Legal Documents

A legal document, in general, is a document where two or more parties enter into an agreement and it is confirmed by the placement of their signatures at the end.

Legal documents include:

- Affidavit
 - Affidavit of legitimacy
 - Affidavit of confirmation
 - Affidavit of denial
 - Affidavit of late registration
 - Affidavit of discrepancy
 - Affidavit of guardianship
 - Affidavit of two disinterested persons
 - Affidavit of loss
 - Affidavit of declaration of ownership
 - Affidavit of real property
 - Affidavit of adverse lane
 - Affidavit of undertaking
- Complaint
- Complaint affidavit
- MOA
- Contract of Service (COS)
- Contracts
- Deed of extrajudicial state settlement
- Deed of sale
- Deed of donation
- Waiver rights
- Special Power of Attorney (SPA)
- Affidavit of Aggregate Landholdings
- Affidavit of Retention
- Affidavit of Authenticity
- Affidavit of non-tenancy
- Affidavit of non-pendency of Civil or Criminal Case

Office or Division:	Provincial Legal Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal documents mentioned above				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON



		BE PAID	TIME	RESPONSIBLE
1. Client shall provide the information the PLO staff may ask from her/him	Draft the documents requested by the client	None	Depends on the complexity of the documents	<i>PLO</i> <i>PLO staff</i>
TOTAL:			Depends on the complexity of the documents	



4. Rendition of Legal Advice/Opinion/Counselling

Legal advice is the giving of a professional or formal opinion regarding the substance or procedure of the law in relation to a particular factual situation. The provision of legal advice will often involve analyzing a set of facts and advising a person to take a specific course of action based on the applicable law.

Office or Division:	Provincial Legal Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit letter addressed to Legal Officer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for legal advice/opinion/counsel	1. Review the request for legal advice/ opinion/counsel before endorsing to PLO - Draft written legal opinion/advice 1.1 Record the written request being referred;	None	Depends on the complexity of the opinion/advice needed. But not more than 5 days.	<i>PLO Staff</i> <i>PLO Staff</i>
2.Go to the Legal Officer	2. Give verbal legal advice/ opinion/ counselling	None	Depends on the complexity of the Opinion/Advice	<i>Provincial legal officer, Asst. Provincial Legal Officer & Attorney IV</i>
TOTAL:				



5. Review Contracts, Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOA), Administrative Order (AO), Depositions by Written Questions(DOW&Q)

A contract review is a thorough examination of a legal agreement before it is signed to ensure that everything stated in the document is clear and accurate, and that your company is comfortable moving forward according to the terms of the agreement.

Office or Division:	Provincial Legal Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contracts, Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOA), Administrative Order (AO), Depositions by Written Questions (DOW&Q)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Record in the Logbook	1. Assist in Registration in the Logbook	None	5 Minutes	<i>PLO Staff</i>
2.Submit the document for review and attach the resolution or documents to support the contract, MOA, MOU, DOW&QA	2.Review Contract of Service, Memorandum of Agreement, Memorandum of Understanding, Deed of Quitclaim & Waiver, Administrative Order,etc.	None	Within 5 Days	<i>Legal Officer</i>
TOTAL:			5 Days, 5 Minutes	



Office of the Provincial Budget Officer

External Services



I. Mandate:

- Prepare forms, orders and circulars embodying instructions on budgetary and appropriation matters for the signature of the governor or mayor, as the case may be;
- Review and consolidate the budget proposals of different departments and offices of the local government unit;
- Assist the governor or mayor, as the case may be, in the preparation of the budget and during budget hearing;
- Study and evaluate budgetary implications of proposed legislation and submit comments and recommendations thereon;
- Submit periodic budgetary reports to the Department of Budget and Management;
- Coordinate with the treasurer, accountant, and the planning and development coordinator for the purpose of budgeting.
- Assist the Sanggunian concerned in reviewing the approved budgets of component local Government units;
- Coordinate with the planning and development coordinator in the formulation of the local government unit development plan; and
- Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision:

The Provincial Budget office aspires to promote and implement public expenditures management policies that will support Provincial Government's Program in delivery of basic services and facilities by providing efficient and effective budgetary support services to the province of Davao Del Sur.

III. Mission:

The Provincial Budget Office commits to Harmonize the prioritization of the programs, projects and activities proposed by all department of the entire Province and to promptly act on matters affecting Davao Del Sur's Budgetary needs reduction and management to continuously transform the resiliency and adaptive capacity of the province with building back better principle.



IV. Service Pledge

We, the officials and employees of the Provincial Budget Office of Davao del Sur, hereby pledge our commitment to uphold the following organizational values and principles:

PROFESSIONALISM-Through providing efficient, effective budgetary support services in a prompt, timely and impartial manner, in order to ensure excellent delivery and implementation of the programs and projects of the Provincial Government for the genuine welfare of Davao del Sur and its people;

Clients who are within the premises of the office prior to the end of official working hours and during lunch break shall be catered and attended to.

INTEGRITY- through adherence to the highest ethical standards of honesty, probity and a sense of responsibility, and to establish Code of Ethics and Ethical Standards for Public Officials and Employees.

EXCELLENCE- through upholding the value of competence and diligence and through ensuring strict compliance to laws, rules and regulations issued by competent authorities in the performance of PBO's mandate, duties and functions;

PARTNERSHIP- through proper coordination and consultation with various offices within the organization and external stakeholders and clients, toward the attainment of the Provincial Government's vision, mission and development goals.



1. Preparation of Allotment Release Order (ARO)

Allotment Release Order (ARO) is a formal document issued by DBM to the head of the agency containing the authorization, conditions and amount of an agency allocation. The document may be a GARO or SARO. Prior to the implementation of the SFRS, the document issued was the Advice of Allotment (AA)

Office or Division:	Office of the Provincial Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for the release of allotment, duly approved and signed by the Governor.		PBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Receiving Department of PBO.	1. Receive Letter of Request and log the transaction.	None	1 Minute	<i>PBO receiving personnel in charge</i>
	1.1 Forward the letter of request to the Provincial Budget Officer for review and evaluation.		5 Minutes	<i>PBO receiving personnel in charge</i>
	1.2 Provincial Budget Officer reviews, verifies, and evaluates the request and forwards the request to the Budget Personnel in-charge.		1 Hour	<i>Provincial Budget Officer</i>
	1.3 Budget Personnel in-charge prepares the Allotment Release Order (ARO) and forward it to the Provincial Budget Officer for signature		15 Minutes	<i>Provincial Budget Officer</i>
	1.4 Provincial Budget Officer will verify and sign the Allotment		10 Minutes	<i>Provincial Budget Officer</i>



	Release Order (ARO) to be forwarded to the Governor			
	1.5 Assigned Personnel will forward the Allotment Release Order to the Provincial Governor's Office for the approval of the latter.		3 Minutes	<i>Assigned personnel</i>
	1.6 Governor signs the Allotment Release Order (ARO).		Depends on the transaction	<i>Governor</i>
TOTAL:			1 Hour, 34 Minutes	

2. Preparation of Supplemental Budget for the Approval of the LCE and Submission to the Sangguniang Panlalawigan (SP) for Authorization

Supplemental Budget means a budget through which minor changes are made in respect of receipts or payments for which either no provision is available or the provision available is inadequate in the current year's budget.

Office or Division:	Office of the Provincial Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request Duly Signed by the Office		PBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request Duly Approved by the Governor.	1. Receives Letter of Request and forward the letter to the Provincial Budget Officer for Review.	None	2 Minutes	<i>PBO receiving personnel in charge</i>
	1.1 Checks and verifies the request and forwards the request to the Supervising		30 Minutes	<i>Provincial Budget Officer</i>



3. Recording & Processing of Certification on Appropriations, Funds, Obligation of Allotment (CAFOA)

Certificate as to Availability of Funds (CAF) refers to the certification made by the proper accounting official of the agency concerned that funds have been duly appropriated/allotted for the purpose of entering into a contract involving expenditure of public funds and that the amount necessary to cover the proposed contract for the current fiscal year is available for expenditure on account thereof, as verified by the Auditor concerned, pursuant to Section 86 of PD 1445.

Office or Division:	Office of the Provincial Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CAFOA with <i>attached documents</i> (depending on the transaction)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CAFOA to Provincial Budget Office (PBO)	1. Receives the CAFOA, assigns a control number and logs the transaction. Forward the documents to the assigned budget officer-in-charge.	None	3 Minutes	<i>PBO receiving personnel in charge</i>
	1.1 Evaluate, verify, record and forward CAFOA to the Division Head.		30 Minutes	<i>PBO Staff</i>
	1.2 Review Obligated CAFOA and forward to the Provincial Budget Officer.		15 Minutes	<i>Provincial Budget Officer</i>
	1.3 Approve and to certify as to availability of Appropriation in the Budget.		5 Minutes	<i>PBO Staff</i>
	1.4 Record, release, and forward the documents to PACCO/PTO.		2 Minutes	<i>PBO Staff</i>
TOTAL:			55 Minutes	



4. Review and Sign Project Design, Program of Activities of the General Fund and LGDF (CAFOA)

This service caters the submitted project design/program of activities of the general fund and LGDF to Provincial Budget Officer (PBO) for evaluation and thorough checking before approving and signing the documents.

Office or Division:	Office of the Provincial Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Project Design				
Program of Activities of the General Fund and LGDF				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Design/ Program of Activities of the General Fund and LGDF to Provincial Budget Office (PBO)	1. Receives the documents, and logs the transaction. Forward the documents to the assigned budget officer-in-charge.	None	5 Minutes	<i>PBO receiving personnel in charge</i>
	1.1 Evaluate and verify and forward documents to the Division Head.		1 Hour	<i>PBO Staff</i>
	1.2 Review the documents and forward them to the Provincial Budget Officer.		15 Minutes	<i>PBO Staff</i>
	1.3 Approve and sign the Project Design/ Program of Activities.		5 Minutes	<i>Provincial Budget Officer</i>
	1.4 Record and release the documents.		2 Minutes	<i>PBO Staff</i>
2. Receive the signed Project Design/Program of Activities.	2. Give the signed Project Design/Program of Activities.		1 Minute	<i>PBO Staff</i>
TOTAL:			1 Hour, 28 Minutes	



Office of the Provincial Planning and Development

External Services



I. Mandate:

To formulate a comprehensive multi-sectoral development plan aligned to the thrust of the administration and provide technical assistance to the governor in carrying out measures to ensure the delivery of basic services to the community. Being part of the technical working group of the Provincial Development Council, the Provincial Planning and development office expertise and technical support shall assist the Sanggunian in setting direction of economic and social development and coordinating development efforts within the territorial jurisdiction pursuant to RA 7160 section 106.

II. Vision:

The Provincial Planning and Development Office (PPDO) envision to be the center in providing dynamic blueprint of development aligned to the long-term vision of the province as an Agri-industrialized commercial and eco-tourism province committed to attain a sustainable development being responsive to the demands of the constituents towards genuine hopes and aspirations for the people of Davao Del Sur.

III. Mission:

Takes responsibility to become an effective workforce of the provincial government in the achievement of the province's thrusts and goals by establishing a well-coordinated plans, projects and programs in all aspects of development

IV. Service Pledge

The PPDO is dedicated to influence development partners in achieving results-oriented and people participated development planning process and to formulate policy-based integrated and comprehensive development plans with the highest degree of excellence and teamwork.



1. Certified Copy of Annual Investment Program (AIP), Local Development Investment Program (LDIP), Statistical Data, Annual Accomplishment Report

The Local Development Investment Program (LDIP) is a six-year planning document that ranks and prioritizes programs, projects and activities (PPAs) proposed in the Provincial Development and Physical Framework Plan (PDPFP). The current year slice of the LDIP is the Annual Investment Program (AIP) which constitutes the indicative expenditure requirements of the province's PPAs to be integrated into the current annual budget.

Office or Division:	Office of the Provincial Planning and Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-Request addressed to the Governor thru the PPDC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter-request to the Receiving Clerk.	1. Receive the letter-request and record in the log-book.	None	3 Minutes	<i>Receiving clerk</i>
	1.1 Route the letter to the responsible division.		3 Minutes	<i>Receiving clerk</i>
	1.2 Evaluate and check the availability of the requested documents.		5 Minutes	<i>Division Chief/s</i>
	1.3 Prepare the requested documents.		2 Days	<i>Division Chief/s</i>
	1.4 Record and release requested document.		3 Minutes	<i>Receiving clerk</i>
TOTAL:			2 days, 14 Minutes	



2. Control of Funding Charges

The office evaluates the purchase requests, project design, payroll and deemed documents as to its accuracy and controls the funding charges as to its fund availability.

Office or Division:	Office of the Provincial Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request/ Project Design/ Payroll/ Voucher				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document to the Receiving Clerk	1. Receive the document and record in logbook.	None	3 Minutes	<i>Receiving clerk</i>
	1.1 Route the document to the responsible division.		3 Minutes	<i>Receiving clerk</i>
	1.2 Evaluate the document.		5 Minutes	<i>Division Chief/Personnel In-Charge</i>
	1.3 Stamp "Controlled" the document.		1 Minute	<i>Division Chief/Personnel In-Charge</i>
	1.4 Record and release the controlled document.		3 Minutes	<i>Receiving clerk</i>
TOTAL:			15 Minutes	



3. Copy of Ecological Profile, Book bound and Electronic Copy of Ecological Profile, Provincial Development and Physical Framework Plan (PDPFP), Comprehensive Development Plan (CDP) and Boundary Maps

These profile and plans are integral part in achieving the organization's objective, mission and vision. An Ecological Profile (EP) gives equal coverage to the physical, biological, socioeconomic, cultural and built environments. APDPFP is a six-year development plan that contains the long-term vision of the province and identifies development goals, strategies objectives/targets and corresponding PPAs which serve as primary inputs to provincial investment programming and subsequent budgeting and plan implementation. Also, the Comprehensive Development Plan (CDP) is the "multi-year, multi-sectoral development plan" which every local government unit is mandated by the Local Government Code to prepare.

Office or Division:	Office of the Provincial Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-Request addressed to the Governor thru the PPDC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter-request to the Receiving Clerk.	1. Receive the letter-request and record in the log-book.	None	3 Minutes	<i>Receiving clerk</i>
	1.1 Route the letter to the responsible division.		3 Minutes	<i>Receiving clerk</i>
	1.2 Evaluate and check the availability of the requested documents.		5 Minutes	<i>Division Chief/s</i>
2. Pay corresponding fees to the Provincial Treasurer's Office	2. Accept payment and issue receipt.	*Bookbound copy of PDPFP - P1,500.00 *Bookbound copy of	5 Minutes per transaction	<i>PTO Cashier</i>



	2.1 Prepare the requested documents.	Ecological Profile - P1,000.00 *Electronic copy of Ecological Profile/PDPFP - P200.00 *Blue print of Political Boundary Map - P100.00	10 Minutes per document	<i>Division Chief/s</i>
3. Present Official Receipt	3. Record and release requested document upon presentation of official receipt.		3 Minutes	<i>Receiving clerk</i>
TOTAL:		Depends on the Category	29 Minutes	

4. Provision of Technical Assistance

Technical assistance refers to any form of help, guidance or support to be more effective in the performance of the different functions of the requested assistance.

Office or Division:	Office of the Provincial Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-Request addressed to the Governor thru the PPDC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter-request to the Receiving Clerk.	1. Receive the document and record in logbook.	None	3 Minutes	<i>Receiving clerk</i>
	1.1 Route the document to the responsible division.		3 Minutes	<i>Receiving clerk</i>



2. Proceed to the responsible division.	2. Interview the client on the intended survey	None	15 Minutes	<i>Division Chief/Personnel In-Charge</i>
	2.1 Schedule the conduct of survey		5 Minutes	<i>Division Chief/Personnel In-Charge</i>
	2.2 Inform client of the schedule of the survey.		1 Minute	<i>Division Chief/Personnel In-Charge</i>
TOTAL:			27 Minutes	

5. Request for Financial Assistance

Financial assistance is any type of monetary help or aid that a person, organization, or government receives.

Office or Division:	Office of the Provincial Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For LGUs - Municipal/Barangay Resolution 2. For NGOs/Pos - Board Resolution or Letter-Request signed by officers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Resolution or Letter-Request	1. Receive the document and record in logbook.	None	3 Minutes	<i>Receiving clerk</i>
	1.1 Route the document to the responsible division.		3 Minutes	<i>Receiving clerk</i>
2. Proceed to the responsible division.	2. Interview the client on the intended survey	None	15 Minutes	<i>Division Chief/Personnel In-Charge</i>
	2.1 Forward the		Undetermined	<i>Division</i>



	Resolution or Letter-Request to the Governor's Office for approval.			<i>Chief/Personnel In-Charge</i>
3. Wait for notification on the status of the request.	3. Inform the client whether the request is approved or not.	None	1 Minute	<i>Division Chief/Personnel In-Charge</i>
	3.1 If approved, notify the client for MOA signing.		1 hour	<i>Division Chief/Personnel In-Charge</i>
	3.2 Prepare voucher		5 days	<i>Division Chief/Personnel In-Charge</i>
4. Receive check	4. Release check	None	15 minutes	<i>Provincial Treasurer's Office</i>
TOTAL:			≈ 5 Days, 1 Hour. 37 Minutes	



6. Request for Survey

Survey refers to a method of gathering and compiling information. It includes examination and recording of area and features of the location so as to construct a map, plan or any report.

Office or Division:	Office of the Provincial Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-Request addressed to the Governor thru the PPDC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter-request to the Receiving Clerk.	1. Receive the document and record in logbook.	None	3 Minutes	<i>Receiving clerk</i>
	1.1 Route the document to the responsible division.		3 Minutes	<i>Receiving clerk</i>
2. Proceed to the responsible division.	2. Interview the client on the intended survey	None	15 Minutes	<i>Division Chief/Personnel In-Charge</i>
	2.1 Schedule the conduct of survey		5 Minutes	<i>Division Chief/Personnel In-Charge</i>
	2.2 Inform client of the schedule of the survey.		1 Minute	<i>Division Chief/Personnel In-Charge</i>
TOTAL:			27 Minutes	



Office of the Provincial Social Welfare and Development Officer

External Services



I. Mandate:

Formulate measures for the approval of the Sanggunian and provide technical Assistance and support to the governor, as the case may be, in carrying out measures to ensure the delivery of basic services and provision of adequate facilities relative to social welfare and development services.

II. Vision:

Improve the living condition and quality of life of the disadvantage sectors through the provision of innovative welfare programs and services.

III. Mission:

To provide appropriate accessible and immediate social welfare services to the disadvantaged individuals, families and communities.

IV. Service Pledge:

We, the officials and Employees of Provincial Social Welfare and development office in the pursuit of innovative welfare programs and services to our clientele, do hereby pledge to commit ourselves to:

1. Perform our duties and responsibilities with utmost dedication in order to work for the upliftment of the social and economic status of our clientele
2. Support the Government's goal in effective delivery of social services to the constituents of Davao del Sur to attain its efficiency and good governance gearing towards responsiveness.
3. We will uphold and adhere to the ethical principle and core values of the Social Work unfailingly.
4. Develop innovative mechanisms to continually deliver quality service towards the disadvantaged sectors of this province, and that;
5. Our agency will consistently and efficiently provide developmental programs and services to the constituents of Davao del Sur. So Help us God....



1. Enrolment and Conduct of Training for Dress Making, T-shirt, Curtain and Pillow Case Making

The PSWDO provides trainings on persons who want to learn sewing dresses, curtains and pillowcases may avail this opportunity. This aims to capacitate individuals to improve their working conditions and provide livelihood.

Office or Division:	Office of the Provincial Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Open for all citizen ages 18-59 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
General Intake Sheet		PSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organize group like OFW, KALIPI, or in your respective Barangay and make a request letter for the type of training preferred	1. Receive the request letter	None	2 Minutes	<i>Receiving staff</i>
2. Fill up the general intake sheet that indicates the name, address, and the name of sponsor	2. Give client the general intake sheet	None	5 Minutes	<i>Receiving staff</i>
3. Submit the in-text sheet to the receiving staff and wait for the interview	3. Check and receive the in-text sheet before endorsing to PSCB In-charge	None	10 Minutes	<i>Receiving Staff</i>
4. Prepare for an interview	4. Conduct an interview to the client to know if the information submitted is accurate	None	10 Minutes	<i>Ms. Daylinda Escand or (PSCB In-charge/ Trainor)</i>



5. Attend meeting	5. Organize meeting to discuss when and where the training will be held	None	15 Minutes	Ms. Daylinda Escand or (PSCB In-charge/ Trainor)
TOTAL:			42 Minutes	

2. Blood Assistance

This service provides blood assistance to those people who are in need of blood transfusion.

Office or Division:	Office of the Provincial Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Citizens who have transaction in Provincial Capitol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Request				
Barangay or MSWDO Certificate of Indigency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission requirements to front desk	1. See the Completeness of Requirements and conduct a short interview for assessment/ validation of requirements	None	30 Minutes	<i>Social Worker</i>
	1.1 Forward the requirements		1 Minute	
	1.2 Encode the data		10 Minutes	
	1.3 Segregate documents		2 Minutes	
2. Receive the referral slip and proceed to Red Cross	2. Give client the referral slip	None	1 Minute	<i>Office Staff</i>
TOTAL:			44 Minutes	



3. Burial Assistance (Food or Financial Assistance)

Burial assistance includes the provision of assistance for payment of funeral. Expenses incurred and transfer of cadaver of a deceased person from one place to another.

Office or Division:	Office of the Provincial Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Citizens who have transaction in Provincial Capitol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Funeral Contract				
Registered Death Certificate				
Barangay or MSWDO Certificate of Indigency				
Photocopy of Client's valid ID				
Assessment slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission requirements to front desk	1. See the completeness of requirements and conduct a short interview for assessment/ validation of requirements	None	30 Minutes	<i>Social Worker</i>
	1.1 Forward the requirements		1 Minute	
	1.2 Encode the data		10 Minutes	
	1.3 Segregate documents		2 Minutes	
2. Receive the assistance	2.Release the assistance	None	1 Minute	<i>Office Staff</i>
TOTAL:			44 Minutes	



4. Financial Assistance (Hospital Bills, Medicine, Minor and Major Cases)

Financial assistance is any type of monetary help or aid that a person, organization, or government receives.

Office or Division:	Office of the Provincial Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Citizens who have transaction in Provincial Capitol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued within 3 months)				
Prescription (for medicines) or laboratory requests (for procedures)				
Hospital Bill				
Barangay or MSWDO Certificate of Indigency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission requirements to front desk	1. See the completeness of requirements and conduct a short interview for assessment/ validation of requirements	None	30 Minutes	<i>Social Worker</i>
	1.1 Forward the requirements		1 Minute	
	1.2 Encode the data		10 Minutes	
	1.3 Segregate documents		2 Minutes	
2. Receive the assistance	2. Release the assistance	None	1 Minute	<i>Office Staff</i>
TOTAL:			44 Minutes	



Office of the Provincial Population Office

External Services



I. Mandate:

Implementation of the populations and development relative to Philippine Population Program and the promotion of responsible parenthood and reproductive health.

II. Vision:

We are the lead office in population development, IEC and advocacy campaign for well-planned and empowered Filipino families and communities.

III. Mission:

We commit, in collaboration with partners, to create an enabling environment to:

- Empower couples and individuals to achieve their desired number, timing and spacing of children in the context of informed choice and responsible parenthood;
- Enable adolescents to realize their full potential and total well-being; and
- Mainstream population factors in sustainable development initiatives

IV. Service Pledge:

We commit ourselves heartily to implement all the plans and activities to the best of our knowledge and ability for the benefit and betterment of our service to the people, in accordance with the Republic Act 6365, otherwise known as the “Population Act of 1971.”



1. Pre-marriage Orientation and Counselling (PMOC) Seminar

A flagship endeavor of the provincial government designed to would-be couples or applicants applying for marriage licenses, to provide them with essential information about marriage and relationship, responsible parenthood and reproductive health, human sexuality, gender & development, maternal and child health care, and home management. A PMOC seminar is required by law before the issuance of the marriage license.

Office or Division:	Office of the Provincial Population Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All couples in the Province//City/Municipality of Davao del Sur who will enter into marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PMOC Request slip from City/Municipal Civil Registrar		PPO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and request slip from City/Municipal Civil Registrar	1. Receive requirements and conduct interview and assessment	None	2 Minutes	<i>Secretariat/PPO-1</i>
2. Fill-out the logbook, registration book, and information form	2. Assist the client in filling out the form along with the interview	None	10 Minutes	<i>Secretariat/PPO-1</i>
3. Attend PMOC seminar	3. Conduct PMOC Seminar	None	4 Hours	<i>PMOC Team</i>
4. Receive issued PMOC Certificate	4. Issuance of PMOC Certificate	None	5 Minutes	<i>Secretariat/PPO-1</i>
	4.1 Fill-out client satisfaction rating form		5 Minutes	
TOTAL:			4 Hours, 26 Minutes	



Human Resource Management Office

External Services



I. Mandate:

Formulate and implement Human Resource Management Program upon approval of the Governor which includes recruitment, hiring, position classification, compensation, personnel relations, personnel records, keeping, performance appraisal, learning and development and personnel related welfare and benefits.

II. Vision:

A local government which provides an effective and efficiently delivery of basic services through capable and dedicated public servants

III. Mission:

Enable the Provincial Government to better takes care of its personal needs and to have a more effective personnel management program, the result of which is to engender a more responsive and professional workforce.

IV. Service Pledge:

We, the officials, employees/public servants of the Provincial Government of Davao del Sur, do hereby pledged to serve our clientele, the constituents of the Province of Davao del Sur with utmost courtesy, impartiality, justness, promptness and efficiency from Mondays to Fridays, 8:00 AM to 5:00 PM without noon breaks.

We commit to ensure strict compliance with service standards, with written explanation for any delays in frontline service, respond to complaints about our service and value every citizen's comment, suggestions and needs, including those with special needs, such as the pregnant women, senior citizens and the differently-abled.

We promise to fulfill our tasks and responsibilities in accordance with our Citizen's Charter because we firmly believe that a public office is a public trust, so we promise to serve the public based on the principles of transparency and accountability, imploring the aid of Divine Providence.



1. Application for Vacant Position

Vacancy refers to a vacant job position within a company. When a vacancy occurs, it is the responsibility of the hiring managers to determine if this type of position is still required and which duties and responsibilities it entails.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter addressed to the Provincial Governor specify the position desired based on the list of vacancies at the Human Resource Management Office, Lobby 2 nd Floor of the New Executive Bldg. and Legislative Bldg. premises.				
School records/Credential				
Civil Service Examination Rating Report, if applicable				
Personal Data Sheet (Form 212)				
Certificate of training (photocopy)				
Certificate of Employment/Experience				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit application letter together with all the requirements to the Office of the Human Resource Management	1. Receive, record the application letter together with all the requirements.	None	5 Minutes	<i>Receiving clerk</i>
	1.1 Screen/ evaluate all the documents.	None	5 Minutes	<i>HRM Officer</i>
2. Follow-up status of application at the Human Resource Management Office	2. Entertain/inform the status of the application and advise the applicant to come for an interview during the schedule PSB deliberation. 2.1 Inform the applicant through invitation	None	10 Minutes	<i>HRM Officer/HRM Assist</i>



	letter/text message on the schedule PSB deliberation.			
3. Go back to HRM Office for interview during the schedule PSB deliberation	3 Interview the applicant	None	10 Minutes	<i>Members of the PSB</i>
TOTAL:			4 Hours, 22 Minutes	

2. Securing Appointment Papers

Appointment papers are documentation demonstrating that a person or company has allowed an agent to act on his, her, or its behalf.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of duly accomplished Personal Data Sheet		PHRMO		
NBI Clearance				
Medical Certificate a. Blood Test- Blood Type b. Chest X-Ray c. Urinalysis d. Drug Test; and e. Neuro-Psychiatric Exam (For Drivers and Security Guards)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all the required documents.	1. Receive all the required documents.	None	5 Minutes	<i>Receiving Clerk</i>
	1.1 Scrutinize all the documents submitted.	None	10 Minutes	<i>HRM Officer</i>
	1.2 Prepare the appointment papers together with the supporting documents.	None	10 Minutes	<i>HRM Aide/HRM Assistant</i>
	1.3 Final check/review the prepared appointment together with the supporting documents.	None	10 Minutes	<i>HRM Officer</i>
	1.4 Submit the reviewed/checked documents to the office of the Governor.	None	10 Minutes	<i>HRM Assistant</i>
2. Receive original copy of the approved appointment by signing on the duplicate copies as proof of receipt.	2. Release the approved appointment	None	5 Minutes	<i>HRM Officer</i>
TOTAL:			50 Minutes	



3. Securing Service Records, Certification of Employment, other Certifications and Documents, such as Certificate of no Pending Case, Authority to Travel Abroad, etc.

These documents such as service records, certificate of employment and other documents relating to the services that were rendered by a current or former employee of the province may be required by other parties to validate the existence of one's representation.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Officials and Employees of the Provincial Government and other Government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
201 file				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request at the HRM office	1. Receive the 201 file and prepare the document	None	15 Minutes	<i>HRM Aide/Clerk</i>
2. Wait while the requested documents are being retrieved	2. Review/check/initial the papers/documents requested 2.1 Sign the prepared documents requested 2.2 If records are not available, inform the client that the requested documents/records are not available	None	10 Minutes 5 Minutes	<i>HRMO/HRM Assistant HRMO/HRM Assistant</i>
3. Pay for the corresponding amount	3. Advise the client to pay for the corresponding amount	Service records (PHP 50)		<i>Cashier</i>



		<p>Certificate of employment (PHP 100)</p> <p>Certificate of no pending case (PHP 100)</p> <p>Certified True copies of documents (PHP 50)</p>		
4. Claim the requested documents and sign the duplicate copy as proof of receipt	4. Release the document requested	None	5 Minutes	<i>HRM Officer HRM Assistant</i>
TOTAL:		PHP 300.00	35 Minutes	



Provincial Environment and Natural Resources Office-local Government Unit

External Services



I. Mandate:

Ensure the delivery of basic services and provision of adequate facilities relative to environment and natural resources services as provided for under section 17 of RA 7160 develop plans and strategies particularly concerning the environment and natural resources.

II. Vision:

A clean, healthy and well managed environment for sustainable development supporting a resilient society.

III. Mission:

To protect, conserve and manage natural resources and implement proactive measures to reduce climate impact on the environment.

IV. Service Pledge

We, the employees of the Provincial Environment and Natural Resources Office, do hereby pledge to commit ourselves to perform our duties and responsibilities with competence and dedication in attaining a clean environment and sustainable use of natural resources in accordance with the environmental laws. We pledge to provide prompt, friendly and courteous service to clients and project beneficiaries.





1. Application and Issuance of Sand and Gravel and Quarry Permits

Any qualified person may be granted a permit by the provincial governor to extract and remove sand and gravel or other loose or unconsolidated materials which are used in their natural state.

Office or Division:	Provincial Environment and Natural Resources Office-Local Government Unit			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Local Government Units Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(can be obtained from the Project in-charge)		PENRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for permit application form and checklist of requirements	1.Provide and explain the form and checklist of requirements and inform them to provide 4 copies of each document	None	5 Minutes	<i>Project In-charge/MRDP Staff</i>
2.Request for schedule of area survey of the proposed quarry site	2.Schedule area survey/verification of the proposed quarry area to determine the viability of the site for quarry operation	None	1 Day (Depending on the accessibility of the location and distance of the proposed area)	<i>Project In Charge and MRDP Staff (Together with the Rep. of BLGU, Rep. of MENRO and Accredited Geodetic Engr.)</i>
3.Request for endorsement of NIA, DPWH and PEO certification	3.Review pertinent documents based on the checklist of requirements and prepare and submit endorsement letters for NIA, DPWH and PEO certification 3.1If the documents are not yet complete, inform the	None	15 Minutes	<i>Project In-charge/MRDP Staff</i>



	client immediately and make comments or suggestions			
4.Request for endorsement of Certificate of Posting /Publication -Barangay -Municipal -MGB	4.Review pertinent documents based on the checklist of requirements and prepare and submit endorsement letters for Certificate of Posting/ Publication	None	15 Minutes	<i>Project In-charge/MRDP Staff</i>
5.Request for ECC (Environmental Compliance Certificate)	5.(c/o EMB-DENR Regional Office)	-	-	-
6.Request for Clearance from Municipal Planning and Development Coordinator or City Planning and Development Coordinator	6.(c/o MPDC or CPDC)	None	None	<i>Municipal Planning & Development Coordinator or City Planning & Development Coordinator</i>
7.Upon completion of the requirements the applicant shall submit one (1) set of folder composed of original documents and other four (4) sets of photocopies	7.Accept and review permit application Prepare Permit with complete attachment as needed in the approval of permit application Schedule PMRB meeting	None	1 Day (Depending on the number of applicants)	<i>Project In-charge/MRDP Staff</i>
8.Applicant/Client	8.Service Provider	None	Duration Of Activity	<i>Personnel In Charge</i>
9.Require to attend PMRB meeting for evaluation of permit application	9.Review, evaluate and endorse permit application for Governor's approval	None	1 Day (Depending on the duration of the meeting)	<i>PMRB members and PMRB secretariat</i>
10.Submit lacking requirements if the application is incomplete and if requested by the	10.Accept and review pertinent documents for completeness	None	10 Minutes	<i>Project In-charge/MRDP Staff</i>



PMRB members				
11. Request for Collection Order for the payment of extraction fee and other charges	11. Prepare and submit collection Order to be signed by Provincial ENRO	CSAG- 35.00/cu.m. Earthfill- 16.00/cu.m. Limestone- 20/cu.m. CSAG Fees- 10,850.00 CSAG Renewal Fee- 9,000.00 Earthfill/Limestone Fees- 17,250.00 Earthfill/Limestone Renewal Fees- 14,000.00	15 Minutes	<i>Project In-charge/MRDP Staff</i>
12. Submit Collection Order to Provincial Treasurer's Office	12. (c/o Provincial Treasurer's Office)			
13. Request for the submission of 1 set of the original requirements of permit application with the endorsement from PMRB for Governor's approval	13. Secure Official Receipt of the payment prior to the release of the set of requirements of permit application	None	5 Minutes	<i>Project In-charge/MRDP Staff</i>
14. Submit again the set of original requirements of permit application with duly notarized approved permit signed by the Governor	14. Issue Collection Order for the payment of Delivery Receipt	Delivery Receipt – 65.00/stub	5 Minutes	<i>Project In-charge/MRDP Staff</i>
15. Submit Collection Order to Provincial Treasurer's Office	15. None	None	None	<i>PTO Personnel</i>
16. Present the purchased DR to PENRO for registration and	16. Record the purchased DR and released pertinent documents of	None	5 Minutes	<i>MRDP Staff</i>



release of other pertinent documents of permit application	permit application			
TOTAL:		Depends on the category	Depends on the complexity	

2. Provision of Planting Materials/Seedlings for Reforestation and Agro-forestry Development

Planting material refers to seeds, fruits, aggregate fruits, and parts of aggregate fruits used for planting. It sometimes includes the parts of plants used for vegetative reproduction, for example, bulbs and potato tubers.

Office or Division:	Provincial Environment and Natural Resources Office-Local Government Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	<ol style="list-style-type: none"> 1) Upland and Coastal Communities 2) Academe 3) Barangay/Municipal/City Local Government Units (LGU's) 4) Religious Sector 5) Non-Government Organizations (NGO's) 6) Private Entities 7) People Organizations (PO's)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the governor indicating the following:				
Species/kind of planting materials/seedling				
Quantity/number of seedlings				
Location/Area to be planted with attached sketch of site				
List/names of beneficiaries				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CCTS or fill in the logbook	1. Scan CCTS or provide logbook	None	30 Seconds	<i>Receiving staff</i>
2. Submit the specified requirements	2. Receive, record and review the requested seedling as to the availability of species and number	If public, there is no fee If private,	15 Minutes	<i>Clerk</i>



	2.1 Inform the clients immediately if there is no availability of the requested seedling and set specific date as to when the seedling is available	refer to table 1 below		
3. Receive the planting materials/seedlings and sign in the logbook as proof of receipt	3. Release the requested planting materials/seedlings, if available 3.1 After 2-3 months, track the seedling planted and record their survival rate	None	30 Minutes to 1 Hour Depends on the desired	<i>Date Project In-charge</i> <i>Project In-charge</i>
TOTAL:			1 Hour, 15 Minutes	



Table 1:

Approved Schedule of Fees for Planting Materials

A. Planting Materials	
a. Exotic species	
1. Mahogany	5.00/seedling
2. Gemelina	5.00/seedling
3. Rain tree	5.00/seedling
4. Acacia Mangium	5.00/seedling
5. Falcata	5.00/seedling
6. Bagras	5.00/seedling
7. Neem tree	5.00/seedling
8. Golden shower	5.00/seedling
9. Indian Tree	5.00/seedling
10. African Tulip	5.00/seedling
11. Fire Tree	5.00/seedling
b. Premium Species	
1. Molave	5.00/seedling
2. Narra	5.00/seedling
3. Lauan	5.00/seedling
4. Bayo	5.00/seedling
5. Lumbayaw	5.00/seedling
6. Ulayan	5.00/seedling
7. Bishop Tree/Tuai	5.00/seedling
8. Ilang-Ilang	5.00/seedling
9. Kamagong	5.00/seedling
10. Malibago	5.00/seedling
c. Fruit and Medium Tree Seedlings (Grafted/Budded)	
1. Durian	45.00/seedling
2. Rambutan	45.00/seedling
3. Lansones	45.00/seedling
4. Mangosteen	45.00/seedling
5. Mango	45.00/seedling
6. Langka	20.00/seedling
9. Pomelo	20.00/seedling
10. Guava	20.00/seedling
11. Cacao	20.00/seedling
12. Coffee	20.00/seedling
13. Rubber tree	45.00/seedling
d. Fruits/Forest and Medium Tree Seedlings (Non-Grafted/Non-Budded)	
1. Durian	15.00/seedling



2. Rambutan	15.00/seedling
3. Lansones	15.00/seedling
4. Mangosteen	15.00/seedling
5. Mango	15.00/seedling
6. Langka	15.00/seedling
7. Pomelo	15.00/seedling
8. Guava	15.00/seedling
10. Calamansi	15.00/seedling
11. Cacao	15.00/seedling
12. Coffee	15.00/seedling
13. Rubber Tree	15.00/seedling
14. Cherry Blossoms	40.00/seedling
e. Miscellaneous	
1. Mansanitas	1.00/seedling
2. Alom/Alim	1.00/seedling
3. Binunga	1.00/seedling
4. Kalukoy/Hindang	1.00/seedling
5. Tubog/TangisangBayawak	1.00/seedling
6. Ipil-Ipil	1.00/seedling
7. Tan-ag/Matan-ag	1.00/seedling
8. Bakan/Marang	1.00/seedling
9. Rattan/Uway	1.00/seedling
10. Robles	1.00/seedling
f. Mangrove species and species used for Soil and Water Conservation (SWC)	
1. Bakawan (Propagules)	3.00/propagule
2. Piapi (Potted)	10.00/seedling
3. Nipa (Potted)	30.00/seedling
4. Nipa (Unpotted)	25.00/seedling
5. Romblon (Potted)	10.00/seedling
6. Bamboo (Potted)	20.00/seedling
7. Vetiver (Potted)	10.00/seedling



3. Provision of Technical Assistance Relative to the following Concerns or Requests

Technical Assistance is any form of professional help, guidance or support to be more effective in the performance of their functions. It is an active process with steps to follow; makes use of tools, via process consultation, requires specific skills and focuses on achieving set goals.

Office or Division:	Provincial Environment and Natural Resources Office-Local Government Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	<ol style="list-style-type: none"> 1. Upland and Coastal Communities 2. Academe 3. Barangay/Municipal/City Local Government Units (LGU's) 4. Religious Sector 5. Non-Government Organizations (NGO's) 6. Private Entities 7. People Organizations (PO's) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the governor or department head		PENRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the specified requirements	1. Receive and record request letter and refer it to the Project-in-charge	None	5 Minutes	<i>Clerk</i>
	1.1 Assess the required technical assistance as to its availability	Depends on the availability	10 Minutes	<i>Mineral Resource Development (Marie Joy Thompson)</i> <i>Solid Waste Management (Cesar Tabasa)</i> <i>Watershed Protection and Development (Lemuel Gacang)</i>



	1.2If the project in-charge is not available, the PENRO staff will get the client's contact number and the project in-charge will inform them the details through text or call			<i>Coastal Resource Management (Glenn Lausa) PENRO Staff</i>
2.Listen to the given instruction	2.Discuss with the client as to the specific arrangement or schedule relative to the provision of technical assistance 2.1Conduct activities based on the request. (May be done in partnership with other agencies)	None	30 Minutes to 1 Hour Depends on the agreed duration	<i>Project in-charge Project in-charge or technical personnel</i>
TOTAL:			1 Hour, 15Minutes	



4. Truck Scaling

A truck scale is system of several components that work together to provide weight readings when a truck drives onto the scale. It is comprised of a foundation, bridge or deck, load cell system, terminal, and any accessories.

Office or Division:	Provincial Environment and Natural Resources Office-Local Government Unit			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	1) Local Government Units 2) Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OR and CR		PENRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring CCTS or fill in the log book	1. Scan CCTS or give the log book the client	None	30 Seconds	<i>Receiving Staff</i>
2. Bring OR and CR for the register of dump truck	2. Check OR and CR	None	3 Minutes	<i>PENRO Staff</i>
3. Proceed to PTO and bring the collection order to pay the fee	3. Instruct client that there will be a fee for registering the dump truck 3.1 Make a collection order	PHP 1,000	5-10 Minutes	<i>PENRO Staff</i>
4. Go back to PENRO and present the receipt for proof of payment	4. Measure the client's dump truck and stamp the exact measurement 4.1 Advise the client to bring a tarpaulin to cover the back portion of the truck.	None	20-25 Minutes	<i>PENRO Staff</i>
TOTAL:		PHP 1,000	38 Minutes	



Office of the Provincial General Service Officer

External Services



I. Mandate:

Formulate measures for the consideration of the Sanggunian and provide technical assistance and support to the Governor. In carrying out measures to ensure the delivery of basic services and provision of adequate facilities pursuant to section 17 of the code which require general services expertise and technical support services and develop plans and strategies and upon approval thereof by the Governor, implement the same, particularly those which have to do with general services supportive of the welfare of the inhabitants which the Governor is empowered to implement and which the Sanggunian is empowered to provide for under the code 91-2, b, sec. 490, Art. 20, R.A. 7160.

II. Vision

The provincial Community's long-term vision for the province, as expressed through its leadership in consultation with the stakeholders is to become "An Agro-industrialized commercial and eco-tourism province that is socially, economically progressive in the fields of agriculture, fishery. Forestry and tourism with a well-develop land, and sea transport network; home to healthy, God-loving, empowered people rich in cultural heritage, and a strong commitment to the principle of social justice, democracy, and good governance, all within the framework of sustainable development.

III. Mission

Take accountability to continually improve efficient supply and property management and render general services in accordance with the expected standards in support to complete the implementation of the programs and projects of the provincial governments.

IV. Service Pledge

We, the officials and employees of the Provincial General Services Office solemnly pledge to commit to safeguard the properties of the Provincial government, promptly attend to supply and property management concerns and whenever general services expertise is needed, thus, serve as support services in the implementation of programs and projects of the province.



1. Acceptance and Inspection of Delivery

An inspection is an examination of items based on the specifications indicated in the approved purchase order. It is done prior to acceptance of the delivery.

Office or Division:	Office of the Provincial General Services Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Requisitioner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchased order		PGSO		
Acceptance and inspection report				
Property Issue Slip if it is an equipment				
Requisition and Issue Slip if the item is consumable				
Inventory Custodian Slip if the item is not consumable but has a life span of 3 years				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved purchase order by BAC	1. Receive and check the purchased order	None	5-15 Minutes	<i>Warehouse In-charge</i>
	1.1 Inspect and accept procured property/ supplies only if there is an approved/amended purchase order		30 Minutes	
	1.2 If there is no approved purchase order, advise the client to go back to Bids and Awards Committee and request for amendment of order		3 Minutes	
	1.3 Supplier will deliver the goods and services to PGSO with		Depends on the item/unit	



	<p>necessary documents</p> <p>1.4 The warehouse in-charge will send a notice to the inspection committee composed of the PGO inspector, and the PGSO inspector.</p> <p>1.5 Conduct inspection and compare it with the purchase order. If it is in accordance with the specification stated in the purchased order then the warehouse in-charge will accept the delivery.</p> <p>1.6 Inspection and acceptance report (IAR) will be prepared by the PGSO warehouse personnel in-charge after the inspection was conducted and signed by the PGSO inspector and PGO Admin inspector.</p>		<p>3 Minutes</p> <p>Depends on the item/unit</p> <p>20 Minutes</p>	
TOTAL:			1 Hour, 10 Minutes	



2. Acceptance and Delivery of Donated Properties

Donation is an act of liberality whereby a person disposes gratuitously of a thing or right in favor of another, who accepts it. In the province, there are several donations from a national government agency, private organizations and other parties.

Office or Division:	Office of the Provincial General Services Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Requisitioner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Transfer Receipt		PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier will donate the item to PGSO/ transfer without cost	1. Receive and check the donated goods/item 1.1 Issue a Property Transfer Receipt 1.2 Transmit delivery without any delay to COA, attached the Property Transfer Receipt. Then transmit to PACCO and lastly to the Governor. 1.3 Deliver goods/items and Receive the item by the end user	None	30 Minutes to 1 Hour Depends on the unit/item Depends on the unit/item	<i>Supplier will donate the item to PGSO/ transfer without cost</i>
TOTAL:			1 Hour	



3. Disposal of Properties

Disposal refers to disposal/divestment of assets and property of the province by modes of public auction, sale thru negotiation, barter, and transfer to other government agencies or destruction by condemnation.

Office or Division:	Office of the Provincial General Services Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees of Provincial Capitol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Transfer Receipt		PGSO		
Waste material report and INI				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn over the item who are not in use anymore Fill up the depreciation value form	1. Prepare waste material report or INI signed by the PGSO, PGO and governor/ authorized personnel 1.1 Give the client the depreciation value form 1.2 Appraise the INI and waste material report by the committee (Governor, chairman, PGSO, vice chairman, treasurer, budget officer, accountant and 1 representative from BSP) 1.3 Make recommendation and report.	None	Depends on the unit/item	<i>PGSO, PGO and governor/ authorized personnel</i>



	<p>1.4 Forward the report to the regional COA through the Local COA, where the local COA shall conduct a preliminary appraisal report.</p> <p>1.5 The regional COA will personally inspect the item disposed.</p>			
2. Turn over the item who are not in use anymore	2. Prepare waste material report or INI signed by the PGSO, PGO and governor/ authorized personnel	None	Depends on the item	<i>PGSO, PGO and governor/ authorized personnel</i>
3. Fill up the depreciation value form	3. Give the client the depreciation value form	None	1 Minute	<i>PGSO Personnel</i>
TOTAL:			Depends on the unit/item	



4. Property Clearance

Clearance from money and property accountability refers to the act of releasing an official or employee from responsibility and/or liability due to the money and property granted and/or entrusted to officials/employees.

Office or Division:	Office of the Provincial General Services Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Retired/ Resigned/ Transferred employees of the Provincial Capitol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Transfer Receipt		PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make accounts of accountability and submit office clearance	1. Check the accountability 1.1 If complete sign the clearance form 1.2 If the item is incomplete, there will be fees to pay	None	Depends on the accountability	Warehouse In-charge
TOTAL:			Depends on the unit/item	



Provincial Veterinary Office

External Services



I. Mandate:

Provincial Veterinary Office was specifically created by the Provincial Government to promote, develop and protect the livestock industry in the province. It is also mandated to protect the people of Davao Del Sur against rabies.

II. Vision:

Aims to increase the income of livestock farmers through programs that will improve livestock production; protect the health of livestock by preventing the entry and spread of animal diseases; and eradicate rabies in Davao Del Sur.

III. Mission:

Safeguard the province from the entry of zoonotic, infectious, communicable animal diseases and improve the livestock industry towards a sustainable Agro-industrial-Commercial-Eco-Tourism Province.

IV. Service Pledge:

We, the officials and employees of the Provincial Veterinary Office, pledge to deliver quality public services as promised in the citizen's charter, pledge to use our scientific knowledge and skills for the benefit of society through the protection of animal health, the relief of animal suffering, the conservation of animal resources and the promotion of public health.

We shall also provide prompt and reliable service to our clientele.



1. Anti-Rabies Vaccination of Dogs and Cats (Barangays)

Rabies vaccine is an active immunizing agent used to prevent infection caused by the rabies virus.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Resolution (Brgy.Request)		Designated Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The barangay officials will prepare a barangay resolution stating the initiation to conduct on anti-rabies vaccination	1. Receive the approve barangay resolution for the conduct of anti-rabies vaccination of cats and dogs to different areas.	None	10 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i>
	1.1 Review/Record the documents submitted and forward to the Provincial Veterinarian		30 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i>
2. Wait for the schedule mass anti-rabies vaccination for dogs and cats	2. The Provincial Veterinarian will set schedule depends on the availability of the vaccinator/vaccines	None	Depends on the availability of the vaccinator	<i>Clerk/PVO Staff/ Provincial Vet</i>
	2.1 Inform the Brgy. Official through text or call on the schedule of anti-rabbies vaccination and set the official station/place for the activity		5 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i>
3. Prepare the venue for the conduct of vaccine. 3.1 Owners will bring	3. The PVO Vaccinator will do the mass rabies vaccination and give the client a vaccination card	None	2 Minutes/ Animal	<i>PVO Vaccinators</i>



their pets for vaccination on the venue in the scheduled date				
3.2 Gather the animals in the venue and facilitate/help in the conduct of vaccine				
TOTAL:			Depending on the availability	

2. Anti-Rabies Vaccination of Dogs and Cats (Walk-In Clients)

Rabies vaccine is an active immunizing agent used to prevent infection caused by the rabies virus.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Walk-In Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Provincial Veterinary Office for the vaccination of pets	1. Receiving clerk will ask the client to register in the log book for records purposes	None	10 Minutes	<i>PVO Staff/ Veterinarian</i>
2. Answer the veterinarian's queries	2. Assessment of animal condition. The veterinarian will check the animal's age, temperature and weight then ask some relevant questions. This is to ensure that the animal is suitable for vaccination administered. 2.1 If suitable to	Free until such time that the province is declared to be Rabies Free, the fee shall be 50.00/head	10 Minutes per animal	<i>Veterinarian</i>



	receive then perform the anti-rabies vaccination			
3. Listen for instructions on how to care for pets after vaccine	3. Post Vaccination advice for pet care.	None	5 Minutes	<i>Veterinarian</i>
TOTAL:		PHP 50	25 Minutes	

3. Conduct of Animal Treatment

Animal treatment is the application of necessary medication to an animal. This is to ensure that all animals are well taken care of in the Province of Davao del Sur.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed directly to the Provincial Veterinary Office and bring the ailing animal for necessary treatment	1. Cater the client and conduct a short interview for the animal's diagnosis	None	10 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i>
	1.1 Record the client's information and for the animal's illness		5 Minutes	
	1.2 Provide a form for the client		1 Minute	
	1.3 Check the availability of the Provincial Vet. If there is no available Vet, inform the client immediately and suggest the available dates to come back for treatment.		5 Minutes	



2. Receive and fill in the form indicating the name, address, animal category, and concerns	2. Provide a thorough check up for proper diagnosis	Service fee for treatment animals Dog/Cat PHP 300/head	30 Minutes	<i>Provincial Vet</i>
	2.1 Prescribe an appropriate medicine	Other animal PHP 100/head	Depends on the treatment	<i>Provincial Vet</i>
3. Pay the corresponding amount	3. Give recommendations and advise the client about the post treatment precautions		5 Minutes	<i>Provincial Vet</i>
TOTAL:		Depends on the Category	1 Hour	

4. Conduct of Deworming (i.e cattle, carabao, goat, swine, poultry) (Barangay)

Deworming is to reduce the internal parasites that may potentially harm the animal.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIRES EMENTS		WHERE TO SECURE		
Brgy. resolution (brgy.request)		Designated Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The barangay officials will create a barangay resolution stating the campaign on deworming	1. Receive the approve barangay resolution as for the conduct of deworming	None	10 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i>
	1.1 Review/Record the documents submitted and forward to the Provincial Veterinarian		30 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i>



2. Wait for the announcement of the scheduled mass deworming	2. The Provincial Veterinarian will set schedule depends on the availability of the event in-charge 2.1 Inform the Brgy. Official through text or call on the schedule of deworming and set the official station/place for the activity	None	Depends on the availability of the event in-charge 5 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i> <i>Clerk/PVO Staff/ Provincial Vet</i>
3. Bring the animals to the said venue and scheduled date to avail the service	3. The PVO Vaccinator will do the mass deworming and give the client additional advice	None	2 Minutes/ Animal	<i>PVO STAFF</i>
TOTAL:			Depending on the availability	

5. Conduct of Deworming (i.e., cattle, carabao, goat, swine, poultry) (Walk-In Clients)

Deworming is to reduce the internal parasites that may potentially harm the animal.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Walk-In Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Provincial Veterinary Office for the deworming of pets	1. Receiving clerk will ask the client to register in the log book for records purposes	None	10 Minutes	<i>PVO Staff/ Veterinarian</i>



2. Answer the veterinarian's queries	2. Assessment of animal condition. The veterinarian will check the animal's age, temperature and weight then ask some relevant questions. This is to ensure that the animal is suitable for deworming administered. 2.1 If suitable to receive then perform deworming	None	10 Minutes per animal	<i>Vernerian</i>
3. Listen for instructions on how to care for pets after vaccine	3. Post Vaccination advice for pet care	None	5 Minutes	<i>Veterinarian</i>
TOTAL:			25 Minutes	



6. Issuance of the Veterinary Health Certificate

The health certificate confirms that the animals have been inspected and tested to be free from various diseases by the staff of Provincial Veterinary Office.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of ownership (Large Animals)				
Livestock Inspection Certificate coming from MAO-Municipal livestock Inspector/Technician				
Brgy. Clearance		Designated Barangay		
Rabies Vaccination Certificate /Card with updated rabies vaccination (2 weeks after vaccination/within 1 year)				
Veterinary Health Certificate signed by Farm Veterinarian (Commercial Farms)		PVO		
ASF Negative Laboratory Result (for swine commercial farms)				
CAE Negative Laboratory Result (for breeding goats)				
Avian Influenza Negative Laboratory Result (for ducks) with 6 months validity period				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the requirements for the Veterinary Health Certificate	1. Provide requirements for the Veterinary Health Certificate	None	2 Minutes	<i>PVO Staff- Veterinary Quarantine Inspector</i>
2. Submit all the required documents	2. Receive and review the documents, if complete forward the documents to the veterinary Quarantine inspector for approval	None	10 Minutes	<i>PVO Staff</i>



	<p>2.1 Screen/Evaluate/Review the documents submitted and inspect the animals to be travel that there is no sign and symptoms of any diseases</p> <p>2.2 Conduct disinfection on animal vehicle</p> <p>2.3 Advise the client to pay for the corresponding amount and prepare the Veterinary Health Certificate</p> <p>2.4 Refer to the authorized officer for initial signature and appropriate action</p>		<p>30 Minutes</p> <p>15 Minutes</p> <p>2 Minutes</p> <p>5 Minutes</p>	<p><i>Veterinary quarantine inspector</i></p> <p><i>Veterinary quarantine inspector</i></p> <p><i>Veterinary quarantine inspector</i></p> <p><i>Veterinary quarantine inspector/authorized personnel</i></p>
3. Pay the Corresponding Amount	3. Issuance of the Official Receipt (OR)	<p>-Large animals Cattle, carabao and horse (PHP 50/head)</p> <p>-Small animals swine, goat, (PHP 30/head) Dog (PHP 100/head)</p> <p>-Native chicken Below 100 heads (PHP 0.50/head) 100 heads and above (PHP 0.25/head)</p>	3 Minutes	<i>Provincial Treasurer's Office-Assigned Collection Officer</i>



		<p>Commercial/Broiler /Layers chicken (PHP 0.10/head)</p> <p>-Game cocks and other exotic animals/birds Adults (PHP 50/head) Chicks (PHP 5/head)</p> <p>-Breeding/Draft Large animals (PHP 15/head) Small animals (PHP 10/head)</p> <p>-Foodstuff (processed and fresh meat) (PHP 10/kg) Hides and skin (PHP 5/sack) Hoof and horn (PHP 1/horn or hoof)</p>		
4. Present the Official Receipt (OR)	4. Receive the Official Receipt (OR)	None	1 Minutes	<i>PVO Staff-Veterinary Quarantine Inspector</i>
5. Receive the Veterinary Health Certificate and sign in the log book as proof receipt	5. Record the transaction in the logbook and the release the requested document	None	3 Minutes	<i>PVO Staff-Veterinary Quarantine Inspector</i>
TOTAL:		Depends on the Category	1 Hour, 11 Minutes	



7. Large Ruminant Artificial Insemination and Pregnancy Diagnosis for Animals (General Public)

The semen is deposited onto the oviductal papilla of the ipsilateral horn on the side of the pre-ovulatory follicle using an endoscope.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BRGY. Resolution (BRGY. Request)		PVO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approve Barangay Resolution requesting of the availment of the services	1. Receiving clerk ask the client to register in the log book 1.1 Forward the request to the Provincial Veterinarian for referral to Concerned Technician	None	5 Minutes 15 Minutes	<i>Clerk/ Provincial Vet</i>
2. Wait for the scheduled date to conduct the Animal Health Services at the barangay	2. Articial Insemination Coordinator will schedule the date on the Brgy. Official thru phone call and set the official station/place for the activity	None	2 Minutes	<i>AT-Articial Insemination Program Coordinator</i>
3. Bring the animals to the official station for availment of the services and pay the corresponding fee.	3. Conduct pre assessment to check if the animal is capable for artificial insemination. 3.1 If clear, The AI team will explain the procedure and then inject hormone for	Artificial Insemination of Swine (PHP 200/ insemination within Bansalan with free two consecutive	30 Minutes per Head 5 Minutes	<i>AT-Articial Insemination Program Coordinator</i>



	<p>synchronized heat</p> <p>3.2. Three days after, insemination will follow</p>	<p>shots for repeat heaters)</p> <p>Artificial Insemination of Large animals</p> <p>(PHP 100/insemination within Digos City with free two consecutive shots for repeat heaters)</p> <p>(PHP 150/insemination outside Digos City with free two consecutive shots for repeat heaters)</p>		
TOTAL:		Depends on the Category	57 Minutes	



PGO-Provincial Tourism Development and Promotions Office

External Services



I. Mandate

The Provincial Tourism Office shall be the primary planning, programming, coordinating and implementing department in the development and promotion of the local tourism industry, in close coordination with the Department of Tourism, and other related agencies and private entities that support tourism programs, projects and activities of the province of Davao del Sur.

II. Mission

- To develop and promote a competitive tourism and investment portfolio of assets and services that will provide an exemplary tourism experience to travelers.
- To support, protect and sustain local tourism economy and its value chain through formulation and alignment of policies and guidelines to globally-recognized standards for development.
- To train and develop a tourism industry manpower, equipped with advanced skills and expertise in delivering hospitality services
- To leverage on local resources as a premium brand to showcase cultural identity and natural bounty of the province
- To spread the benefits of tourism to local communities for local economic sustainability through community-based tourism entrepreneurship.

III. Vision

The Provincial Tourism Development and Promotions Office shall be the forefront tourism and investment department that leads INNOVATION in the development and promotion of the local tourism industry for inclusive socio-economic growth, environmental preservation and sustainability, and employment generation, sharing fair contribution in the economy of the Province of Davao del Sur.

IV. Service Pledge

We, the officials and staff of the Province of Davao del Sur, promise our firm commitment to carry out our duties and functions in the most efficient and effective manner possible in order to:

Respectfully and competently serve our people. To ensure customer happiness, provide everything we have;

Unite us in promoting transparent, accountable administration and advocating for the eradication of red tape and all types of corruption in local government.

Respond to each customer's various needs, paying close attention to each individual with the level of professionalism they expect; Initiate a model public service that others can learn from.



1. Booking Reservation Requirement for Passig Islet

Passig Islet in Barangay Bato and the Tagabuli Sea Rock Garden offers white sand beaches ideal for island hopping, scuba diving, and fishing while giving the tourists a view of the symbiotic relationship of the ecosystem in the highlands down to the coastal system.

Office or Division:	PGO-TOURISM			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Booking Confirmation		Reception Area		
QR code		Reception Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Booking thru Online or call for Reservation Name: Address: Contact number: No. of Guest: Arrival Time: Date:	1. Coordinate the receptionist. 1.1 Send Details to Receptionist. 1.2 interview how many hours they will spend. 1.3 Send booking Confirmation	None	2 Minutes	<i>Tourism Staff</i>
2.Receive booking confirmation, then proceed to reception area of Passig Islet.	2. Receive payment	Refer to the approved schedule of fees in table 1	5 Minutes	<i>PTO Staff/ Collecting Office</i>
3. Prepare for payment	3. Issue Official Receipt		5 Minutes	<i>PTO</i>
3.Ride the boats going to Islet	3. Assist to their designated place.	None	10 Minutes	<i>Tourism Staff</i>
TOTAL:			22 Minutes	



Table 1:

Approved Schedule of Fees for the Booking of Passig Islet

ITEM	PROPOSED RATE	
	WEEKDAYS (Tuesday- Thursday)	WEEKENDS (Friday- Sunday)
<i>*The Fee of the cottages shall consider the Whole Day rent.</i>		
BAMBOO COTTAGES (medium, 16 units, 15-20 pax)	300.00	500.00
NEWLY- BUILT COTTAGES (small, 4 units, 6-8 pax)	500.00	800.00
GRAND COTTAGE (large, 1 unit, 40-50 pax)	2,000.00	3,000.00
WOODEN COTTAGE (medium, 2 units, 20-30 pax)	1,000.00	1,200.00
VILLA (1 unit, 3-5 pax)	2,000.00	2,500.00

ADMINISTRATIVE FEES	
CATEGORY	ENTRANCE FEE
Children (5 yrs. old- 14 yrs. old)	30.00
Adult (15 yrs. old and above)	50.00
BOAT TRANSFER (per pax)	20.00

ADDITIONAL FEES		
Table with chairs (good for 6 pax)	300.00	500.00
Tent (M) 4-6 Pax	200.00	200.00
Corkage (Lechon)	200.00	200.00
Table (Per Unit)	100.00	100.00
Chair (per unit)	10.00	10.00
Beach mats (per unit)	100.00	100.00
Tent space	50.00	50.00



SPECIAL EVENTS PACKAGE	
PRE-NUPTIAL PHOTOSHOOT (10 pax free of entrance) Freebie: Drinks, Free Use of Villa if Available	4,000.00
TEAM BUILDING Freebie: Drinks, Free Use of Villa if Available	5,000.00
LIVE-OUT SEMINAR/FUNCTION Freebie: Drinks, Free Use of Villa if Available	5,000.00
WEDDING RECEPTION Freebie: Drinks, Free Use of Villa if Available	5,000.00
OTHER SPECIAL GATHERING (e.g. birthday, reunion, etc.) Freebie: Drinks, Free Use of Villa if Available	4,000.00
THEMATIC PHOTOSHOOT (10 pax free of entrance) Freebie: Drinks, Free Use of Villa if Available	4,000.00

ACTIVITIES AND LEISURE	
Kayaking	500.00
Snorkeling (equipment only)	500.00
Diving for 3 pax (introduction to diving lesson, open water, per pax)	1,500.00
Boat Tour (1 boat, full route, 5-8 pax)	200.00
Volleyball Game	200.00
Floaters (designed floaters)	300.00

Reminders before entering the islet:
Alcoholic beverage is highly prohibited
Smoking is highly prohibited
Pets are prohibited in the Islet
Cooking/Grilling in the Islet is Prohibited
Breakable things such as glass, bottles, plates are prohibited
No DSCCTS card, no entry
Observe minimum health protocols such as wearing of facemasks, faceshield and social distancing
No fishing within the islet



Touching or collecting any aquatic creatures is dangerous

Reservation for the cottages and tables is not applicable to prior booking

Note: Booking arrival cut off will be until 10 am today

We are open from 8 am- 4 pm

Same day booking ends at 12 nn

Provincial Health Office

External Services





I. **Mandate:**

1. Supervise the personnel and staff of said office, formulate program implementation guidelines and rules and regulations for the operation of the said office for the approval of the governor or mayor, as the case may be, in order to assist him in the efficient, effective and economical implementation of a health services program geared to implementation of health-related projects and activities;
2. Formulate measures for the consideration of the Sanggunian and provide technical assistance and support to the governor or mayor, as the case may be, in carrying out activities to ensure the delivery of basic services and provision of adequate facilities relative to health services provided under Section 17 of this code;
3. Develop plans and strategies and upon approval thereof by the governor or mayor as the case may be, implement the same, particularly those which have to do with health programs and projects which the governor or mayor, is empowered to implement and which the Sanggunian is empowered to provide for under this code;
4. In addition to the foregoing duties and functions, the health officer shall:
 - (I) Formulate and implement policies, plans, programs and projects to promote the health of the people in the local government unit concerned;
 - (II) Advise the governor or mayor, as the case may be, and the Sanggunian on matters pertaining to health;
 - (III) Execute and enforce all laws, ordinances and regulations relating to public health
 - (IV) Recommend to the Sanggunian, through the local health board, the passage of such ordinances as he may deem necessary for the preservation of public health;
 - (V) Recommend the prosecution of any violations of sanitary laws, ordinances or regulations;
 - (VI) Direct the sanitary inspection of all business establishments selling food items or providing accommodations such as hotels, motels, lodging houses, pensions houses, and the like, in accordance with the sanitation code;
 - (VII) Conduct health information campaigns and render health intelligence services
 - (VIII) Coordinate with other government agencies and non-governmental organizations involved in the promotion and delivery of health services; and
 - (IX) In the case of the provincial health officer, exercise general supervision over health officers of component cities and municipalities; and
5. Be in the frontline of the delivery of health services, particularly during and in the aftermath of man-made and natural disasters and calamities.



II. Vision

Healthy and productive people of Davao del Sur.

III. Mission

To adopt an integrated and comprehensive approach to health development which shall endeavour to make health services available to all people at affordable cost.

IV. Service Pledge

We, the officials and employees of the Davao del Sur Public Hospital pledge and commit to deliver quality public services as promised in the DSPH Citizen's Charter. Specifically, we will: Serve with integrity. Be prompt and Timely. Display procedures, fees and charges. Provide adequate and accurate information. Be consistent in applying rules. Provide feedback mechanism. Be polite and courteous. Demonstrate sensitivity and appropriate behaviour and professionalism. Wear proper uniform and identification. Be available during office hours. Respond to complaints. Treat everyone equally.



1. Billing Section

1.1 PhilHealth Section (Issuance of Statement of Account /Discharge Slip)

This service releases the statement of account (SOA) or its equivalent document issued on the day of the patient's discharge indicating hospital charges and professional fees.

Office or Division:	Billing Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Walk In Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PHIC Clearance		Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require PHIC clearance for PHIC patients and non-PHIC cards for Non-PHIC patients	1. Encode/compute hospital charges provided to the patients	None	15 Minutes	<i>Billing Clerk</i>
2. Listen and follow the instructions given by the billing clerk	2. Instruct patients to have the discharge slip signed by the admitting section, Laboratory, CSR, and nurse Station	None	3 Minutes	<i>Billing Clerk</i>
TOTAL:			18 Minutes	

2. Blood Station

2.1 Blood Station (In-Patient)

Blood banking is the process that takes place in the lab to make sure that donated blood, or blood products, are safe before they are used in blood transfusions and other medical procedures.

Office or Division:	Blood station			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Request		Laboratory Aide		
PHIC Card		Laboratory Aide		



Admitting Card		Laboratory Aide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished blood request and PHIC CARD clearance and Admitting Card	1. Receive accomplished blood request and PHIC CARD clearance and Admitting Card	Refer to the approved schedule of fees in table 1	2 Minutes	<i>Clerk/Laboratory Aide</i>
	1.1 Check for completeness of data		15 Minutes	<i>Med-Tech on Duty</i>
	1.2 Endorse blood request to Med. Tech on duty at blood station		5 Minutes	<i>Nurse on Duty</i>
	1.3 Issuance to pledge of commitments to secure blood cross matching request		15 Minutes	<i>Nurse on Duty</i>
	1.4 If more than one (1) unit needed issuance of billing receipt/ yellow slip to cashier		3 Minutes	<i>Nurse on Duty</i>
	1.5 Billing receipt with OR to laboratory		5 Minutes	<i>Nurse on Duty</i>
	1.6 Blood compatibility testing done		10 Minutes	<i>Nurse on Duty</i>
	1.7 Counter checking of results		5 Minutes	<i>Nurse on Duty</i>
	1.8 Releasing of results of clerk laboratory aide for		3 Minutes	<i>Nurse on Duty</i>



	delivery 1.9 Delivery of result to ward		2 Minutes	<i>Nurse on Duty</i>
TOTAL:			1 Hour and 5 Minutes	

2.2 Blood Station (Out-Patient)

Routine blood chemistry tests for admitted patients

Office or Division:	Blood Station			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Walk in Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Request Form		Laboratory Aide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished blood request	1. Receive duly accomplished blood request.	Refer to the approved schedule of fees in table 1	3 Minutes	<i>Clerk/ Laboratory Aide</i>
	1.1 Check for completeness of Data		5 Minutes	<i>Clerk/ Laboratory Aide</i>
	1.2 Endorse blood request to Med. Tech on Duty at blood Station		3 Minutes	<i>Clerk/ Laboratory Aide</i>
	1.3 Med.tech orient client on blood policies and protocols		10 Minutes	<i>Med tech</i>
	1.4 Issuance of billing form/yellow slip to cashier		5 Minutes	<i>Clerk/ Laboratory Aide</i>



	1.5 Yellow slip with official Receipt to Laboratory		3 Minutes	<i>Clerk/ Laboratory Aide</i>
	1.6 Preparation of blood and retyping, recording and issuance of transmittal Slip		20 Minutes	<i>Clerk/ Laboratory Aide</i>
	TOTAL:		49 Minutes	



Table 1:

Approved Schedule of Fees for Routine Blood Chemistry tests for Admitted Patients

Hemoglobin	PHP 200	Hematocrit	PHP 200
Complete Blood Count	PHP200	White Blood Count	PHP 200
Differential Count	PHP200	Blood Electrolytes	PHP 750
Triglyceride	PHP250	Chloride	PHP 250
Cholesterol	PHP250	HDL	PHP 250
LDL	PHP250	GGT	PHP 250
SGOT	PHP 250	SGPT	PHP 250
Bilirubin (1 and 2)	PHP 250	Serum Amylase	PHP 250
Pancreatic Amylase	PHP 250	Creatinine Kinase	PHP 250
Blood Uric Acid	PHP 250	Random Blood Sugar	PHP 150
Fasting Blood Sugar	PHP 150	Blood Urea Nitrogen	PHP 250
Hepatitis B Testing	PHP 200	Widal Test	PHP 250
Urinalysis	PHP 50	Fecalalysis	PHP 50
Urine Glucose	PHP 150	Occult Blood Test	PHP 150
Gram Stain	PHP 150	Blood Typing	PHP 100
Cross Matching	PHP 350/unit	Platelet Count	PHP 200
Lipid Profile	PHP 650	TPAG	PHP 650
Albumin	PHP 250	Globulin	PHP 150
Total Protein	PHP 250	Total PSA	PHP 700
CEA	PHP 700	AFP	PHP 700
CA 125	PHP 800	CA 153	PHP 800
CA 199	PHP 800	T3	PHP 500
T4	PHP 500	TsH	PHP 500
FT4	PHP 500	HBsAg Quanti	PHP 700
HBsAbQuanti	PHP 700	HBeAgQuanti	PHP 700
HBeAbQuanti IgG	PHP 700	HBeAbQuanti IgM	PHP 700
HBcAbQuanti	PHP 700	Anti-HAV IgG	PHP 1,000
Anti-HAV IgM	PHP 1,000	Anti-HCV	PHP 1,000
Hepa Panel Package	PHP 3,000	Syphilis	PHP 700
Beta HCG	PHP 700	Troph I (Qualitative)	PHP 700
Troph I (Quantitative)	PHP 1,200	CKMB	PHP 1,200
CRP	PHP 1,200	Alkaline Phosphatase	PHP 250
Troph T	PHP 700	Typhi Dot	PHP 700
H-Pylori	PHP 700	HbA1c	PHP 950
Blood Smear for Malarial Parasites	PHP 100		
Blood Extraction for Sent-out Specimens	PHP 50		
Clotting Time & Bleeding Time	PHP 200		
Erythrocyte Sedimentation	PHP 100		



3. Cashier

The Cashier is responsible for making prompt and accurate billing of patients ensuring smooth operation of the hospital and collection of payment for various hospital payments.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Patients and walk in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Laboratory		
Prescription		Pharmacy		
Hospital Bills		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form to Room 24 (Cashier)	1. Receives form/ other charge slip and ask client's classification	None	2 Minutes	<i>Collecting officer</i>
	1.1 Clients/ Surgical ask for PhilHealth Clerk (PHIC) documents verified by PHIC Clerk		3 Minutes	<i>Social Services Personnel</i>
2. For senior citizens, present a valid identifications card	FOR NON-PHILHEALTH MEMBERS		5 Minutes	<i>Laboratory Radiologist</i>
	2. Senior citizens, PWD client, ask for identification card to avail discounts		10 Minutes	
3. Proceed to laboratory, radiology for pricing and at the same time determining if reagents are available	3. Let clients go to laboratory, radiology for pricing and at the same time determining if reagents are		25 Minutes	<i>OPD Nurses/Doctors</i>



	<p>available</p> <p>3.1 Out Patient Department</p> <p>3.2 Emergency Room</p> <p>3.3 Health information management section</p>			<p><i>Health information Management Section</i></p>
4. Submit Prescription	<p>FOR NON-PHILHEALTH MEMBERS</p> <p>4. Refer to Pharmacy for availability & price of medicine/ Supplies then</p> <p>4.1 Proceed to Social Service Office for classification/discount purposes, back to cash section</p>		<p>2 Minutes</p> <p>3 Minutes</p>	<p><i>Pharmacist on Duty</i></p> <p><i>Social Services officer</i></p>
5. Submit Hospital bills	<p>PHILHEALTH MEMBERS</p> <p>5. Ask for PHIC Clearance</p> <p>NON-PHILHEALTH MEMBERS</p> <p>5.1 Proceed to social Service officer</p> <p>5.2 For</p>		<p>2 Minutes</p> <p>5 Minutes</p>	<p><i>Social Service officer</i></p> <p><i>Social Service officer</i></p>



	classification/ discount purposes		3 Minutes	<i>Social Service officer</i>
6. Issuance of Official Receipt	6. After completing the necessary procedure/ billing then issue an official Receipts	None	2 Minutes	<i>Collecting officer</i>
7. Discharge	7. Ask clients for PHIC clearance	None	2 Minutes	<i>Hospital Staff</i>
TOTAL:			1 Hour, 4 Minutes	

4. Diagnostic Imaging Department

4.1 CT-Scan Examination

CT-Scan Examination is a special examination using x-rays and special computers to produce cross-sectional images of the body, giving detailed information for diagnosis.

Office or Division:	Diagnostic Imaging Department (Radiology)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Admitted Clients with Doctor's Order for X-Ray Procedures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Request		Radiologic Technician		
Official Receipt		Imaging Clerk/Rad Tech		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's order/request at the X-ray counter	1. Check for completeness of patient's demographic data, case number, clinical history and desired examination. Ask for any lacking information	None	3 Minutes	<i>Imaging clerk. Radiologic Technologist</i>
2. Cashier for payment and back to X-ray counter with official receipt	2. Receive CT scan request and official receipt, record data in the logbook then	Refer to approved schedule of fees in table	3 Minutes	<i>Imaging clerk. Radiologic Technologist</i>



	direct patient to the waiting area to called for her examination	2		
3.Wait at the waiting area	3.Encode patient's data, prepare examination room	None	2 Minutes	<i>Radiologic Technologist</i>
4. Follow the instruction given by the Radiologic Technologist	4. Call and direct patient to CT scan room and perform the examination	None	5 Minutes	<i>Sonologist/ Radiologist</i>
5. Back to the waiting area	5. Generate X-ray image/s and review if images are satisfactory for diagnostic purposes	None	3 Minutes	<i>Radiologist</i>
6. Listen to instruction for claiming of CT scan result	6. FOR Out-Patient Department (OPD): claim result in 2-3 days 6.1 FOR ADMITTED: Result endorse toward in 2-3 days	None	2 Minutes	<i>Radiologic technologist</i>
TOTAL:			18 Minutes	



Table 2:

Approved Schedule of Fees for CT-scan Examination

Cranial Plain	PHP 4,750	Cranial with contrast	PHP 5,750
Paranasal Sinuses (Plain)	PHP 5,750	Paranasal Sinuses with Contrast	PHP 6,750
Neck (plain)	PHP 6,750	Neck with contrast	PHP 7,750
Nasopharynx (Plain)	PHP 6,750	Nasopharynx with contrast	PHP 7,750
Temporal bone	PHP 7,750	Orbits	PHP 7,750
Chest Plain	PHP 5,750	Chest with contrast	PHP 6,750
Whole abdomen (plain)	PHP 8,750	Whole abdomen with contrast	PHP 9,750
Upper Abdomen (plain)	PHP 6,750	Lower abdomen (plain)	PHP 6,750
Extremities	PHP 5,700	Thoracic	PHP 6,750
Lumbar Spine	PHP 6,750		
Upper/lower abdomen (contrast)	PHP 7,750		
Pelvis/kidney/ adrenal (plain)	PHP 6,750		
Pelvis/Kidney adrenal (contrast)	PHP 7,750		
Cervical/lumbar/Coccyx	PHP 6,750		



4.2 Emergency Room for Clients' X-Ray

X-rays are a form of electromagnetic radiation that can penetrate or pass through the human body and produce shadow-like images of bones and some organs. The images can reveal signs of disease and injury.

Office or Division:	Diagnostic Imaging Department (Radiology)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Admitted Clients with Doctor's Order for X-Ray Procedures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Request		Radiologic Technician		
Official Receipt		Imaging Clerk/Rad Tech		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's order/Request at the x-Ray counter	1. Check for completeness of patients' demographic data, case number, clinical history and desired examination. Ask for any lacking basic information. Record data	None	2 Minutes	<i>Imaging clerk/ radiologic technologist</i>
2. At the waiting area	2. Encode patient's data in the computed radiography machine,; prepare cassette and exposure factors	None	2 Minutes	<i>Radiologic technologist</i>
3. Follow instruction given by the radiologic technologist	3. Call and direct patient to the X-ray room and perform the examination: For examination with 1 exposure For examination with	None	15 Minutes	<i>Radiologic technologist</i>



	more than 2 exposures			
4. Proceed the examination room	4. Generate X-ray image/s and review if images are satisfactory for diagnostic purposes	None	3 Minutes	<i>Radiologic technologist</i>
5. Back to Emergency room	5. Released printed images	None	2 Minutes	<i>Imaging clerk/ Radiologic Technologist</i>
TOTAL:			24 Minutes	

4.3 Ultrasound Examination

Ultrasound Examination is an imaging test that uses sound waves to create a picture (also known as a sonogram) of organs, tissues and other structures inside the body in motion, such as a heart beating or blood flowing through blood vessels.

Office or Division:	Diagnostic Imaging Department (Radiology)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Admitted Clients with Doctor's Order for X-Ray Procedures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Request		Radiologic Technician		
Official Receipt		Imaging Clerk/Rad Tech		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's order/request at the x-ray counter	1. Check for completeness of patient's demographic data. Give detail instruction as to schedule patient preparation and payment	None	3 Minutes	<i>Imaging clerk. Radiologic Technologist</i>
2. For PhilHealth Clerk (PHIC) client: present hospital issued PHIC card	2. Receive x-ray request with classification and OR/; record data in the logbook the	Refer to approved schedule of fees in Table 3	1 Hour	<i>Imaging clerk. Radiologic Technologist</i>



2.1 For NON-PHIC client: go to room 27 for classification, then cashier for payment and back to X-ray counter with O>R or social service classification	direct patient to the waiting area to be called for her examination			
3. Wait at the waiting area	3. Call and direct patient to ultrasound room	None	1 Minute	<i>Radiologic Technologist</i>
4. Follow instruction given by the sinologist/radiologist	4. Perform the requested ultrasound procedure	None	7 Minutes	<i>Sonologist/ Radiologist</i>
5. Back to waiting area	5. Prepare ultrasound result	None	3 Minutes	<i>Sonologist/ Radiologist</i>
6. Receive Ultrasound result	6. Release ultrasound result	None	1 Minutes	<i>Radiologic technologist</i>
TOTAL:			1 Hour, 15 Minutes	



Table 3:

Approved Schedule of Fees for Ultrasound Examination

Whole Abdomen	PHP 600	Prostate/Kidney/Bladder	PHP 550
Whole Abdomen with prostate	PHP 800	KUB/Prostate	PHP 500
Whole Abdomen with Pelvis	PHP 600	Pelvis (OB)	PHP 400
Liver, Kidneys, Pelvis	PHP 600	Scrotum/Tester	PHP 700
HBT/Pancreas/Spleen	PHP 600	Inguinal Area, Scrotum, Testes	PHP 700
HBT/Pancreas	PHP 500	Both Inguinal Area	PHP 1,400
Pancreas	PHP 500	Inguinal Area (Right or Left)	PHP 700
Spleen	PHP 500	Both Hemithorax	PHP 1,100
HBT	PHP 500	Hemithorax (Right or Left)	PHP 550
Upper Abdomen/Mass	PHP 500	Thyroid/Breast	PHP 650
Upper Abdomen/HBT	PHP 500	Liver, Kidney, Pelvis	PHP 550
Lower Abdomen	PHP 550	Pelvis, Uterus	PHP 500
KUB	PHP 500	Thorax, Chest	PHP 550
TVS	PHP 500	Testes, Scrotum	PHP 550
Kidneys, Bladder, Prostate	PHP 550		



4.4 X-Ray Examination (Out-Patient)

X-rays are a form of electromagnetic radiation that can penetrate or pass through the human body and produce shadow-like images of bones and some organs. The images can reveal signs of disease and injury.

Office or Division:	Diagnostic Imaging Department (Radiology)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Clean Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Request		Radiologic Technician		
Official Receipt		Imaging Clerk/Rad Tech		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's order/Request at the x-Ray counter	1. Check for completeness of patients' demographic data, case number, clinical history and desired examination. Ask for any lacking basic information	None	2 Minutes	<i>Imaging clerk/ radiologic technologist</i>
2. PHIC CLIENT: Present hospital issued PHIC card NON-PHIC CLIENT: Go to room 27 for classification, the cashier for payment and back to X-ray counter with O.R or Social Service Classification	2. Receive X-ray request with classification and/ O.R; record data in the logbook then direct patient to the waiting area to be called for his examination	Refer to approved schedule of fees in table 4	3 Minutes	<i>Imaging clerk/ radiologic technologist</i>
3. Wait for personal data to be encoded	3. Encode patient's data in the computed radiography machine,; prepare cassette and exposure factors	None	2 Minutes	<i>radiologic technologist</i>



4. Follow instruction given by the radiologic technologist	4. Call and direct patient to the X-ray room and perform the examination: For examination with 1 exposure For examination with more than 2 exposures	None	15 Minutes	<i>radiologic technologist</i>
5. Back to the waiting area	5. Generate X-ray image/s and review if images are satisfactory for diagnostic purposes	None	3 Minutes	<i>radiologic technologist</i>
6. Listen to instruction for release	6. OPD: inform to claim result in 2-3 days ADMITTED: inform that result will be endorsed to ward in 2-3 days	None	5 Minutes	<i>radiologic technologist</i>
TOTAL:			30 Minutes	



Table 4:

Approved Schedule of Fees for X-ray Examination

Abdomen AP	PHP 225	Abdomen Supine	PHP 225
Abdomen Lateral	PHP 225	Abdomen Upright	PHP 225
Abdomen Upright/Supine	PHP 395	Thigh/Femur AP/L	PHP 265
Leg AP/L	PHP 265	Knee AP/L	PHP 165
Foot AP/L	PHP 165	Foot AP/LO	PHP 200
Ankle AP/L	PHP 165	Shoulder AP	PHP 165
Both Shoulder AP	PHP 330	Clavicle AP	PHP 165
Humerus AP/L	PHP 265	Elbow AP/L	PHP 165
Forearm AP/L	PHP 225	Arm AP/L	PHP 265
Wrist AP/L	PHP 165	Hand AP/L	PHP 165
Chest PA (Adult)	PHP 150	Chest PA/L (Adult)	PHP 300
Chest Lateral (Adult)	PHP 150	Chest AP (Pedia)	PHP 130
Chest AP/Lateral (Pedia)	PHP 130	Chest Lateral (Pedia)	PHP 130
Chest Lateral Decubitus	PHP 150	Skull AP/L	PHP 285
Skull AP	PHP 150	Skull Lateral	PHP 150
Skull Waters	PHP 150	Skull Towne's	PHP 150
Skull Cadwell's	PHP 150	Mastoid Series	PHP 360
Paranasal Sinuses	PHP 285	Mandibular Views	PHP 360
Nasal Bones (AP/L)	PHP 195	Cervical Spine AP/L/O	PHP 425
Cervical AP	PHP 150	Lumbosacral Spine AP/L	PHP 450
Lumbosacral Spine AP	PHP 225	Thoracolumbar Spine APL	PHP 485
Thoracolumbar Spine AP	PHP 225	Thoracic Spine Lateral	PHP 225
Pelvis AP	PHP 225	Pelvis AP/L	PHP 350
KUB	PHP 225	Chest Apico-Lordotic View (ALV)	PHP 150
Skull Series (AP, LAT, Towne's)	PHP 360	Cervico-Thoracic Spine AP/L	PHP 485
Lumbosacral Spine Lateral	PHP 225	Thoracic Bony Cage (TBC) AP	PHP 225
Thoracolumbar Spine Lateral	PHP 225	Thoracic Bony Cage (TBC) AP/L	PHP 450



5. Health Information Management Section (HIMS)

5.1 Release of Death Certificate

Death certificates serve as proof of an official death for legal purposes. They are also used by the government to track vital statistics on the population.

Office or Division:	Health Information Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Next kin of the Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/ 2 Valid IDs		HIMS		
Marriage Contract (If married)		HIMS		
2 Valid IDs of Claimant		HIMS		
Special Power of Attorney if the claimant is not the next kin		HIMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Death Data Form	1. Instruct to fill up the form and pay at cashier	None	3 Minutes	<i>Records Clerk</i>
2. Submit fully accomplished form with receipt from cashier and other required documents	2. Receive and receipt. Interview client and double check the form. Check the submitted required documents. Instruct client to wait for death Certificate.	None	10 Minutes	<i>Records Clerk</i>
3. Wait for the death certificate	3. Retrieve patient chart. After retrieving, encode and print the death certificate. 3.1 Let the doctor on duty sign the death certificate	None	3 Minutes	<i>Records Clerk</i>
4. Double Check the Death Certificate	4. Let the Client double check the death certificate	None	1 Minutes	<i>Records Clerk</i>



5. Sign the death Certificate and logbook	5. Log the certificate logbook and let the client sign the logbook	None	2 Minutes	<i>Records Clerk</i>
TOTAL:			19 Minutes	

6. Human Immunodeficiency Virus (HIV) Testing

HIV Testing is a test to check for human immunodeficiency virus (HIV) infection. HIV is the virus that causes acquired immunodeficiency syndrome (AIDS).

Office or Division:	HIV/ Aids Team (HACT)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	1. Out-Patient 2. Walk-In Patient and Referred patient from other hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Annex 1-A HTS Counseling Form		HIV Trained Counselor		
Personal Information Sheet		HIV Trained Counselor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take the Pre-Test Counseling	1. Confidentiality and privacy offered to the client 1.1 Basic information about HIV 1.2 Basic information about the test and result provision procedure	None	30 Minutes	<i>HIV trained counselor</i>
2. Submit informed Consent	2. He/she was given information about HIV, HIV testing process and was given the opportunity to ask questions.	None	5 Minutes	<i>HIV trained counselor</i>
3. HIV testing	3. He/she will be accompanied and endorsed by the trained counselor to	None	2 Hours	<i>HIV trained counselor</i>



	the laboratory for testing			
4. Post-Test Counseling	4. For NON-REACTIVE/NEGATIVE screening:	None	30 Minutes	<i>HIV trained counsellor</i>
	4.1 Discuss latest or ongoing significant risk.		5 Minutes	<i>HIV trained counsellor</i>
	4.2 Risk reduction planning.		15 Minutes	<i>HIV trained counsellor</i>
	4.3 Introduce the importance of condom and lubricants. Referral for continuous support, STI & HIV prevention services.		5 Minutes	<i>HIV trained counsellor</i>
	For Reactive Screening:		15 Minutes	<i>HIV trained counsellor</i>
	4.4 Risk Reduction planning STI, Hep B, HIV prevention messages condoms and lubricants.		3 Minutes	<i>HIV trained counsellor</i>
	4.5 Referral to treatment hub for early assessment.		8 Minutes	<i>HIV trained counsellor</i>
4.6 For HIV positive: Assessment for risk for suicide/self-harm /violence to others.				
4.7 Immediate support client risk reduction planning			15 Minutes	<i>HIV trained counsellor</i>



	STI, HEP b, HIV prevention messages condoms and lubricants ART initiation, OI management disclosure to partners(children for HIV testing)			
TOTAL:			4 hours, 11 Minutes	

7. Laboratories

7.1 Clinical Laboratory (In-Patient)

This service provides tests which are carried on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention of disease.

Office or Division:	Laboratories			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Clinical Laboratory Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	None	1 Minute	Clerk/laboratory Aide
2. Provide complete data such as address, name, age, and purpose of request	2. Checking of completeness data of prerecording of laboratory request	None	3 Minutes	Clerk/laboratory Aide
3. Wait for the schedule of laboratory test	3. Submission of specimen to laboratory 3.1 Recording and ledgering 3.2 Schedule the laboratory test	None	3 Minutes	Clerk/laboratory Aide



4.Go to laboratory on the scheduled date and time	4. Inspect specimen for quality and quantity of specimen	None	6 Hours and 10 Minutes	Laboratory aide
	4.1 Examination of specimen and recording		1 Hour	Med.Tech on duty
	4.2 Submission of request for extraction		2 Minutes	Laboratory aide
	4.3 Extraction of blood		3 Minutes	Phlebotomist/Medical Technologist
	4.4 Endorsement of specimen to different section concerned		5 Minutes	Clerk/laboratory Aide
	4.5 Examination of specimen		1 Hour	Phlebotomist/Medical Technologist
	4.6 Recording of results		2 Minutes	Phlebotomist/Medical Technologist
	4.7 Releasing of result to ward		2 Minutes	Phlebotomist/Medical Technologist
TOTAL:			1 Day	

7.2 Clinical Laboratory (Out-Patient)

This service provides tests which are carried on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention of disease.

Office or Division:	Laboratories			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-patients, In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Clinical Laboratory Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Make a laboratory request	1. Present the laboratory request or inquiry of specimen to Laboratory staff/Clerk	None	2 Minutes	<i>Laboratory clerk/Aide</i>
2. Provide complete data such as address, name, age, and purpose of request	2. Check Request for completeness of Data	None	1 Minute	<i>Laboratory clerk/Aide</i>
3. Wait for the schedule of laboratory test	3. Inspect for specimen for quality and quantity	None	3 Minutes	<i>Laboratory clerk/Aide</i>
	3.1 Laboratory request with price from room 27		2 Minutes	<i>Laboratory clerk/Aide</i>
	3.2 Record data transaction ledger		2 Minutes	<i>Laboratory clerk/Aide</i>
4. Go to laboratory on the scheduled date and time	4. Extract blood for examination	None	10 Minutes	<i>Med.Tech on Duty / Phlebotomist</i>
	4.1 Endorse all specimen to concerned section		15 Minutes	<i>Med.Tech duty/ Laboratory Aide</i>
	4.2 Examination of Specimen and recording of result to Logbooks; making of results		5 Hours	<i>Medical Technologist</i>
	4.3 Releasing of results to OPD		1:00pm	<i>Clerk/ Laboratory Aide</i>
TOTAL:			5 Hours, 35 Minutes	



8. MALASAKIT Department

8.1 Facilitation of Medical Assistant Program (MAP)

This service includes hospital billing, laboratory fee, medicine, ultrasound, CT scan, Chemo Therapy, dialysis treatment, linkages to partner agencies such as private hospitals and pharmacies and dialysis.

Office or Division	MALASAKIT			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Walk In-Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form from POC		Room 27 (MALASAKIT Building)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Malasakit Center at room 27	1. Receive the request form from Patient of Care (POC) indicating reason for referral to Social Service Assistance.	None	5 Minutes	<i>Medical Social Worker</i>
	1.1 Conduct a brief assessment to determine patient's eligibility.		15 Minutes	<i>Medical Social Worker</i>
	1.2 Issue Medical Assistance (MA) form and the list of requirements to relative/watcher.		5 Minutes	<i>Medical Social Worker</i>
	1.3 Refer the patient watcher to liaison officers' office for additional medical assistance and instruct to return to Medical Social Worker for loading.		10 Minutes	<i>Medical Social Worker</i>
	1.4 Receive and		20 Minutes	<i>Medical Social Worker</i>



	load to Hospital Operation Information System the Medical assistance given by the liaison Officers and provide sponsored card to the relative/watcher. Instruct the relative/watcher to proceed to the cost centers.			
TOTAL:			55 Minutes	

8.2 Medical Assistance (In-Patient)

This service includes hospital billing, laboratory fee, medicine, ultrasound, CT scan, Chemo Therapy, dialysis treatment, linkages to partner agencies such as private hospitals and pharmacies and dialysis.

Office or Division	MALASAKIT			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Walk in In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Room 27(MALASAKIT Building)		
Prescription		Room 27		
Laboratory and diagnostic Request of the patient		Room 27		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Malasakit Center at room 27	1. Orients patient/relative about the classification system, available social services and the scope and limitations of hospital assistance.	None	10 Minutes	<i>Medical Social Worker</i>
	1.1 Conducts socioeconomic evaluation to		30 Minutes	<i>Medical Social Worker</i>



	<p>determine patient's classification and psychosocial assessment for other related concerns using the Medical Social Service (MSS) Assessment tool (MED-QF-MSS-015).</p> <p>1.2 For patient with no watcher and is unconscious, MSW gets available data/information on the patient's chart, referring party and physical characteristics of the patients.</p> <p>1.3 Facilitates and endorses provision of needed procedures and treatment.</p> <p>1.4 Indicates the classification of patient in the patient's identification card.</p> <p>1.5 Endorses all classified patients to ward MSW for continuing case management such as: family therapy, ward visitation, home visitation as need arises; for quality patient care</p>		<p>5 Minutes</p> <p>20 Minutes</p> <p>5 Minutes</p> <p>20 Minutes</p>	<p><i>Medical Social Worker</i></p> <p><i>Medical Social Worker</i></p> <p><i>Medical Social Worker</i></p> <p><i>Medical Social Worker</i></p>
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	and help in the restoration of social functioning			
TOTAL:			1 Hour, 30 Minutes	

8.3 Medical Assistance (Out-Patient)

This service includes hospital billing, laboratory fee, medicine, ultrasound, CT scan, Chemo Therapy, dialysis treatment, linkages to partner agencies such as private hospitals and pharmacies and dialysis.

Office or Division:	MALASAKIT			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Walk in Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Room 27 (MALASAKIT Building)		
Prescription		Room 27		
Laboratory and diagnostic Request of the patient		Room 27		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Malasakit Center at room 27	1. Receives referral, prescription, laboratory and diagnostic request of the patient.	None	5 Minutes	<i>Medical Social Worker</i>
	1.1 Orients patient/ relative about the classification system		10 Minutes	<i>Medical Social Worker</i>
	1.2 Conducts socioeconomic evaluation to determine patient's classification and psychosocial assessment for other related concerns using the Medical Social Service (MSS) Assessment tool.		15 Minutes	<i>Medical Social Worker</i>



	1.3 Indicates the classification of patient in the patient's identification card.		5 Minutes	<i>Medical Social Worker</i>
	1.4 Conducts continuing case management through provision of socioeconomic and psychosocial intervention.		5 Minutes	<i>Medical Social Worker</i>
	1.5 Issues Medical Abstract (MA) form to the patient/watcher.		2 Hours	<i>Admin Assistant/ Encoder</i>
	1.6 Instructs properly the patient/watcher to return to the concern clinic for detailed information.		5 Minutes	<i>Medical Social Worker</i>
	1.7 For elective or non-emergency cases, MSW conducts psychosocial assessment, counselling to address patient/family's fear and anxieties.		30 Minutes (Elective)	<i>Medical Social Worker</i>
	1.8 Orients the patient/relatives on the policies of the hospital, possible financial cost of admission and length of hospitalization		9 Minutes	<i>Medical Social Worker</i>
	1.9 Identifies possible resources,			<i>Medical Social</i>



	entitlements and benefits.		5 Minutes	<i>Worker</i>
	1.10 Advises the patient/relatives to prepare requirements and the means to avail the identified resources, entitlements and benefits.		5 Minutes	<i>Medical Social Worker</i>
TOTAL:			3 Hours, 34 Minutes	

8.4 Medical Assistance (Private In-Patient)

This service includes hospital billing, laboratory fee, medicine, ultrasound, CT scan, Chemo Therapy, dialysis treatment, linkages to partner agencies such as private hospitals and pharmacies and dialysis.

Office or Division	MALASAKIT			
Classification	SIMPLE			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Private In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form from Patients of Care(POC)		Room 27 (MALASAKIT Building)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Malasakit Center at room 27	1. Receives the referral form from Patients of Care personnel (POC) indicating reason for referral to Social Service.	None	5 Minutes	<i>Medical Social Worker</i>
	1.1 Coordinates with POC to verify urgency of the procedure.		5 Minutes	<i>Medical Social Worker</i>
	1.2 Conducts initial assessment to		20 Minutes	<i>Medical Social Worker</i>



	<p>determine patient's eligibility, issues list of requirements to relative.</p> <p>1.3 Submit initial recommendation to the POC pending to Social Service requirements.</p> <p>1.4 Conducts ward rounds, coordinate with the nursing staff, and log on the progress notes.</p> <p>1.5 Instruct the patient/watcher properly to complete all requirements and submit to MSS.</p> <p>1.6 Conducts final assessment/psycho social assessment upon completion of Social Service requirements and classifies patient from pay to service; family member then pay the private bills and professional fees. MSW submits a written recommendation to POC and ward clerk for proper billing as service</p>		<p>10 Minutes</p> <p>30 Minutes</p> <p>20 Minutes</p> <p>20 Minutes</p>	<p><i>Medical Social Worker</i></p> <p><i>Medical Social Worker</i></p> <p><i>Medical Social Worker</i></p> <p><i>Medical Social Worker</i></p>
TOTAL:			1 Hour, 50 Minutes	

9. Out-Patient Department (OPD)



9.1 Animal Bite

Anti-Rabies injections or vaccines are for people who have been bitten by a rabies-infected animal or who have been exposed to rabies in any other way. Rabies is mostly a disease of animals. When humans are bitten or scratched by infected animals, they contract rabies.

Office or Division:	Out-Patient Department(OPD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form	OPD triage			
Stub	Cashier			
Official Receipt	OPD Information			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Referral Form	1 Receive the form 1.1 Screening and interview of clients 1.2 Give stub for payments	None	5 Minutes	<i>PHO Staff</i>
2. Proceed and Show the Stub to Cashier	2. Issue Official Receipt	Php 50	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>
4. Proceed to OPD Information when your priority number is called	4 Conduct interview 4.1 Listing/Recording of Personal Information of Clients 4.2 Make Patients' OPD chart	None	5 Minutes	<i>Clerk</i>
5. If you are called, proceed to	5. Take vital signs 5.1 interview the client/ Consultation	None	40 Minutes	<i>Doctor</i>



	5.2 if necessary, give prescription			
TOTAL:		PHP 50	1 Hour	

9.2 Dental Services

Dental Services included consultation which the dentist will discuss your oral and overall health; tooth extraction which the dentist would remove the teeth from the dental alveolus in the alveolar bone.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OPD Triage		
Stub		Cashier		
Official Receipt		OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Form	1 Receive the form 1.1 Screening and interview of clients 1.2 Give stub for payments	None	5 Minutes	<i>PHO Staff</i>
2. Proceed and Show the Stub to Cashier	2. Issue Official Receipt	Tooth Extraction: PHP 150/ per tooth General Consultation: PHP 50.00	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>
4. Proceed to OPD Information when your priority number is called	4. Conduct interview 4.1 Listing/Recording of Personal Information of Clients	None	5 Minutes	<i>Clerk</i>



	4.2 Make Patients' OPD chart			
5. If you are called, proceed to	5. Take vital signs 5.1 Perform Services	None	30 Minutes	<i>Dentist</i>
TOTAL:		PHP 200	50 Minutes	

9.3 Medicine

Medicine included Pre/Post- Operative Consultation, General Consultation, internal medicine Consultation. Prescribe the maintenance or improvement of health via prevention, diagnosis cure of disease, injury and mental impairments in people.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OPD triage		
Stub		Cashier		
Official Receipt		OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Form	1 Receive the form 1.1 Screening and interview of clients 1.2 Give stub for payments	None	5 Minutes	<i>PHO Staff</i>
2. Proceed and Show the Stub to Cashier	2. Issue Official Receipt	PHP 50	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>
4. Proceed to OPD Information when your priority number is called	4 Conduct interview 4.1 Listing/Recording of Personal	None	5 Minutes	<i>Clerk</i>



	Information of Clients 4.2 Make Patients' OPD chart			
5. If you are called, proceed to Doctor's Office	5. Take vital signs 5.1 interview the client/ Consultation 5.2 if necessary, give prescription	None	40 Minutes	<i>Doctor</i>
TOTAL:		PHP 50	1 Hour	



9.4 Ob-Gyne Services

Ob-Gyne Services included Pre-Natal Services, Family Planning and General Consultation to Non-Pregnant or Pregnant. It is service that deals with the health of female reproductive system.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Pregnant, Non-Pregnant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OPD triage		
Stub		Cashier		
Official Receipt		OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Form	1 Receive the form	None	5 Minutes	<i>PHO Staff</i>
	1.1 Screening and interview of clients		2 Minutes	
	1.2 Give stub for payments		1 Minutes	
2. Proceed and Show the Stub to Cashier	2. Issue Official Receipt	PHP 50	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>
4. Proceed to OPD Information when your priority number is called	4 Conduct interview	None	5 Minutes	<i>Clerk</i>
	4.1 Listing/Recording of Personal Information of Clients		15 Minutes	
	4.2 Make Patients' OPD chart		10 Minutes	
5. If you are called, proceed to OB-Gyne	5. Take vital signs	None	30 Minutes	<i>Doctor</i>
	5.1 Perform Services		Depends on the complexity of the client's	
	5.2			



	Checkup/Consultation 5.3 Give Prescription if needed		condition	
TOTAL:		PHP 50	Depends on the complexity of the client's condition	

9.5 Ophthalmology Services

Ophthalmology Services included Cataract surgery, Trauma Surgery and Pterygium Surgery. This service deals with the diagnosis and treatment of diseases and disorders of the eye.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OPD triage		
Stub		Cashier		
Official Receipt		OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Form	1 Receive the form	None	5 Minutes	<i>PHO Staff</i>
	1.1 Screening and interview of clients		5 Minutes	
	1.2 Give stub for payments		3 Minutes	
2. Proceed and Show the Stub to Cashier	2 Issue Official Receipt	PHP 50	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>
4. Proceed to OPD Information when your priority number is called	4 Conduct interview	None	5 Minutes	<i>Clerk</i>
	4.1 Listing/Recording of Personal		10 Minutes	



	Information of Clients			
	4.2 Make Patients' OPD chart		5 Minutes	
5. Wait and proceed when your name is called	5. Conduct interview	None	5 Minutes	<i>Doctor/ Nurse Staff</i>
	5.1 Take vital Signs		3 Minutes	<i>Doctor/ Nurse Staff</i>
	5.2 Checkup/ Consultation		10 Minutes	<i>Doctor/ Nurse Staff</i>
	If Surgery is needed;		15 Minutes	<i>Doctor/ Nurse Staff</i>
	5.3 Briefing of amount to be prepared (for medicines that can be bought outside the hospital)			
	5.4 inform the clients for clearances that are needed.		3 Minutes	<i>Doctor/ Nurse Staff</i>
	5.5 If cleared, perform surgery.		Depending on the complexity	<i>Doctor</i>
5.6 give schedule for follow up instruction			3 Minutes	<i>Doctor/ Nurse Staff</i>
TOTAL:		PHP 50	Depending on the complexity	



9.6 Pediatrics

This service deals with the health and medical care of infants and children. Pediatric Services included General Consultation.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OPD triage		
Stub		Cashier		
Official Receipt		OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Form	1 Receive the form 1.1 Screening and interview of clients 1.2 Give stub for payments	None	5 Minutes	<i>PHO Staff</i>
2. Proceed and Show the Stub to Cashier	2. Issue Official Receipt	PHP 50	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>
4. Proceed to OPD Information when your priority number is called	4 Conduct interview 4.1 Listing/Recording of Personal Information of Clients 4.2 Make Patients' OPD chart	None	5 Minutes	<i>Clerk</i>
5. If you are called, proceed to Pediatrics	5. Take vital signs 5.1 interview the client/ Consultation 5.2 if necessary,	None	40 Minutes	<i>Doctor</i>



	give prescription			
TOTAL:		PHP 50	50 Minutes	

9.7 Removal of Suture (Private to Public)

Removal of Suture Services included: From Minor Surgery.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OPD triage		
Stub		Cashier		
Official Receipt		OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Form	1 Receive the form 1.1 Screening and interview of clients 1.2 Give stub for payments	None	5 Minutes	<i>PHO Staff</i>
2. Proceed and Show the Stub to Cashier	2. Issue Official Receipt	PHP 50	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>
4. Proceed to OPD Information when your priority number is called	4. Conduct interview 4.1 Listing/Recording of Personal Information of Clients 4.2 Make Patients' OPD chart	None	5 Minutes	<i>Clerk</i>
5. If you are called, proceed to	5. Check up 5.1 Perform Services	None	30Minutes	<i>Doctor</i>



	5.2 Give instruction on how to dress the wounds			
TOTAL:		PHP 50	1 Hour	

9.8 Removal of Suture

Sutures are tiny threads, wire, or other material used to sew body tissue and skin together. They may be placed deep in the tissue and/or superficially to close a wound.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OPD triage		
Stub		Cashier		
Official Receipt		OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Form	1. Receive the form 1.1 Screening and interview of clients 1.2 Give stub for payments	None	5 Minutes	<i>PHO Staff</i>
2. Proceed and Show the Stub to Cashier	2. Issue Official Receipt	PHP 50	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>
4. Proceed to OPD Information when your priority number is called	4 Conduct interview 4.1 Listing/Recording of Personal Information of Clients 4.2 Make Patients'	None	5 Minutes	<i>Clerk</i>



	OPD chart			
5. If you are called, proceed to	5.Perform Services 5.1 Give instruction on how to dress the wounds	None	30Minutes	<i>Doctor</i>
TOTAL:		PHP 50	50 Minutes	

9.9 Surgery

Surgery is a medical specialty that uses operative manual and instrumental techniques on a person to investigate or treat a pathological condition such as a disease or injury. The service included minor surgery.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OPD triage		
Stub		Cashier		
Official Receipt		OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Referral Form	1 Receive the form 1.1 Screening and interview of clients 1.2 Give stub for payments	None	5 Minutes	<i>PHO Staff</i>
2. Proceed and Show the Stub to Cashier	2. Issue Official Receipt	PHP 50	5 Minutes	<i>Collecting Officer</i>
3. Show the Official Receipt (OR) to OPD triage	3. Give priority number	None	5 Minutes	<i>PHO Staff</i>



4. Proceed to OPD Information when your priority number is called	4 Conduct interview 4.1 Listing/Recording of Personal Information of Clients 4.2 Make Patients' OPD chart	None	5 Minutes	Clerk
5. If you are called, proceed to	5. Take vital signs 5.1 interview the client 5.2 Perform Services 5.3 Give prescription 5.4 Schedule for removal of Suture	None	40 Minutes	Surgeon
TOTAL:		PHP 50	1 Hour	

10. Pharmacy

10.1 Pharmacy (In-Patient)

Provision of available needs of admitted paying patients. Pharmacists are healthcare professionals who specialize in the right way to use, store, preserve, and provide medicine.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	Admitted Patients, In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legible Prescription		Room 15 (PhilHealth)		
Admission Card based on PHIC membership		Room 15		
Official Receipt (Non-PhilHealth Member)		Room 15		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Proceed to Window of the hospital Pharmacy	1.Receives prescription and check the availability of medicines or supplies	Charge to PHIC benefits (Secure Meds outside hospital Pharmacy (for Non-PHIC Client)	2 Minutes	<i>Pharmacist/ Duly Authorized Prescriber</i>
2. Wait for the nurse on duty that will call the pharmacy thru intercom or facilitate the prescription to be filled for dispense and recorded to Patient's individual charge slip or ledger	2. Receives prescription through logbook or patients' individual charge slip 2.1 If not available in PNDF, look into the available stocks of medicines with similar therapeutic effects and refer to Prescriber. 2.2 If NON-PNDF, inform the patient/watcher about NON-PNDF policy		3 Minutes 10 Minutes 3 Minutes	<i>Pharmacist/ Duly Authorized Prescriber</i>
3.For Government-sponsored, indigent, lifetime, Senior Citizen client	3. Charge all the prescribed medicines/supplies to HOMIS. No Balance billing Policy applies (NBB)	Charge to PHIC benefits	10 Minutes	<i>Pharmacist on Duty</i>
4 For individually Paying (voluntary) self-employed, Unemployed. OFW Phic holder	4. Inform the patient/watcher on the policy on availment of health services		5 Minutes	<i>Pharmacist on Duty</i>
5.Receive medicine	5. Inform client the prepared medicines prescribed and	Charge to PHIC benefits	5 Minutes	<i>Pharmacist on Duty</i>



	dispensed will be recorded on their charge slip			
6.For patients with May Go Home Order	6. Forward a tentative billing for drugs, medicines and supplies charges of in-patients to billing section 6.1 For government sponsored, indigent, lifetime, Senior Citizens client	Charge to PHIC benefits/ With excess bills proceed to cash Section	10 Minutes	<i>Pharmacist on Duty</i>
TOTAL:			48 Minutes	

10.2 Pharmacy (Out-Patient)

Provision of available needs of admitted paying patient. Pharmacists are healthcare professionals who specialize in the right way to use, store, preserve, and provide medicine.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legible Prescription		Room 17for Cashier		
Government Employee ID, Person with Disability ID, Senior Citizens ID (Discount)		Room 17 forCashier Room 27 for Government Employee		
Official Receipt (Proof for payment)		Room 17 for Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the Prescription to the window of the hospital pharmacy	1.Receives prescription and ask the client's classification 1.1 Davao Del Sur Provincial/PHO employees follow the	Refer to approved schedule of fees	2 Minutes 20 Minutes	<i>Pharmacist on duty/ Assistant</i> <i>Provincial/PHO employees</i>



	<p>guidelines of employee medical services (as per E.O26 of 2009)</p> <p>1.2 For NON-PHIC patients, if senior citizens ask the SC ID and purchase booklet (for discount proceed to room 17</p> <p>1.3 For government employees and qualified dependents ask for government ID for discount proceed to Room 27</p> <p>1.4 For Person with disability (PWD) ask for their ID to avail discount proceed to room 27</p> <p>1.5 For PHIC patient/surgical-out, ask for PHIC documents verified by the PHIC clerk.</p> <p>1.6 Medicines prescribed and released will be recorded to their charge slip 1</p>		<p>5 Minutes</p> <p>10 Minutes</p> <p>3 Minutes</p> <p>3 Minutes</p> <p>5 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p>	<p><i>Pharmacist on duty/ Assistant</i></p> <p><i>Pharmacist on duty/ Assistant</i></p> <p><i>Pharmacist on duty/ Assistant</i></p> <p><i>Pharmacist on duty/ Assistant</i></p> <p><i>Pharmacist on duty/ Assistant</i></p> <p><i>Pharmacist on duty/ Assistant</i></p> <p><i>Pharmacist on duty/ Assistant</i></p>
2. Proceed to the window of Cash section to receive the Official Receipt	2. Issue and Official Receipt for all Client	Payments depends on the medicine bought	2 Minutes	<i>Collecting Officer</i>
3. Give the receipt to the pharmacist on duty/Pharmacy	3. Receives the official receipt and record the number		3 Minutes	<i>Patient/client Pharmacist on duty</i>



Assistant	3.1 Prepares and dispense the prescribed medicines and supplies		5 Minutes	Pharmacy Assistant
	3.2 Educate client/watcher on take home medications. Keep and file prescription		7 Minutes	
TOTAL:			1 Hour, 9 Minutes	

11. PhilHealth Section (Releasing of PHIC Clearance)

This service is responsible for the releasing PhilHealth clearance.

Office or Division:	PHILHEALTH Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Walk in Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Member Data Record (MDR)		PHIC Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Member Data Record	1. Encode and check the PBEF (PhilHealth Benefit Eligibility Form) of the member in the system. If yes: the patient is eligible to avail PhilHealth Benefits/ if no; Patient is required to provide lacking documents or referred to POS (point of Service for enrolment).	None	5 Minutes	<i>PHIC Clerk</i>



2. Requires/receive temporary card issued by Admitting Section	2. Check the submitted required documents the encode the name of the patient in the system,		10 Minutes	<i>PHIC Clerk</i>
TOTAL:			15 Minutes	

12. Social Service

The medical social worker shall assess the patient's eligibility and provide such patient with complete information of the type, form or character and degree or extent of welfare assistance that the patient may receive or benefit from various funding sources.

Office or Division:	Social Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Walk in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSS		ROOM 27		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Clinical Cover Sheet from Point of Service (POS) portal Section	1. Receive Clinical Cover Sheet (CCS) from the POS portal section 1.1 Ensure completeness of the information needed	None	5 Minutes	<i>MSS Staff (Medical Social Service)</i>



<p>2. Assessment, Classification and identification</p>	<p>2. Conduct evaluation using MSS Assessment tool.</p> <p>2.1 Classify the Patient according to hospital-Approved protocol based on) No/ 2015-0031 and indicates classification on the CCS</p> <p>2.2 For qualified PHIC-POS patients, MSS staff orients the watcher on the requirements needed and the process flow.</p> <p>2.3 Ensure completeness and accuracy of information needed in the MSS assessment Tool.</p> <p>2.4 Ensure to properly instruct the watcher on the importance of requirements needed.</p>	<p>None</p>	<p>10 Minutes</p> <p>5 Minutes</p> <p>7 Minutes</p> <p>15 Minutes</p> <p>5 Minutes</p>	<p><i>MSS Staff</i></p> <p><i>MSS Staff</i></p> <p><i>MSS Staff</i></p> <p><i>MSS Staff</i></p> <p><i>MSS Staff</i></p>
<p>3. Enrolment to POS</p>	<p>3. Orient the patient's watcher on hospital policies, available social services, scope and limitations of hospital's assistance and PHIC-POS membership and requirements needed</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>MSS Staff</i></p>



	<p>to comply.</p> <p>3.1 if completed within 72 hours, the MSW shall enrol the patient to PHIC ORE.</p> <p>3.2 if not completed, PHIC-POS will be cancelled</p> <p>3.3 ensure the completeness the submitted requirements within 72 hours upon admission</p>		<p>5 Minutes</p> <p>2 Minutes</p> <p>3 Minutes</p>	<p><i>MSS Staff</i></p> <p><i>MSS Staff</i></p> <p><i>MSS Staff</i></p>
4. Documentation of PHIC-POS	<p>4. Prepare the list of enrolled patients to PHIC-POS based on the submitted complete documents.</p> <p>4.1 Ensure Regular Documentation of patients for PHIC-POS for reporting purposes</p>	None	<p>10 Minutes</p> <p>15 Minutes</p>	<p><i>MSS staff</i></p> <p><i>MSS Staff</i></p>
5. Performance Evaluation	<p>5. File the received copy of the report.</p> <p>5.1 Ensure proper filing Report</p>	None	5 Minutes	<i>MSS Staff</i>
TOTAL:			1 Hour, 37 Minutes	



Gregorio Matas District Hospital

External Services



I. Mandate

Gregorio Matas Hospital is an infirmary hospital duly accredited by the Department of Health and PhilHealth. The Services rendered are Pedia, OB-GYNE, Medicine, and Minor Surgery. It caters to the municipality of Kiblawan and the neighboring barangays of Matanao, Hagonoy, Padada and Sulop.

II. Vision

Quality Health Services at affordable cost at all times.

III. Mission

Gregorio Matas District Hospital Commits to Promote Health and protect the well-being and deliver health care services to the constituents especially the less privileged.

IV. Service Pledge

We, the officials and employees of Gregorio Matas District Hospital do hereby pledge to serve our patients with efficiency, integrity and justice and uphold the vision and mission of the organization. Treat patients regardless of race, religion and gender; promote health, prevent illness, restore health and alleviate suffering, and deliver holistic quality care to our patients. We shall endeavor to provide the needs of our clients with compassion and competence.



1. Admission of Patients

Hospital admission means admitting a person to a hospital for appropriate care and treatment of an illness or injury.

Office or Division:	Admitting Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OPD Front desk.	1. Conduct interview to assess client's complaints.	None	30 Minutes	<i>Nursing Attendant/Nurse</i>
2. Wait at the OPD Room for the Medical Health Officer.	2. Assess Client's Vital signs.	None	5 Minutes	<i>Nursing Attendant/Nurse</i>
	2.1 Fill-out Client's Chart.		3 Minutes	
	2.2 Issue priority number		2 Minutes	
3. Submit Self for Physical Examination	3. Conduct Physical examination.	None	20 Minutes	<i>Medical Health Officer</i>
	3.1. Recommend blood test, X-ray, urinalysis and other laboratory exam.		3 Minutes	
4. Go to cashier and pay corresponding fees.	4. Issue Official Receipt (OR)	Depending on the condition of patient	2 Minutes	<i>Revenue Collection Officer</i>
5. Go to Laboratory/ X-Ray room and present OR and request form.	5. Receive OR and Conduct examination as requested by the Medical Health	None	1 Hour	<i>Medical Technologist/ Radiologic Technician.</i>



	Officer. 5.1 Submit the result to Medical Health Officer.			
6. Wait for the result at the OPD room.	6. Medical Health Officer will evaluate the result, then advise the patient for admission.	None	10 Minutes	<i>Medical Health Officer</i>
7. Proceed to treatment room for admission.	7. Assess patient's needs, medicines, therapies and treatments.	None	10 Minutes	<i>Nurse/Doctor/ Nursing Attendant</i>
TOTAL:		Depending on the condition of patient	2 Hours, 25 Minutes	

2. Ambulance Services

An ambulance is a vehicle specially equipped for taking sick or injured people to and from the hospital, especially in emergencies.

Office or Division:	Admitting Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Patient from ER or In-Patient who needs a Higher Level of Facility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral Form to Nurse on Duty	1. Receive the form	GMDH to Digos City	2 Minutes	<i>Nurse on Duty</i>
	1.1 Inform the ambulance driver	(PHP 500)	5 Minutes	<i>Nurse on Duty</i>
	1.2 Assist the patient to the ambulance and amounts of oxygen inhalation when necessary	GMDH to Davao City	10 Minutes	<i>Nurse on Duty</i>



	1.3 Deliver the patient to the referral hospital and let the receiving doctor sign the referral letter.	(PHP 1,000)	1 Hour	<i>Driver</i>
	1.4 Hand the signed referral letter to the Nurse on duty for file keeping upon return.		5 Minutes	<i>Nurse on Duty</i>
TOTAL:		Depends on the Category	1 Hour 22 Minutes	

3. Room Services

Hospital room is equipped to provide emergency care to persons requiring immediate medical treatment and has a significant impact on patient care and recovery outcomes.

Office or Division:	Admitting Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Patient from ER or In-Patient who needs a Higher Level of Facility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to triage area	1. Assess the Patient/Client	Room and Board Services	10 Minutes	<i>Nurse</i>
	1.1 Patient needing admission proceeds to the admitting unit.	(PHP 100)	5 Minutes	<i>Nurse</i>
	1.2 Resident doctor on duty writes the admission orders in the patient's chart.	Philhealth (PHP 300)	5 Minutes	<i>Resident Doctor</i>
	1.3 Starts medication and intravenous fluid therapy.		10 Minutes	<i>Nurse</i>



	1.4 Usher the Patient to the designated Ward or Room.		10 Minutes	Nurse
TOTAL:		Depends on the Category	40 Minutes	

4. Laboratories

4.1 Clinical Chemistry

This service is concerned with measurement of amounts of biologically important substances in body fluids.

Office or Division:	Laboratories			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Laboratory/ Clinical Chemistry Request to Laboratory	1. Receive the Laboratory Request.	None	2 Minutes	<i>Medical Technologist/ Radiologic Technician</i>
2. Proceed to the cashier for payment of corresponding fees.	2. Issue Official Receipt (OR)	Refer to the approved schedule of fees in table 1	2 Minutes	<i>Revenue Collection Officer</i>
3. Go back to Laboratory and subject self for Laboratory	3. Conduct Examination as requested. 3.1 Advise the client to claim result after 1 hour.	None	1 Hour	<i>Medical Technologist/ Radiologic Technician</i>
4. Go back to Laboratory and claim the result.	4. Release the result to the client.	None	2 Minutes	<i>Medical Technologist/ Radiologic Technician</i>



TOTAL:		1 Hour, 6 Minutes	
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Table 1:

Approved Schedule of Fees for Clinical Chemistry

Fasting blood Sugar	PHP150.00	Random Blood Sugar	PHP 150.00
Serum Creatinine	PHP 250.00	Cholesterol	PHP250.00
Triglycerides	PHP 300.00	High density Lipoproteins	PHP 250.00
Low Density Lipoproteins	PHP 250.00	Serum Uric Acid	PHP 250.00
Serum Glutamic Pyruvate Transaminase PHP 250.00		Serum Glutamic Oxalic Transaminase PHP 250.00	

4.2 Clinical Microscopy

Clinical Microscopy is the branch of laboratory medicine that deals with the physical, chemical and microscopic examination of urine, stool and other body fluids.

Office or Division:	Laboratories			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Laboratory/ Clinical Chemistry Request to Laboratory	1. Receive the Laboratory Request.	None	2 Minutes	<i>Medical Technologist/ Radiologic Technician</i>
2. Proceed to the cashier for payment of corresponding fees.	2. Issue Official Receipt (OR)	Fecalysis or Stool Examination- PHP-50 Urinalysis- PHP 50 Pregnancy Test-PHP50	2 Minutes	<i>Revenue Collection Officer</i>
3. Go back to Laboratory	3. Conduct	None	1 Hour	<i>Medical</i>



and subject self for Laboratory	Examination as requested. 3.1 Advise the client to claim result after 1 hour.			<i>Technologist/ Radiologic Technician</i>
4. Go back to Laboratory and claim the result.	4. Release the result to the client.	None	2 Minutes	<i>Medical Technologist/ Radiologic Technician</i>
TOTAL:		Depends on the Category	1 Hour, 6 Minutes	



4.3 Hematology

This service includes the treatment of blood disorders and malignancies and deals with prevention of blood-related disorders.

Office or Division:	Laboratories			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Laboratory/ Clinical Chemistry Request to Laboratory	1. Receive the Laboratory Request.	None	2 Minutes	Medical Technologist/ Radiologic Technician
2. Proceed to the cashier for payment of corresponding fees.	2. Issue Official Receipt (OR)	Complete Blood Count(CBC)/ Platelet PHP 200 Hemoglobin PHP 50 Hematocrit PHP100 Blood Typing PHP 100	2 Minutes	Revenue Collection Officer
3. Go back to Laboratory and subject self for Laboratory	3. Conduct Examination as requested. 3.1 Advise the client to claim result after 1 hour.	None	1 Hour	Medical Technologist/ Radiologic Technician
4. Go back to Laboratory and claim the result.	4. Release the result to the client.	None	2 Minutes	Medical Technologist/ Radiologic Technician
TOTAL:		PHP 450	1 Hour, 6 Minutes	





4.4 X-Ray

X-rays are a form of electromagnetic radiation that can penetrate or pass through the human body and produce shadow-like images of bones and some organs. The images can reveal signs of disease and injury.

Office or Division:	Laboratories			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Laboratory/X-Ray Request to Laboratory/X-Ray room	1. Receive the Laboratory/X-Ray Request.	None	2 Minutes	Medical Technologist/ Radiologic Technician
2. Proceed to the cashier for payment of corresponding fees.	2. Issue Official Receipt (OR)	Refer to the approved schedule of fees in table 2	2 Minutes	Revenue Collection Officer
3. Go back to Laboratory/X-Ray Room and subject self for Laboratory/X-Ray examination	3. Conduct Examination as requested. 3.2 Advise the client to claim result after 1 hour.	None	20 Minutes	Medical Technologist/ Radiologic Technician
4. Go back to Laboratory/X-Ray Room and claim the result.	4. Release the result to the client.	None	2 Minutes	Medical Technologist/ Radiologic Technician
TOTAL:			1 Hour, 6 Minutes	



Table 2:

Approved Schedule of Fees for X-ray

Skull Series	PHP 360	Skull AP/LP	PHP285
Skull AP	PHP 150	Skull Lateral	PHP150
Skull Towne's	PHP 150	Skull Water's	PHP150
Skull Cudwell's	PHP 150	MastoidSeries	PHP 360
Paranasal Sinuses	PHP 285	Nasal Bones AP/L	PHP195
Mandibular Views	PHP 360	Chest AP/Lateral (Adult)	PHP 255
Chest PA (Adult)	PHP 150	Chest Lateral (Adult)	PHP150
Chest Apicolordotic View (Adult)	PHP 150	ChestAP/Lateral (Pedia)	PHP210
Chest AP (Pedia)	PHP 130	Chest Lateral (Pedia)	PHP 130
Cervical Spine AP/L	PHP 290	Cervical AP/L/O	PHP 424
Cervical AP	PHP 150	Lumbosacral Spine AP/L	PHP 450
Lumbosacral Spine AP	PHP 225	Lumbosacral Spine Lateral	PHP 225
TBC	PHP 225	Thoraco- Cervical AP/L	PHP 485
Thoracic Spine AP	PHP 225	Thosacic Spine Lateral	PHP 225
Thoracolumbar Spine AP/L	PHP 450	Thoracolumbar Spine AP	PHP 225
Thoracolumbar Spine Lateral	PHP 225	Pelvis AP	PHP 225
Pelvis Lateral	PHP 225	Pelvis AP/L	PHP 350
KUB	PHP 225	Abdomen AP	PHP 225
Abdomen Supine	PHP 225	Abdomen Lateral	PHP 225
Abdomen Upright	PHP 225	Abdomen Upright and Supine	PHP 395
Leg AP/L	PHP 265	Knee AP/L	PHP 165
Thigh (Femur) AP/L	PHP 265	Ankle AP/L	PHP 165
Foot AP/L	PHP 165	Foot AP/L/O	PHP 200
Hand PA/L	PHP 165	Arm AP/L	PHP 265
Forearm P/L	PHP225	Wrist PA/L	PHP 165
Shoulder AP	PHP 165	Shoulder AP/L	PHP 225
Elbow AP/L	PHP 165	Clavicle (Single View) AP	PHP 165
Clavicle (Both View) AP	PHP 265		



5. Out-Patient Department

5.1 Issuance of Birth Certificate

Birth certificates serve as proof of an individual's age, citizenship status, and identity. They are necessary to obtain a social security number, apply for a passport, enrol in schools, get a driver's license, gain employment, or apply for other benefits.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For married clients (Marriage contract)				
For unmarried Clients (If acknowledge by the father then he will personally follow-up the Issuance of birth certificate, his family name will be the child's surname).				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the records section to request for Birth Certificate	1. Conduct interview.	None	5 Minutes	<i>Medical Records Officer</i>
2. Fill-out Data Sheet	2. Check the data sheet	Birth Certificate- PHP 100	10 Minutes	<i>Medical Records Officer</i>
3. Go to cashier for payment	3. Issue Official Receipt (OR)	None	2 Minutes	<i>Revenue Collection Officer</i>
4. Go back to medical Records section and present the OR	4. Process the certification.	None	5 Minutes	<i>Medical Records Officer</i>
	Sign the certificate.		2 Minutes	<i>Medical Health Officer</i>
5. Receive copy of Birth certificate	5. Release the Accomplished Birth certificate	None	2 Minutes	<i>Medical Records Officer</i>
TOTAL:		PHP 100	26 Minutes	



5.2 Issuance of Death Certificate

A death certificate is either a legal document issued by a medical practitioner which states when a person died, location and cause of a person's death, as entered in an official register of deaths.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the records section to request for Death Certificate	1. Conduct interview.	None	5 Minutes	<i>Medical Records Officer</i>
2. Fill-out Information Sheet	2. Verify the records	None	10 Minutes	<i>Medical Records Officer</i>
3. Go to cashier for payment	3. Issue Official Receipt (OR)	Death Certificate- PHP 100	2 Minutes	<i>Revenue Collection Officer</i>
4. Go back to medical Records section and present the OR	4. Process the certification.	None	7 Minutes	<i>Medical Records Officer</i>
	4.1. Sign the certificate.			<i>Medical Health Officer</i>
5. Receive copy of Death certificate	5. Release the Accomplished Death certificate	None	2 Minutes	<i>Medical Records Officer</i>
TOTAL:		PHP 100	26 Minutes	



5.3 Issuance of Medical Certificate

Medical Certificate is a document signed by a doctor that proves that someone is in good health or healthy enough do a particular type of work.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Request				
Billing Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the records section to request for a medico-legal certificate and submit the police request and billing clearance; fill out information sheet.	1. Receives the requirements and interview the patient	None	5 Minutes	<i>Medical Records Officer</i>
2. Go to cashier and pay corresponding fees.	2. Issue Official Receipt (OR)	Medical Certificate- PHP 150	2 Minutes	<i>Revenue Collection Officer</i>
3. Go back to records section and present the O.R.	3. Process the certificate. 3.1 Sign the medico-legal certificate.	None	12 Minutes	<i>Medical Health Officer</i>
4. Receive copy of medico-legal certificate.	4. Release the medico-legal certificate.	None	2 Minutes	<i>Medical Records Officer</i>
TOTAL:			21 Minutes	



5.4 Issuance of Medico-Legal Certificate

A Medicolegal is something that involves both medical and legal aspects

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Request				
Billing Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the records section to request for a medico-legal certificate and submit the police request and billing clearance; fill out information sheet.	1. Receives the requirements and interview the patient or the direct family member. 1.1. Evaluates the submitted requirements.	None	10 Minutes	<i>Medical Records Officer</i>
2. Go to cashier and pay corresponding fees.	2. Issue Official Receipt (OR)	Medico Legal and Examination with Certificate- PHP 150	2 Minutes	<i>Revenue Collection Officer</i>
3. Go back to records section and present the O.R.	3. Process the certificate. 3.1 Sign the medico-legal certificate.	None	12 Minutes	<i>Medical Health Officer</i>
4. Receive copy of medico-legal certificate.	4. Release the medico-legal certificate.	None	2 Minutes	<i>Medical Records Officer</i>
TOTAL:		PHP 150	26 Minutes	



6. Dental Services

Dental Services included consultation which the dentist will discuss your oral and overall health; tooth extraction which the dentist would remove the teeth from the dental alveolus in the alveolar bone.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Front desk and fill-out information sheet	1. Conduct interview. 1.1. Issue priority number.	None	5 Minutes	<i>Dental Aide</i>
2. Wait for the priority number to be called.	2. Call Priority Number	None	5 Minutes	<i>Dental Aide</i>
3. Proceed to Consultation room	3. Determine vital signs 3.1 Conduct tooth examination 3.2. Administer anesthesia to the patient (Testing to determine if allergy or not).	None	1 Hour 1 Hour 5 Minutes	<i>Dentist</i>
4. Go back to waiting area.	4.1. Advise the patient to go out and wait at least 30 minutes for anesthesia to effect.		3 Minutes	<i>Dentist</i>



5. Go Back to dental room for tooth extraction.	5. Perform tooth extraction and prescribe medicine.	None	1 Hour and 30 Minutes	<i>Dentist</i>
6. Proceed to cashier for Payment.	6. Issue Official Receipt (OR)	Consultation fee - PHP 30.00 Tooth extraction fee- PHP 100.00/ Tooth	2 Minutes	<i>Dentist</i>
TOTAL:		PHP 130	3 Hours, 50 Minutes	

7. General Consultation

This service is the first step of addressing health concerns. The doctor may recommend follow up consultations as part of your treatment plan, along with medication and lifestyle changes.

Office or Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OPD Front desk 1.1 Wait for priority number to be called	1. Conduct interview, fill out information sheet and issue priority number.	None	5 Minutes	<i>OPD In-Charge</i>
2. Proceed to consultation room	2. Interview patients' complaints. 2.1. Determine Vital signs 2.2. Conduct Physical	None	38 Minutes	<i>Medical health Officer</i>



	Examination (May also request patient to undergo laboratory examination).			
3. Go to cashier for corresponding fee	3. Issue Official Receipt (OR)	Consultation fee - P 30.00 Consultation fee - P 30.00 Urinalysis - P 50.00 Fecalysis - P 50.00	2 Minutes	<i>Revenue Collection Officer</i>
4. Go to Laboratory/ X-Ray room and present OR and request form.	4. Receive OR and Conduct examination as requested by the Medical Health Officer.	None	1 Hour	<i>Medical Technologist/ Radiologic Officer.</i>
5. Go back to Consultation room/Medical Health Officer	5. Evaluate the result, give instructions and prescribe medicine/s.	None	20 Minutes	<i>Medical Health Officer</i>
TOTAL:		PHP 60	2 Hours, 5 Minutes	

8. Pharmacy

A pharmacy is where you can get prescribed medication given by the doctor.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from Medical Health Officer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the doctor's prescription.	1. Receive the doctor's prescription and put price on it.	None	5 Minutes	<i>Pharmacist</i>
2. Go to cashier for payment.	2. Issue Official Receipt (OR)	Depends on the medication	2 Minutes	<i>Revenue Collection Officer</i>
3. Go back to pharmacy and present OR and the doctor's prescription.	3. Receive OR and Doctor's prescription.	None	3 Minutes	<i>Pharmacist</i>
4. Receive medicine	4. Dispense/Release the medicine.	None	5 Minutes	<i>Pharmacist</i>
TOTAL:		Depends on the medication	15 Minutes	



Office of the Provincial Engineer External Services



I. Mandate:

The Provincial Engineers Office is mandated to promptly all necessary public services pertaining to the implementation of Infrastructure Programs and Projects of the Provincial Government for the benefits of its constituents.

II. Vision:

To develop a well-equipped infrastructure implementing Department of the Provincial Government, that is capable of implementing all infrastructure project of the Provincial Government.

III. Mission:

To plan and implement all infrastructure Program and Projects of the Provincial Government in accordance to universal quality and specifications.

IV. Service Pledge

We are committed:

- To be professional Planners and Builders, ready to serve the public effectively and efficiently.
- To construct good quality infrastructure projects that can withstand time with less hindrances/problems.
- To undertake the maintenance, construction, improvement and betterment of all Provincial Roads, Bridges, Office Buildings, and other Infrastructures that will be of service to the people.



1. Request Heavy Equipment Rental

Renting can be defined as getting equipment for a temporary purpose to help the people who are not willing to buy the equipment.

Office or Division:	Office of the Provincial Engineer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receipt		PEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Anybody can inquire about the rental.	1. Give a short interview as to the purpose of rental	Refer to Table 1	4 Minutes	<i>Provincial Engineer</i>
	1.1 Provide information regarding rental		4 Hours	<i>PEO Staff</i>
	1.2 Check the Condition of the Heavy Equipment		4 Minutes	<i>Motorpool Chief Mechanic Incharge</i>
2. Fill in the rental form	2. Prepare and provide rental form	None	2 Minutes	<i>Motorpool Staff</i>
	2.1 Check and review the rental form		7 Minutes	<i>Motorpool Staff</i>



3. Agree with the terms and conditions and sign in the contract	3. Create contracts approved by the Governor and instruct the client about the proper care and usage of the equipment and its corresponding fine if violated.		Depends on the rented equipment	<i>Governor</i>
	3.1 Issuance of equipment receipt		3 Minutes	<i>PTO</i>
	3.2 Furnish Copy of rental Form		5 Minutes	<i>Motorpool Chief</i>
TOTAL		PHP 12,000	Case to case basis	

Table 1:

Approved Schedule of Fees for Heavy Equipment Rental

Dumptruck (6 wheel)- Volvo, Daewoo	Php 900/hr
Dumptruck (10 wheel)	Php 900/hr
Loader- Volvo	Php 1,324/hr
Grader-Volvo	Php 1,620/hr
Bulldozer-Liebherr	Php 2,241/hr
Wheel Excavator/Backhoe	Php 1,596/hr
Crawler Excavator	Php 1,293/hr
Vibratory Compactor	Php 600/hr
Water Truck (6 and 10 wheel)	Php 600/hr
Road Rollers	Php 400/hr Php 500/hr
6-8 tons	
8-12 tons	



Pneumatic Roller (6-8 tons)	Php 500/hr
Stake Truck	Php 500/hr
6 wheels	Php 600/hr
10 wheels	
Fuel Tanker (6,000-10,000 liters)	Php 700/hr
Concrete Mixer (7-16 cu. Ft.)	Php 60/hr
Prime Mover with Trailer	Php 6,000/hr

2. Request for Road Repairs

Road repair is a tough durable pot-hole repair system that is quick and easy to apply giving highway maintenance teams a long-lasting alternative when resurfacing is not a short-term option.

Office or Division:	Office of the Provincial Engineer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay resolutions		PEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay officials will submit the barangay resolution or request a letter to PGO-ADMIN	1. Receive, review and record the approved barangay resolution	None	Depending on the availability of the site inspector	<i>Receiving staff</i>
	1.1 Forward the checked barangay resolution to the Provincial Engineer			<i>PEO Staff</i>
	The provincial engineer receives and reviews the resolution		Depending on the availability of the site inspector	
	1.2 The provincial engineer forwards the resolution to the			<i>PEO Staff</i>



	maintenance division head for verification, planning, and scheduling, and action			
2. Take note of the scheduled date	2. Informs the barangay officials about the road repair schedule	None	5 Minutes	<i>PEO Staff</i>
3. Be a witness for the road repair	3. Conduct a road repair	None	Depends on the road damages	<i>PEO Maintenance team</i>
4. Issue a certificate of appearance	4. Receive a certificate of appearance	None	2 Minutes	<i>PEO Maintenance team</i>
TOTAL			Case to case basis	



3. Request for Project Billing

Project Billing or Project Revenue is the total amount of money a Customer pays for a project.

Office or Division:	Office of the Provincial Engineer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		PEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for project billing (mobilization, first billing, second billing, final billing, retention)	1. Receive and record the request letter	None	2 minutes	<i>Receiving staff</i>
	1.1 Forward the request letter to Provincial Engineer for review and approval		2 Minutes	<i>Billing in-charge</i>
	1.2 From provincial engineer returns the request letter to the admin for proper dissemination		5 Minutes	<i>Billing in-charge</i>
	1.3 Receives the approved request for billing		3 Minutes	<i>Billing in-charge</i>
	1.4 Prepares the voucher for billing		10 Minutes	<i>Billing in-charge</i>
	1.5 Submit the voucher to Budget, then Accounting, PTO for final billing		3 Days	<i>Billing in-charge</i>
TOTAL			3 Days and 22 Minutes	



Office of the Provincial Agriculture

External Services



I. Mandate:

OPAG is the lead agency of the Provincial Local Government Unit (PLGU) of Davao del Sur responsible for the implementation of agricultural growth and development initiatives. It provides the policy framework, helps direct public investments in partnership with the national agencies, (NGAs), Non-Government organizations (NGOs), private agencies and individuals in the provision of extension and technical services in the countryside and to inculcate upon the public minds that agriculture the backbone of the country's economy.

II. Vision

OPAG envisions for a dynamic, self-reliant agro-Industrialized province with farmers and fisher folks turned successful entrepreneurs through a sustainable agriculture development that passed the international standards of safety, healthful and environment-friendly framework formulated and adopted by community of nations

III. Mission

OPAG serves as catalyst involving highly motivated and capacitated implements and partner-stakeholders through effective inter-agency coordination for sustainable and profitable Agri-fishery industrialized province in a balanced ecological system.

IV. Service Pledge

We, the officials and employees of OPAG with the aid of our "Divine Providence" do hereby pledge to commit and dedicate ourselves in performing our duties and responsibilities within the bound of laws in the speedy delivery of extension and support services in the pursuit of food sufficiency and in stable environment in accordance with the CORE VALUES mandated in the REPUBLIC ACT NO.6713

- a. Commitment to public interest
- b. Professionalism
- c. Justness and sincerity
- d. Responsiveness to the public
- e. Nationalism and patriotism and
- f. Commitment to democracy



1. Availing of Establishment of Demo

Establishment of a demo-garden serves as a training for farmers in the TESDA Complex that demonstrates the correct way to use leafy vegetables.

Office or Division	On-Site Research/Demo-Technology			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Attendance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD)	1. Interview client for important personal data such as name, address, contact number, location and size of farm & immediate request (e.g. Request for training on Banana Production)	None	10 Minutes	<i>Socio-Econ Section Chief</i>
	1.1 Refer to Provincial Institutional Socio-Economic Chief		5 Minutes	
2. Wait for training schedule and come back after 3 weeks	2. Prepare activity design and identify cooperator, which is an individual or Farmer's Organization willing to be a partner/ally of the government in showcasing technology, paraphernalia and facilitate its approval (if trng.is	None	10 Minutes	<i>Concerned commodity in-charge</i>



	included in the budget)			
3. Fill up client Satisfaction Form	3. Confirm venue and final date of the training after 3 weeks, call or inform the client	None	5 Minutes	OPAG Staff
TOTAL:			30 Minutes	

2. Availing of Farms/Verification Trial

Farm/Verification trial is a type of training imposed by the Province of Agriculture to help farmers manage risk by identifying optimal genetics for a grower's unique environmental and market conditions.

Office or Division	On-Site Research/Demo-Technology			
Classification	Highly Technical Application			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD)	1. Interview client for important personal data such as name, address, contact number, location, and size of farm & immediate request (e.g. Request for training on Banana Production) 1.1 Refer to Provincial	None	30 Minutes	<i>Socio-Econ Section Chief</i>



	Institutional Socio-Economic Chief and schedule a training			
2. Wait for the training schedule and come back after 3 weeks	2. Prepare activity design and identify cooperator, which is an individual or Farmer's Organization willing to be a partner/ally of the government in showcasing technology, paraphernalia and facilitate its approval (if trng.is included in the budget)	None	30 Minutes	<i>Concerned commodity in charge</i>
3. Attend the venue and participate in the training	3. Confirm venue and final date of the training after 3 weeks, call or inform the client	None	3 weeks	<i>OPAG Staff</i>
TOTAL:			3 Weeks, 1 Hour	

3. Corn Production

A corn is a tall plant grown for its whole yellow or white seeds which are eaten cooked, made into flour, or fed to animals.

Office or Division	Crops Division-Rice Section			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Hybrid Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		Crops Division		
Approved withdrawal Slip		Crops Division		
File copy of approved withdrawal slip for the requisitioner		Crops Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the day (PADOD) and inquire about corn	1. Interview client for important personal data such as name, address,	None	20 Minutes	<i>Crops Division Head</i> <i>Corn Section</i>



production requirements	contact number, location and size of farm & immediate request (e.g. hybrid seeds)			<i>Chief</i>
2. Submit requirements for corn production	2. Receive and review the requirements	None	15 Minutes	<i>OPAG Staff</i>
	2.1 Facilitate approval request form. Withdrawal slip id approved		10 Minutes	<i>OPAG Staff</i>
	2.2 Advice the client to pay for the corresponding fee at the cashier's office		3 Minutes	<i>OPAG Staff</i>
3. Pay the corresponding amount at the cashier's office and submit the receipt	3. Receive the receipt and release the seeds	Yellow corn (shelled/dried) PHP 6/kg. White corn (shelled/dried) PHP 7/kg.	10 Minutes	<i>Cashier</i>
4. Receive the hybrid seeds and fill-up client satisfaction form 4.1 Present approved withdrawal slip to guard-on-duty	4. Submit the client satisfaction form		20 Minutes	<i>Refer to Corn Commodity Focal Person</i> <i>Action Officer/Supply Officer</i>
TOTAL:			18 Minutes	



4. Organic Fertilizer Production

Organic fertilizers are fertilizers that are naturally produced and contain carbon. Fertilizers are materials that can be added to soil or plants, in order to provide nutrients and sustain growth.

Office or Division	Crops Division			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Request Form				
List of Media in Vermicomposting				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD)	1. Interview client for important personal data such as name, address, contact number, location and size of farm & immediate request (e.g. request for vermicomposting) 1.1 Refer to Organic Agriculture Focal Person	None	10 Minutes	<i>Crops Division Head</i> <i>Organic Agriculture Focal Person</i>
2. Wait for the agreed date and prepare media for vermicomposting for organic fertilizer production	2. Schedule of the field demonstration on Vermibed composting after 2 days	None	20 Minutes	<i>Organic Agriculture Focal Person</i>
3. Fill-up client satisfaction form	3. Actual demonstration on vermicomposting	None	1 Hour	<i>Organic Agriculture Focal Person</i>
TOTAL:			1 Hour, 30 Minutes	



5. Marketing Assistance Services (Credit and Marketing)

Marketing Assistance Services is a competitive financial grant assistance program for the farmers who will engage in Agri-fishery based enterprises.

Office or Division	Institutional/Socio-Econ. Division			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		Socio-Econ Division		
List of suppliers' Agri-fishery Product		Socio-Econ Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD) and inquire about marketing assistance services	1. Interview client for important personal data such as name, address, contact number, location, and the purpose of immediate request 1.1 Refer to Socio-Econ Section Chief	None	30 Minutes	<i>Action Officer/Supply Officer</i>
2. Receive documents requested	2. Provide documents for marketing assistance services that will help the client get a financial grant 2.1 Provide copy of list of supplier's agri-fishery product	None	30 Minutes	<i>Action Officer/Supply Officer</i>
TOTAL:			1 Hour	



6. Pest and Disease Management and Control

Pest control is the regulation or management of pest, that impacts adversely on human activities especially in farming.

Office or Division	Crops Division			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Request Form		OPAG		
Schedule of ocular inspection		OPAG		
Labelled Specimen		OPAG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD)	1. Interview the client for important personal data such as name, address, contact number, location and crops affected, growth stage of the crop, size of farm & immediate request (e.g. pest identification and disease identification)	None	10 Minutes	<i>Crops Section Chief</i>
2. Submit infested/infected sample	2. Refer to Crop Protection Focal Person	None	3 Minutes	<i>Crop Protection Focal Person</i>
	2.1 Identify sample based on the nature of damage, growth stage of the crop, etc. in case of insect; in case of diseases, through signs and symptoms & recommend management and control strategies;		20 Minutes	<i>Crop Protection Focal Person</i>
3. Wait for the result or just come back on agreed date	3. Conduct field ocular inspection insect infestation or disease infection	None	1 Hour	<i>Crop commodity in-charge/ Focal Person</i>



4. Get the result on agreed date	4. Submit sample specimen to Regional Crop Protection for further identification;	None	5 Minutes	<i>Crop Protection Focal Person</i>
TOTAL:			1 Hour, 38 Minutes	

7. Provision of Agri-Infra Projects (Farm-to-Market Road, Irrigation System, Agri Water System, Farm Structures, warehouses)

Agri-Infra Projects are projects issued by the Government to help farmers market their products, also aide their irrigation system, water system, farm structures and warehouses that will potentially increase the production of goods.

Office or Division	Agricultural and Biosystems Engineering			
Classification	Simple			
Types of Transaction	G2C-Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		Agricultural and Biosystems Engineering		
Checklist of Documents				
Complete enabling documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day and ask about Agri-Infra Projects (PADOD)	1. Interview client for important personal data such as name, address, contact number, location, and purpose of the inquiry	None	10 Minutes	<i>Assistance desk officer of the day</i>



2. Proceed to Agri-Engineering Section	2. Direct the client to proceed to the Agri-Engineering Section for the fulfilment of request for the Agri-infra projects (Farm-to-Market Road, Irrigation System, Agri Water System, Farm Structures, Warehouses)	None	3 Minutes	<i>Refer to Agri-Eng. Focal Person</i>
3. Answer the questions being asked	3. Cater the client's request and ask questions about the kind of crop and size of the farm to know if the client is suitable to receive the service for Agri-infra projects (Farm-to-Market Road, Irrigation System, Agri Water System, Farm Structures, Warehouses).	None	10 Minutes	<i>Refer to Agri-Eng. Focal Person</i>
	3.1 If approve, give the client the documents required for Agri-infra projects and then schedule the site validation		5 Minutes	<i>Refer to Agri-Eng. Focal Person</i>
4. Proceed to the cashier and pay the corresponding amount	4. Ask the client to pay for the corresponding amount at the cashier	None		
5. Come to the agreed date and submit the complete documents	5. Receive and check the documents thoroughly for completeness and accuracy	None	20 Minutes	<i>OPAG Staff</i>



6. Wait for the result of site validation and project approval	6. Conducts validation and endorse the name of the client to the Department of Agriculture (DA), RFO-X1 Conducts validation and endorse the name of the client to the Department of Agriculture (DA), RFO-X1	None	Depends on the complexity of the Agri-infra projects	<i>Refer to Agri-Eng. Focal Person</i>
TOTAL:			Depends on the complexity of the Agri-infra projects	

8. Provision of Farm Machineries and Equipment and Post-harvest Facilities

Farm machineries and Equipment and Postharvest helps farmers speed up the process of harvesting. These machineries are available for rent at the Office of Provincial Agriculture.

Office or Division	Agricultural and Biosystems Engineering	
Classification	Simple	
Types of Transaction	G2C- Government to Citizen	
Who may avail:	Farmers Cooperatives/ NGOs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished request form		Agricultural and Biosystems Engineering
Board resolution requesting allocation for farm machinery, indicating the total number of farmer-beneficiaries, total area in hectare to be covered by the project and also granting authority to its authorized officer to transact business and signed MOA with the implementing agency/office		
Photocopy of the Certificate of registration (CDA/SEC/DOLE) and certificate of Good Standing		Securities and Exchange Commission, Cooperative Development Authority; Department of Labor and Employment
Project Proposal		Cooperative
Farmers Organization profile with list of members and area (ha)		
Letter of intent		



Geo-tag pictures of the service area				
Geo-tag picture of Shed for the machinery				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD) for of Farm Machineries and Equipment and Postharvest Facilities	1. Interview client for the purpose 1.1 Advise to proceed to Engineering Section	None	5 Minutes	<i>OPAG Staff</i>
2. Proceed to Engineering section	2. Conduct a short interview for important personal data such as name, address, contact number, location, kind of crop, and size of the farm to know if the client is applicable for the provision of Farm Machineries and Equipment and Postharvest Facilities	None	15 Minutes	<i>Agri-Eng. Focal Person</i>
	2.1 If confirm, give the required documents and schedule the submission date		5 Minutes	<i>Agri-Eng. Focal Person</i>
3. Submit the complete documents on the agreed date	3. Check and review the documents as to their accuracy and completeness	None	20 Minutes	<i>Agri-Eng. Focal Person</i>
	3.1 If complete, suggest a schedule for the site validation		3 Minutes	<i>Agri-Eng. Focal Person</i>
4. Wait for the result of site validation and project approval	4. Conducts validation and endorse the name of the client to the	None	Depends on the complexity of the Agri-infra projects	<i>Agri-Eng. Focal Person</i>



	Department of Agriculture (DA), RFO-X1			
TOTAL:			Depends on the complexity of the Agri-infra projects	<i>Agri-Eng. Focal Person</i>

9. Rental Equipment for Farmers

Refers to the process of renting the tractor of the province for reasonable use.

Office or Division	OPAG			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Office of the Provincial Agriculture and submit a request letter stating the purpose of tractor rental	1. Cater the client and conduct a short interview	Refer to Table 1	5 Minutes	<i>OPAG Staff</i>
	1.1 Forward the request letter to the OPAG head		3 Minutes	<i>OPAG Staff</i>
	1.2 Approve the tractor rental		2 Minutes	<i>Aquaculture Project In-Charge</i>
	1.3 Advise the client to pay for the corresponding fee		2 Minutes	<i>Aquaculture Project In-Charge</i>
2. Pay the corresponding amount and submit receipt	2. Create a schedule for site validation		10 Minutes	<i>Aquaculture Project In-Charge</i>
	2.1 Release the Equipment needed and advise the client for proper care of equipment			



TOTAL:	Depends on the category	22 Minutes	
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Table 1:

Approved Schedule of Fees for Tractor Rental

Disc Plow	PHP 5,000/ha
Disc Harrow	PHP 3,500/ha
Furrower	PHP 3,500/ha

10. Rice Production

Rice production means that the rice goes through a series of processes before finally reaching the table.

Office or Division	Crops Division-Rice Section			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Hybrid Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		Crops Division		
Approved withdrawal Slip		Crops Division		
File copy of approved withdrawal slip for the requisitioner		Crops Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the day (PADOD) and inquire about rice production requirements	1. Interview client for important personal data such as name, address, contact number, location and size of farm & immediate request (e.g. hybrid seeds)	None	20 Minutes	<i>Crops Division Head</i>
2. Submit requirements for rice production	2. Receive and review the requirements	None	15 Minutes	<i>OPAG Staff</i>



3. Proceed to the cashier's office and pay for the exact fee	3. Advise the client to pay for the exact amount at the cashier's office	Planting materials PHP 20/seedling Rice PHP 1,000/bag	10 Minutes	Cashier
4. Submit the receipt and wait for the release of hybrid seeds	4. Receive the receipt and refer to Crops Division Chief	None	20 Minutes	Approach Rice Section Chief
5. Fill-up client satisfaction form	5. Release of rice hybrid			Refer to Inbred/Hybrid Seeds Project In-Charge
6. Received the item and present approved withdrawal slip to guard-on-duty			20 Minutes	Action Officer/Supply Officer
TOTAL:		Depends on the Category	1 Hour, 25 Minutes	

11. Soil Irrigation Support

Irrigation is the artificial process of applying controlled amounts of water to land to assist in the production of crops.

Office or Division	Agricultural and Biosystems Engineering	
Classification	Simple	
Types of Transaction	G2C- Government to Citizen	
Who may avail:	Farmers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished request form		Agricultural and Biosystems Engineering
BOD resolution requesting funding assistance indicating number of farmer beneficiaries, area covered (ha), stipulating as to either construction or rehabilitation of irrigation dam or canal, etc.		Agricultural and Biosystems Engineering



Photocopy of registration cert (CDA/SEC/DOLE)				
PAO/MAO endorsement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD) and inquire about soil irrigation	1. Interview client for important personal data such as name, address, contact number, location, kind of crop and size of the farm & immediate request	None	10 Minutes	<i>OPAG Staff</i>
2. Proceed to Agri-Engineering Section	2. Advise to proceed to Engineering Section	None	2 Minutes	<i>OPAG Staff</i>
3. Listen attentively of the instructions	3. Discuss about the documents that need to be submitted	None	5 Minutes	<i>Agri-Eng. Focal Person</i>
	3.1 Advise to come back with complete required documents		2 Minutes	
4. Submit the required documents	4. Approach PADOD and ask permission to proceed to Engineering Section to submit required documents	None	3 Minutes	<i>OPAG Staff</i>
5. Wait for the date of site validation	5. Discuss and schedule the site validation	None	30 Minutes	<i>Agri-Eng. Focal Person</i>



6. Wait for the result of site validation and project approval	6. Conducts validation and endorse the name of the client to the Department of Agriculture (DA), RFO-X1	None	1 Hour	<i>Agri-Eng. Focal Person</i>
TOTAL:			1 Hour, 52 Minutes	

12. Tilapia fingerling, Corn, Mango, Crops/Seeds/Seedling and vegetable Production

This service pertains to the conduct of training for farmers initiated by the Office of Provincial Agriculture that will help the farmers in Davao del Sur for the production of tilapia fingerling, corn, mango, crops/seeds/seedling and vegetable.

Office or Division	Agro-Aqua-Eco Tourism (BANSALAN)			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Request Form		Agro-Aqua-Eco Tourism		
Approved date, time & venue		Agro-Aqua-Eco Tourism		
List of food processing materials needed in the processing		Agro-Aqua-Eco Tourism		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD)	1. Interview client for important personal data such as name, address, contact number, location & immediate request (e.g. Meat Processing) 1.1 Refer to Farm Supervisor	None	10 Minutes	<i>Socio-Econ Section Chief</i> <i>Approach Ms. Elena CLape</i>



2. Wait and conduct for the scheduled training	2. Calendar/confirmation of the conduct of the training 2 weeks after the request	None	1 Hour	<i>Socio-Econ Section Chief</i>
3. Fillup client satisfaction rating form	3. Request tilapia fingerlings for techno-demo/buy available crops produced for walk-in consumers/request for technical advice or reserve such commodities/seek for technical advice	<p>Tilapia marketable price (PHP 30/kg.)</p> <p>Tilapia fingerlings (size #14-17) (PHP .50/pc)</p> <p>Tilapia fingerlings (size #22-24) (PHP .75/pc)</p> <p>Tilapia post fingerlings (PHP 1/pc)</p>	10 Minutes	<i>Socio-Econ Section Chief</i>
TOTAL:		fees depends on size and weight of the fingerlings	1 Hour	



13. Tilapia Production One-on-one Coaching

The Office of Provincial Agriculture imposed a one-on-one coaching farmers who wish to gain knowledge and increase their tilapia production.

Office or Division	Fishery Division			
Classification	Simple			
Types of Transaction	G2C- Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished customer request form (e.g. withdrawal slip)		Fishery Division		
Approved and sign request form		Fishery Division		
List of requirement for tilapia pond establishment		Fishery Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Public Assistance Desk Officer of the Day (PADOD) 1.1 Fill-up client satisfaction form	1. Interview client for important personal data such as name, address, contact number, location and size of farm & immediate request (e.g. tilapia production) 1.1 Refer to Fishery Division Section Chief	Tilapia fingerlings (size #14-17) (PHP .50/pc) Tilapia fingerlings (size #22-24) (PHP .75/pc) Tilapia post fingerlings (PHP 1//pc)	30 Minutes	<i>Fishery Division Section Chief</i>
2 Wait for one on one coaching on tilapia production one (1) after the request	2. Refer to FITS for Tilapia Production Hands-out	None	30 Minutes	<i>Aquaculture Project In-Charge</i>
TOTAL:		fees depends on size and weight of the fingerlings	1 Hour	



FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- Accomplish our feedback form available in each office and drop it in our suggestion box.
- Send your feedback/complaint through e-mail at davaodelsur1967@gmail.com
- Talk to our Officer of the Day
- If you have additional suggestions or questions about our service, your written/verbal comments shall immediately be attended to by the Officer-of-the-day
- Complaints related to the non-performance of the provisions and stipulations of this Charter may be raised to our attention either through letters, phone calls or email to the concerned departments, or the Office of the Governor, Mati, Digos City, Davao del Sur Tel. Nos. 09213405129, or email:davaodelsur1967@gmail.com or HR Tel No. 228-7837 Fax No. 553-9142, or email: pgohrmodavaodelsur@gmail.com.

Thank you for helping us continuously improve our service.



Republic of the Philippines
PROVINCE OF DAVAO DEL SUR

FEEDBACK FORM

(Pananaw o Puna)

TO OUR VALUED CLIENTS;

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. (Ipaalam po ninyosa amin kung paano naming kayo mapaglilungkuran.)

Name (Pangalan): _____

Address (Tirahan): _____

Phone Number (Telepono): _____

Department (Departamento): _____

**Compliment
(Papuri)**

**Suggestion
(Mungkahi)**

**Complaint
(Reklamo)**

What is your complaint? (Ano po ang inyong Reklamo?)

When did it happen? (Kailan po Nangyari?)

What would you like us to do? (Ano po ang gusto ninyong gawin namin?)

Signature (Lagda) _____

Date (Petsa) _____

Would you like a written reply? (Naisnyo po ba ng sagot na kasulat?)

Yes (Oo)

No (Hindi)



DIRECTORIES

Department	Department Head	Contact No.	Email Add.
GMDH	Dr. Felipe De la Peña Jr.	09065618156	gmatashosp@gmail.com
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OPAG	Raul Fueconcillo	272-3942	opagdavaodelsur@gmail.com
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