



**PROVINCIAL GOVERNMENT OF
DAVAO DEL SUR**

**CITIZEN'S CHARTER
2023 (2nd Edition)**

INTRODUCTION

The Citizen's Charter provision of Republic Act 11032 or "The Ease of Doing Business and Efficient Government Service Delivery Act", mandates all government units (LGU), government-owned and controlled corporations, and other government instrumentalities, to craft their own Citizen's Charter. The law requires government agencies to have their Citizen's Charter in both (1) information billboard such as tarpaulins, kiosks, TV postings and (2) handbook form. The Citizen's Charter in handbook form should be made available at the transaction windows/counters of each frontline office and shall be uploaded at the official website of the agency. The Citizen's Charter will serve as reference for violations in case of any complaint it may receive against a government agency. As per implementing Rules and Regulations R.A. 11032, all government agencies shall submit their revised Citizen's Charter for both their external and internal service, including the new processes implemented and all other revisions on existing services that are being adopted.

As part of the good governance framework, the Provincial Government of Davao del Sur endeavored to conceive, introduce, and monitor the Citizen's Charter. A Citizen Charter is a voluntary public commitment made by a service provider to uphold standards of quality, transparency, and accountability.

The Citizen's Charter is an important tool that allows citizens to exercise their watchdog function and hold service providers accountable. It is essential that this charter is developed in a participatory way, include measurable indicators and publicized to promote transparency, responsiveness and quality of local public services through the development of a simple yet powerful accountability tool at the interface between citizens and service providers.

It is also provided that in case an agency fails to approve or disapprove an original application within the prescribed processing time, the said application shall be deemed approved. With regard to the "Zero Contact Policy", there will be no contact in any manner with any requesting party concerning an application or request except during submission of documents.

The Citizen's Charter is our commitment towards standard, quality and time frame of service delivery and to ensure a more responsive and citizen-friendly governance. For this transformative process to materialize effective strategies of realization need to be worked out at the different levels and these strategies need to be attempted at every political administrative system. In a world wherein every government institution is questioned regarding its efficiency, effectiveness and competence, there is a need for us in the government to strive more and improve our performance. We believe that the Citizen's Charter will be instrumental in promoting the objectives of a more responsive and accountable governance and contribute to the improvement in efficient delivery of services.

FOREWORD

This published Citizen's Charter of the Province of Davao del Sur is a product of continuing efforts by the Provincial Government, in coordination with the business sectors and civil society organizations, to raise the standards of public services.

Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 is an act that aims to streamline the current systems and procedures of government services. With the recent mandate, this Charter was revisited to attune with the current challenges of providing service delivery accessible, transparent, effective, and efficient to our constituents and other stakeholders.

As a transaction handbook, this Charter contains information on the services that the provincial government provide. It describes in simple terms the step-by-step procedures in availing of specific services from various departments and guarantees a prescribed performance level that the citizens may expect from the frontline service providers of the provincial government. The services of the provincial government range from a wide variety involving applications for any privilege, right, reward, license, concession or for any modification, renewal or extension of the enumerated applications and requests which are acted upon in the day-to-day transactions of the various offices.

The service requirements, like whom to contact in the various offices and their frontline staff, the necessary documents to be submitted, the fees to be paid, and the guaranteed release or provision of the required service in the earliest possible time are herein stipulated in this guidebook.

As such, this is our primary medium of communicating to our citizens how the various services can be availed of while at the same time promoting greater transparency in our transactions and enhancing accountability among our personnel.

The administration hope and trust that the Citizen's Charter will go a long way to help the citizens of this province and at the same time promote efficiency and accountability among officials and employees of the Province of Davao del Sur.


YVONNE ROSA CAGAS
Governor 

GENERAL GUIDELINES

1. The services listed and detailed in this Citizen's Charter are the ones being currently offered by the various offices of the Provincial Government, in accordance with their respective mandates provided for by Republic Act 7160 or the Local Government Code, other issuances, and Local Ordinances.
2. The requirements, fees, and steps presented here are those that are currently being implemented as of December 2022, and maybe subject to changes and modifications, in accordance with new issuances or mandates. Such changes, if any, can only then be reflected in the next edition of this charter.
3. 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 #228-7837 Fax# 553-9142, or email: pgohrmodavaodelsur@gmail.com.

Provincial Government of Davao Del Sur

I. Mandate:

The Provincial Government shall efficiently and effectively ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

II. Vision:

Safe, vibrant, and empowered communities in Davao del Sur towards a Maanyag nga Paraiso.

III. Mission:

To provide superior IHELP-ISHARE programs and services that inspire confidence among communities, enabling the people to improve their quality of life.

IV. Development Thrust

The province uses the acronym IHELP-ISHARE as the development thrust. IHELP-ISHARE stands for infrastructure, health, education, livelihood, peace & order, industrialization, sports & recreation, housing & relocation, agriculture, robust tourism, and environment.

Infrastructure

- Provision of farm to market roads, roads leading to tourism destinations and among other road concreting projects
- Construction/rehabilitation of potable water systems to waterless communities
- Construction/rehabilitation of vertical infrastructure facilities

Health

- Provision of Health care programs, Hospital facilities and Health-related services
- Upgrading Davao del Sur Provincial Hospital from Level II to Level III Category

Education

- Educational Assistance Program (Cagas-Capitol Scholars) and Community & School-Based Skills Training and Entrepreneurship Development Program

Livelihood

- Skills training, Cooperative & Livelihood Development Programs

Peace & Order

- Attainment and sustainability of Peace & Order and Public Safety of the Davao Region

Industrialization

- Promotion of Agro-industrialization through Integrated Agricultural & Livelihood Development as part of the enablers of socio-economic development of the province

Sports & Recreation

- Sports tourism
- Provision of Sports & Recreation Development and Fitness Program

Housing & Relocation

- Provision support and acquisition of Housing and Relocation Sites for the landless beneficiaries

Agriculture

- Promotion of agricultural development services for crops, livestock and fisheries, agricultural research and nursery operation services

Robust Tourism

- Elevating Tourism promotions and development as a prime local revenue and contributor of economic upliftment of the province

Environment

- Ensuring balance between preserving natural environment and a safer built environment for sustainable development

V. Performance Pledge

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

We hereby swear and pledge to serve with a badge of excellence. We commit to thrive in a culture of professionalism and competence in an enabling working environment. Our organization will strive to be pro-active and responsive to the ever-changing needs of the times. We are committed to build empowered partnerships that would propel our development goals to fruition.

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Davao del Sur Provincial Hospital

External Services



I. Mandate:

Provides the curative health care services to the constituents of the Province of Davao del Sur, a catchment area for patients needing secondary medical care to cases requiring hospitalization and/or the consultation services of the trained doctors and responding to health emergencies. (EO no. 6-2023)

In addition, the Chief of Hospital shall:

1. Oversees the development and implementation of guidelines, rules and regulations for the operation of the Provincial Health Office to ensure the efficient, effective and economical implementation of community healthcare services programs, projects and activities for public health services and Department of Health Programs;
2. Supervises the operational activities and staff of the Provincial Health Office.
3. Formulate and recommend measures for the consideration of the Sangguniang Panlalawigan and provide technical activities to ensure the delivery of basic services and provision of adequate facilities relative to public healthcare services.
4. Coordinates health care institutions/ Rural Health Units (RHUS), organizations, and resources to ensure a health care system is implemented following provisions of the Universal Health Care Law and safety practices;
5. Develops plans and strategies for Public Health Care services and recommends for approval of the Governor or the Sanggunian;
6. Encourages community partnerships and action to identify and resolve community health related issues.
7. Manages the Provincial Health Office staff.
8. Propose PHO Budget, monitors and ensures prudent utilization of fund allocation;
9. Communicates between program heads/coordinators to ensure efficient and effective delivery community healthcare services programs, projects and activities;
10. Responsible for the formulation of internal policies on Provincial Health Office and ensures compliance of approved policies;
11. Recommends the appointment and the promotion of personnel in Public Health Programs
12. Recommends discipline and evaluates performance of subordinates;
13. Directs the training and capacity development of the Provincial Health Office personnel;
14. Signs procurement related documents for public health programs.
15. Signs the payroll, other benefits/claims of personnel, vouchers and other financial documents relating to public health programs;
16. Issues office orders that will provide directives or instructions to the Provincial Health Office; prescribe guidelines; and outline processes, operations, activities, workflows, methods and procedures necessary in the implementation of stated policies, goals, objectives, plans and programs for RHUS/ MHOS.
17. Performs such other functions as may directed or expressly delegated by the Governor.



II. Vision:

Healthy and productive people of Davao del Sur

III. Mission:

To adopt an integrated and comprehensive approach to health development which shall endeavor 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 behavior and professionalism. Wear proper uniform and identification. Be available during office hours. Respond to complaints. Treat everyone equally.



1. Billing Section

1.1 Billing Statement and Discharge Slip Issuance

This service releases the billing statement issued on the day of the patient's discharge indicating hospital charges and professional fees. The discharge slip is issued after settlement of accounts (billing).

Office or Division:	Billing Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Patients, Patient's Watcher/Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For PhilHealth Member <ul style="list-style-type: none"> PhilHealth Clearance (1 original copy) For Non-PhilHealth Member <ul style="list-style-type: none"> Non-PhilHealth Card (1 original copy) Admission Form if admitted (1 original copy) 		PhilHealth Claims Section Admitting Section Admitting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For PhilHealth patient, present the PHIC Clearance. For Non-PhilHealth patient, present the Non-PhilHealth Card and Admission Form (if admitted).	1. Encode/compute hospital charges and issue the Billing Statement. 2. For Billing Statement with excess, advise the client to proceed to social services for discounting and granting of medical assistance (if funds available) and inform the client to proceed to Cashier Section for payment if there is still excess after deducting the assistance.	None	20 Minutes	<i>Billing Clerk - Billing Section</i>
2. For Billing Statement with excess, proceed to Cashier Section to pay.	2. Require the Billing Statement and collect the payment and issue Official Receipt.	Variable	2 Minutes	<i>Collecting Officer - Cashier Section</i>



2.1 Go back to Billing Section and present the Official Receipt.				
3. Obtain the Discharge Slip and secure signatures from the Admitting Section, Laboratory, CSR, Nurse Station, and PhilHealth Cares.	3. Issue Discharge Slip and instruct patients to complete the necessary signatures of the slip.	None	3 Minutes	<i>Billing Clerk – Billing Section</i>
4. Surrender the completed Discharge Slip to the Civil Security Personnel upon leaving the hospital.	4. Check the Discharge Slip for completeness and file it for future reference.	None	1 Minute	<i>Civil Security Personnel</i>
TOTAL:		Variable	21 Minutes	

2. Cash Section

2.1. Payment Process

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

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Patients and Walk-In Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement (1 original copy) Request Slip or Referral Form (1 original copy)		Billing Section Service Provider (e.g., OPD, ER, HIMS, Laboratory, Radiology, Pharmacy, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request Slip/Referral Form (with prices) or Billing Statement	1. Receive the document and inquire client's classification and inform client to avail discounts if applicable.	None	2 Minutes	<i>Collecting Officer – Cash Section</i>



	1.1. Check the referral form if with prices. Otherwise, inform the client to obtain the prices from the service/goods provider (e.g., OPD, ER, HIMS, Laboratory, Radiology, Pharmacy, etc.)			
2. Pay the amount indicated in the Request Form or Billing Statement	2. Accept the payment and issue an official receipt.	Variable	5 Minutes	<i>Collecting Officer – Cash Section</i>
TOTAL:		Variable	7 Minutes	

3. Claims Section

3.1 Releasing of PhilHealth Clearance

This service is responsible for the releasing of PhilHealth Clearance.

Office or Division:	Claims Section (Room 24)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	General Public (Admitted or Non-admitted patient/watcher)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Non-PhilHealth Card (Temporary Card) Admission Form (if the patient is admitted) Clearance for Surgical Procedure (if patient is catered at OPD/ER) Patient's Birth Certificate (1 photocopy) Married Patient's Marriage Certificate (1 photocopy) Any Government Valid IDs (1 photocopy) MDR (1 photocopy) Proof of Contribution (1 photocopy) Claim Signature Form signed by the employer (if employed) PhilHealth Benefit Eligibility Form (PBEF)		Admitting Section Admitting Section OPD/ER Local Health Insurance Office Claims Section (Room 24) Claims Section (Room 24)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. If admitted, present the Admission Form and Non-PhilHealth Card (Temporary Card) issued by Admitting Section.</p> <p>If not admitted, present Clearance for Surgical Procedure from OPD/ER.</p>	<p>1.1. Check the completeness of the Admission Form.</p> <p>1.2. Verify the existence and correctness of data through portal registration and generate PBEF then print CSF.</p> <p>1.3. Instruct the client for the necessary requirements.</p>	None	25 Minutes	Claims Section Staff
<p>2. Submit the necessary requirements.</p> <p>If requirements are unavailable at the time of admission, provide it within the validity date of the card.</p>	<p>2. If the requirements are complete, get the Non-PhilHealth Card and Admission Form and issue the PhilHealth Clearance</p> <p>or</p> <p>If the requirements are incomplete upon admission, stamp the non-PhilHealth Card with the word PhilHealth and indicate the validity date of the card.</p>	None	5 Minutes	Claims Section Staff
TOTAL		None	30 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:	All 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 – Diagnostic Imaging</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 direct patient to the waiting area to called for her examination	Refer to approved schedule of fees in table 2	3 Minutes	<i>Imaging Clerk/ Radiologic Technologist – Diagnostic Imaging</i>
3.Wait at the waiting area	3.Encode patient's data, prepare examination room.	None	2 Minutes	<i>Radiologic Technologist – Diagnostic Imaging</i>
4. Follow the instruction given by the Radiologic Technologist	4. Call and direct patient to CT scan room and perform the examination.	None	30 Minutes (If with contrast)	<i>Sonologist/ Radiologist– Diagnostic Imaging</i>
5. Back to the waiting area for observation for possible delayed reaction	5. Generate X-ray image/s and review if images are satisfactory for diagnostic purposes;	None	3 Minutes	<i>Radiologist</i>



	5.2. Observe the patient for any reaction.	None	30 Minutes	<i>Resident on Duty/Nurse/Radiologic technologist – Diagnostic Imaging</i>
	5.3. If there is reaction, prepare the emergency cart and apply first aid, then transfer the patient to Emergency Room.	None	5 Minutes	
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 – Diagnostic Imaging</i>
TOTAL:		Variable	1 Hour, 28 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:	All 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 – Diagnostic Imaging</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 – Diagnostic Imaging</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 more than 2 exposures	None	20 Minutes	<i>Radiologic technologist– Diagnostic Imaging</i>
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– Diagnostic Imaging</i>



5. Back to Emergency room	5. Released printed images	None	2 Minutes	<i>Imaging clerk/ Radiologic Technologist– Diagnostic Imaging</i>
TOTAL:		None	29 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– Diagnostic Imaging</i>
2. For PhilHealth Clerk (PHIC) client: present hospital issued PHIC card 2.1 For NON-PHIC client: go to room 27 for classification, then cashier for payment and back to X-ray counter with OR or social service classification	2. Receive x-ray request with classification and OR;/ record data in the logbook the direct patient to the waiting area to be called for her examination	Refer to approved schedule of fees in Table 3	1 Hour	<i>Imaging clerk/ Radiologic Technologist – Diagnostic Imaging</i>



3. Wait at the waiting area	3. Call and direct patient to ultrasound room	None	1 Minute	<i>Radiologic Technologist– Diagnostic Imaging</i>
4. Follow instruction given by the sinologist/radiologist	4. Perform the requested ultrasound procedure	None	15 Minutes	<i>Sonologist/ Radiologist– Diagnostic Imaging</i>
5. Back to waiting area	5. Prepare ultrasound result	None	10 Minutes	<i>Sonologist/ Radiologist– Diagnostic Imaging</i>
6. Receive Ultrasound result	6. Release ultrasound result	None	1 Minutes	<i>Radiologic technologist– Diagnostic Imaging</i>
TOTAL:		Variable	1 Hour, 30 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 – Diagnostic Imaging</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	Variable (Refer to approved schedule of fees in table 4)	3 Minutes	<i>Imaging Clerk/ Radiologic Technologist – Diagnostic Imaging</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 – Diagnostic Imaging</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	None	15 Minutes	<i>Radiologic Technologist – Diagnostic Imaging</i>



	For examination with more than 2 exposures			
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 – Diagnostic Imaging</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 – Diagnostic Imaging</i>
TOTAL:		Variable	30 Minutes	

Table 4:

Approved Schedule of Fees for X-ray Examination

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



5. Emergency Room Department

5.1 Medical Emergency Department Services

The Department is staffed and equipped to provide varied and rapid care for those who are acutely affected by urgent and or life-threatening diseases.

Office or Division:	Davao del Sur Provincial Hospital – Emergency Room Department			
Classification:	Simple and Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail?	General Public needing urgent medical care and attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client OPD Number		1. If 1 st time to consult OPD number must be provided at the triage area located at the ER entrance. This OPD card must be kept for this will serve as their permanent card in every consultation or admission in DSPH.		
2. Medical Referral Form		2. Referral form from the referring institution, Rural Health Center, Municipal Health Center and from private hospital.		
3. Laboratory Result		3. If laboratory results are readily available bring it with the patient.		
4. Valid Identifications Card		4. Must be Government Issued ID's such as UMID, Postal ID, National ID and PhilHealth (if PHIC member)		
5. Certificate of Barangay Indigency		5. Must be obtained in their respective barangay to where they are permanently residing.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OPD number at the triage personnel, if referral letter and laboratory result are available	1. Retrieve OPD chart if patient has old OPD number 1.1 If client is 1st time to consult at DSPH, personnel will interview	None	3 Minutes	<i>Triage Nurse and Nursing Attendant -</i>



	the significant others for patients' details			
2. Submit patient for medical assessment	<p>2. Patient Medical History and vital signs taking.</p> <p>2.1 Complete and immediate Physical examination of the patient</p> <p>2.3 Refer to Doctor on duty.</p>	None	5 Minutes	<i>Triage Nurse, Nurse Attendant and Doctor</i>
3. Submit for Physician's thorough assessment.	<p>3. Systematic Physical examination</p> <p>3.1. Doctor's order for laboratory work-up and diagnostic procedures.</p>	c/o Laboratory department	10 Minutes	<i>Doctor and Nurse</i>
4. Patient must submit for Diagnostic and laboratory procedure.	<p>4. Secure laboratory and diagnostic requests ordered by the Physician that is properly filled-out by the Nurse.</p> <p>4.1. Proceed to social services for laboratory fees discount.</p> <p>4.2. Laboratory personnel will check and verify the laboratory request given to the patient.</p>		<p>10 Minutes</p> <p>Depends on the procedure and bulk of patients or the procedure to be taken.</p>	<i>Nurse, Medical Technologist and Radiologist</i>
5. Secure Laboratory results.	5. Once laboratory result obtained, doctor's disposition of patient's will be given whether to be admitted or discharged and home medication instruction will be provided.		<p>30 Minutes</p> <p>Depending on the laboratory procedure requested and bulk of</p>	<i>Doctors and Nurses</i>



			patients.	
6. Decision to admit the patient	<p>6. For patients who are for admission, Doctor on duty will order the patient chart.</p> <p>6.1. Chart will be carry-out and filled out appropriately.</p> <p>6.2. Secure Admission consent.</p> <p>6.3. Refer to Point of Service for enrollment of Emergency PhilHealth (if non PHIC)</p> <p>6.4. Refer to social service to avail medical assistance from the government such as MAIP and MALASAKIT</p> <p>6.5. Admitting section will interview the significant other for details. Admission card will be handed to be presented in laboratory, X-Ray, Billing section and other pertinent offices.</p>		1 Hour	<i>Doctors, Nurses and Admitting section.</i>
7. Awaits room vacancy inside the ward and proper endorsement.	<p>7. Nurse's secure vacancy inside the hospital ward.</p> <p>7.1. Properly endorses the patient to ward.</p>		<p>1 Hour</p> <p>As to ward vacancy</p> <p>Variable</p>	Nurses
TOTAL:				



5.2. Admission Process

Process for patients requiring hospital admission.

Office or Division:	Admitting Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following: <ul style="list-style-type: none"> • Patient's Valid ID • Birth Certificate • Marriage Contract (if married) • MDR If a watcher processes the admission <ul style="list-style-type: none"> • Watcher's Valid ID 		PhilHealth Local Health Insurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the necessary requirements.	1. Check the provided requirements	None	1 Minute	<i>Admission Clerk</i> - Admission Section
2. Answer the Patient Information Sheet	2. Instruct client to answer Patient Information Sheet. 2.2 Conduct information Verification interview to the patient or watcher. 2.3 Transfer information to Patient's Ledger.	None	10 Minutes	<i>Admission Clerk</i> - Admission Section
3. Receive Admission Form and Non-Phil Card.	3. Issue the Admission Form and Non-PhilHealth Card.	None	10 Minutes	<i>Admission Clerk</i> - Admission Section
TOTAL:		None	21 Minutes	



6. Health Information Management Section (HIMS)

6.1 Release of Death Certificate

Death certificates serve as proof of an official death for legal purposes. They are also used by the government to tract 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/ 1 Valid ID (deceased)				
Marriage Contract (if married)				
One (1) Valid ID of Claimant				
Special Power of Attorney if the claimant is not the next kin				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Death Data Form	1. Instruct to fill out the form and have it cleared from the Billing and Pay at Cashier.	None	3 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>
2. Submit fully accomplished form with Official 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	3 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>
3. Wait for the Death Certificate	3. Retrieve patient's chart. After retrieving, encode and print the Death Certificate. Let the attending physician sign the Death Certificate. 3.1 In case attending physician cannot sign,	None	10 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>



	the Chief of Clinics or Doctor on Duty review the Medical Diagnosis and have it counter signed on behalf of the attending physician.			
4. Double check Death Certificate	4. Let the Client double check the Death Certificate.	None	1 Minute	<i>Records Clerk – Health Information Management Section (HIMS)</i>
5. Receive the Death Certificate	5. Release the Death Certificate and instruct the client to follow the instruction attached to the death certificate	None	1 Minute	<i>Records Clerk – Health Information Management Section (HIMS)</i>
TOTAL:		None	18 Minutes	

6.2 Release of Birth Certificate

A birth certificate is an important document that confirms a child's birth. It is a legal document that contains information about a person's birthdate, birthplace, name, sex, mother's name, and (typically) father's name. 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:	If Married: Any Member of the Family (Legal Age). If Not Married: Father of the Child.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If Married: Marriage Contract				
if Not Married: Birth Certificate of the Parents of the Child; or Any Valid IDs of both Parent				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Birth Data Form from PHIC claim.	1. Instruct to fill out the form and pay at the cashier.	100	3 Minutes	<i>Records Clerk – Health Information</i>



				Management Section (HIMS)
2. Submit fully accomplished form with Official Receipt from the cashier and other required documents.	2. Receive and receipt. Interview client and double check the form. Check the submitted required documents. Instruct clients to wait for the Birth Certificate.	None	5 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>
3. Wait for the Birth Certificate	3. Encode and print the Birth Certificate.	None	3 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>
4. Double check the Birth Certificate	4. Let the client double check the Birth Certificate.	None	3 Minutes	<i>Client</i>
5. Receive Birth Certificate	5. Release the Birth Certificate and instruct client to register the said document to the Municipal Civil Registrar.	None	3 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>
TOTAL:		100	17 Minutes	



6.3 Release of Medical Certificate (In-Patient)

Medical Certificate is the proof of patient's confinement or medical history, clinical findings, diagnostic test results, pre- and postoperative treatment, patient progress, and medication.

Office or Division:	Health Information Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of the Patient				
Authorization Letter and one (1) Valid ID of the Authorized person, if the claimant is not the patient.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form for Medical Certificate.	1. Instruct to fill out the form and pay at the cashier.	100	3 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>
2. Submit fully accomplished form with Official Receipt from the cashier and other required documents.	2. Receive and receipt. Interview client and double check the form. Check the submitted required documents. Instruct clients to wait for the Medical Certificate.	None	3 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>
3. Wait for the Medical Certificate.	3. Retrieve patient chart. After retrieving, encode and print Medical Certificate. Let the attending physician signed the Medical Certificate. 3.1. In case the attending physician cannot sign, the Chief of Clinics or Doctor on Duty review the Medical Diagnosis and have it counter signed on	None	10 Minutes	<i>Records Clerk – Health Information Management Section (HIMS)</i>



	behalf of the attending physician.			
4. Receive Medical Certificate	4. Release the Medical Certificate to the client.	None	3 Minutes Note: If the attending physician is not on duty, Medical Certificate will be released on the next duty date.	<i>Records Clerk – Health Information Management Section (HIMS)</i>
TOTAL:		100	1 Day, 19 Minutes	

6.4 Release of Medico Legal Certificate

Medico Legal Certificate is a document that is required in cases of accident or an incident which has led to injury or death.

Office or Division:	Health Information Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Case Number				
Police Request for the issuance of Medico Legal Certificate				
If Representative: a. Hospital Case Number b. Police Request for the issuance of Medico Legal Certificate c. Authorization Letter from the patient. d. Photocopy of Valid ID of the patient. e. Photocopy of Valid ID of the Authorized Representative.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure Request Form for Medico Legal.	1. Instruct to fill out the form and pay at the cashier.	150	3 Minutes	Records Clerk – Health Information Management Section (HIMS)
2. Submit the fully accomplished form with Official Receipt from the cashier and other required documents.	2. Receive and receipt. Interview client.	None	3 Minutes	Records Clerk – Health Information Management Section (HIMS)
3. Wait for the Medico Legal.	3. Retrieve the patient’s chart. After retrieving, encode and print the Medico Legal. 3.1. Let the Attending Physician sign the Medico Legal.	None	10 Minutes	Records Clerk – Health Information Management Section (HIMS)
4. Receive Medico Legal.	4. Release the Medico Legal to the client.		3 Minutes Note: If the attending physician is not on duty, Medico Legal will be released on the next duty date of the attending physician.	Records Clerk – Health Information Management Section (HIMS)
TOTAL:		150	1 Day, 19 Minutes	



7. Hope and Care Today (HACT) Section

7.1 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:	Hope and Care Today (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		
Valid ID				
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	1 Hour	<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 the laboratory for testing	None	2 Hours	<i>HIV Trained Counselor</i>
4. Post-Test Counseling	4. For NON-REACTIVE/NEGATIVE screening:	None	30 Minutes	<i>HIV Trained Counselor</i>



	4.1 Discuss latest or ongoing significant risk.		5 Minutes	<i>HIV Trained Counselor</i>
	4.2 Risk reduction planning.		15 Minutes	<i>HIV Trained Counselor</i>
	4.3 Introduce the importance of condom and lubricants. Referral for continuous support, STI & HIV prevention services.		5 Minutes	<i>HIV Trained Counselor</i>
	For Reactive Screening:			
	4.4 Risk Reduction planning STI, Hep B, HIV prevention messages condoms and lubricants.		15 Minutes	<i>HIV Trained Counselor</i>
	4.5 Referral to treatment hud for early assessment.		3 Minutes	<i>HIV Trained Counselor</i>
	4.6 For HIV positive: Assessment for risk for suicide/self-harm /violence to others.		8 Minutes	<i>HIV Trained Counselor</i>
	4.7 Immediate support client risk reduction planning STI, HEP b, HIV prevention messages condoms and lubricants ART initiation, OI management disclosure to partners (children for HIV testing		15 Minutes	<i>HIV Trained Counselor</i>
	TOTAL:		4 hours, 41 Minutes	



8. Clinical Laboratory

8.1 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:	Clinical Laboratory Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Clinical Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Laboratory request coming from Nurse on duty, ordered by the attending physician.	1. Request received, endorsed by the NOD for documentation, and/or request brought by the client. 1.1 Check for correct and completeness of data entry. 1.2 Check for the availability of test/s.	None	5 Minutes	<i>Laboratory Clerk/ Aide, Med Tech if applicable– Laboratory Section</i>
2. PHIC/NON-PHIC Patient automatically be serve. Payment be done only if lab test/s requested are non-socialize tests, and/or request to be socialized by DSWD, c/o MALASAKIT & MAIP	2. Present request to Laboratory; 2.1 Checking and recording the receipt, and request with granted socialized tests.	Variable (All lab tests price is based on the approved fees)	3 Minutes	<i>Laboratory Clerk/ Aide, Med Tech if applicable– Laboratory Section</i>
3. Prepare for laboratory testing	3. Instruct ER/Ward patient to prepare for sample extraction and submission; 3.1 Perform routine Hematology:	None	40 Minutes 1 Hour	<i>Med Tech/ Phlebotomist - Laboratory Section</i> <i>Medical Technologist –</i>



	<p>No preparation for fasting, blood extraction ne done right away.</p> <p>3.2 Perform Clinical Chemistry: The patient will be instructed for fasting a day before the scheduled date and time for extraction.</p> <p>3.3 Perform Serology/ Immunology: No fasting needed but the patient is instructed to be ready on the scheduled date and time.</p> <p>3.4 Perform URI/PARA: Instruct patient to submit Urine or Stool sample, and check for sustainability.</p> <p>3.5 For GenExpert clients/s: (Assisted by PBSP NOD)</p> <ul style="list-style-type: none"> • Check prescribe form for correct and completeness of the data entry; • Check sputum sample and other body fluids for suitability. 		<p>4 Hours</p> <p>2 Hours</p> <p>1 Hour</p> <p>1 Minute</p> <p>2 Minutes</p>	<p>Laboratory Section</p> <p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p>
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	<ul style="list-style-type: none"> • Perform GenExpert 		3 Days	<i>Medical Technologist – Laboratory Section</i>
	<p>3.6 Perform Microbiology: Submitted sample for culture and sensitivity must be properly labeled with correct patient's information; and check for suitability of sample.</p>		7 Days	<p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p>
4. Claim of Laboratory results	4. Recording and Releasing of results to different ward stations.		20 Minutes	<i>Laboratory Clerk/Aide MedTech if available – Laboratory Section</i>
TOTAL:		Variable	10 Days, 9 Hours	



8.2 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:	Clinical Laboratory Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Clinical Laboratory Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Laboratory request coming from Nurse on duty, ordered by the attending physician.	1. Request received, endorsed by the NOD for documentation, and/or request brought by the client. 5.1 Check for correct and completeness of data entry. 5.2 Check for the availability of test/s.	None	5 Minutes	<i>Laboratory Clerk/ Aide, Med Tech if applicable– Laboratory Section</i>
6. PHIC/NON-PHIC Patient automatically be serve. Payment be done only if lab test/s requested are non-socialize tests, and/or request to be socialized by DSWD, c/o MALASAKIT & MAIP	2. Present request to Laboratory; 2.1 Checking and recording the receipt, and request with granted socialized tests.	Variable (All lab tests price is based on the approved fees)	3 Minutes	<i>Laboratory Clerk/ Aide, Med Tech if applicable– Laboratory Section</i>
7. Prepare for laboratory testing	3. Instruct ER/Ward patient to prepare for sample extraction and submission; 7.1 Perform routine Hematology:	None	40 Minutes 1 Hour	<i>Med Tech/ Phlebotomist - Laboratory Section Medical Technologist –</i>



	<p>No preparation for fasting, blood extraction ne done right away.</p> <p>7.2 Perform Clinical Chemistry: The patient will be instructed for fasting a day before the scheduled date and time for extraction.</p> <p>7.3 Perform Serology/ Immunology: No fasting needed but the patient is instructed to be ready on the scheduled date and time.</p> <p>7.4 Perform URI/PARA: Instruct patient to submit Urine or Stool sample, and check for sustainability.</p> <p>7.5 For GenExpert clients/s: (Assisted by PBSP NOD)</p> <ul style="list-style-type: none"> • Check prescribe form for correct and completeness of the data entry; • Check sputum sample and other body fluids for suitability. • Perform GenExpert 		<p>4 Hours</p> <p>2 Hours</p> <p>1 Hour</p> <p>1 Minute</p> <p>2 Minutes</p> <p>3 Days</p>	<p>Laboratory Section</p> <p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p> <p><i>Medical Technologist – Laboratory Section</i></p>
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	7.6 Perform Microbiology: Submitted sample for culture and sensitivity must be properly labeled with correct patient's information; and check for suitability of sample.		7 Days	<i>Medical Technologist – Laboratory Section</i>
8. Claim of Laboratory results	4. Recording and Releasing of results to different ward stations.		20 Minutes	<i>Laboratory Clerk/Aide MedTech if available – Laboratory Section</i>
TOTAL:		Variable	10 Days, 9 Hours	

8.3 COVID-19 Laboratory (In-Patient)

Office or Division:	Clinical Laboratory Department			
Classification:	Simple			
Type of Transaction:	G2C-Government			
Who may avail:	In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Clinical Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. RT-PCR				
1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	Sample sent to SPMC = NONE	5 Minute	<i>Medical Technologist - Laboratory Section</i>
		Sample sent to ONE WORLD = P 2,220 Regular, P 2,500 Rush		



2. Present a date for sample collection requested by a Physician or Nurse	2. Checking and recording the date for sample collection	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>	
3. Go to Laboratory on the scheduled date and time	3.1 Provide completely filled out CIF (Case Investigatory Form)	None	5 Minutes	<i>Interviewer / Medical Technologist - Laboratory Section</i>	
	3.2 Preparation for sample collection	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>	
	3.3 Collection of sample; Nasopharyngeal swab and Oropharyngeal swab	None	5 Minute	<i>Medical Technologist - Laboratory Section</i>	
	3.4 Sending of samples to designated testing sites: SPMC or ONE WORLD	None	2 hours	DSPH Ambulance Driver	
	3.5 Examination of Specimen and releasing of results		None	SPMC = 1 to 3 days (under normal circumstances)	Designated Testing Sites
				ONE WORLD = 24 hrs (regular), 16 hrs (rush)	
	3.6 Recording and Releasing of Results to Patients	None	5 Minutes	Medical Technologist	
TOTAL:		Sample sent to SPMC = 1 to 3 days (under normal circumstances), Sample sent to ONE WORLD = 24 hrs (regular), 16 hrs (rush)			
II. COVID-19 RAPID ANTIGEN TEST					



1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	P 1500 (can be charged to bill by Medical Social Service)	5 Minute	Medical Technologist
2. Provide completely filled out CIF (Case Investigatory Form); filled out by a Physician or Nurse	2. Checking and recording the data of patient for sample collection	None	5 Minute	Medical Technologist
3. Wait for the schedule of sample collection	3.1 Preparation for sample collection	None	5 Minutes	Medical Technologist
	3.2 Collection of samples; Nasopharyngeal swab	None	5 Minute	Medical Technologist
	3.3 Examination of Specimen	None	1 Hour	Medical Technologist
	3.6 Recording of results; results available for release	None	5 Minutes	Medical Technologist
TOTAL:			1 Hour, 25 Minutes	
II. CBC (Complete Blood Count)				
1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
2. Provide a complete data such as address, name, age, and purpose of request	2.1 Checking completeness of data and recording of the received request	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
3. Wait for blood collection for examination	3.1 Extraction of blood	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>



	3.2 Examination of specimen	None	1 Hour	<i>Medical Technologist - Laboratory Section</i>
	3.3 Recording of results; results available for release	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
TOTAL:			1 Hour, 20 Minutes	
III. RBS (Random Blood Sugar)				
1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	None	5 Minute	<i>Medical Technologist - Laboratory Section</i>
2. Provide a complete data such as address, name, age, and purpose of request	2.1 Checking completeness of data and recording of the received request	None	5 Minute	<i>Medical Technologist - Laboratory Section</i>
3. Wait for blood collection for examination	3.1 Extraction of blood	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
	3.2 Examination of specimen	None	3 Minute	<i>Medical Technologist - Laboratory Section</i>
	3.6 Relaying results to the Physician or Nurse	None	2 Minutes	Medical Technologist
	3.3 Recording of results; results available for release	None	5 Minutes	Medical Technologist
TOTAL:			25 Minutes	



8.4 COVID-19 Laboratory (Out-Patient)

Office or Division:		Laboratory		
Classification:		Simple		
Type of Transaction:		G2C-Government		
Who may avail:		Out-Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Clinical Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. RT-PCR				
1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	Sample sent to SPMC = NONE	5 Minute	Medical Technologist
		Sample sent to ONE WORLD = P 2,220 Regular, P 2,500 Rush		
2. Present a date for sample collection requested by a Physician or Nurse	2. Checking and recording the date for sample collection	None	5 Minute	Medical Technologist
3. Go to Laboratory on the scheduled date and time	3.1 Provide completely filled out CIF (Case Investigatory Form)	None	5 Minutes	<i>Interviewer / Medical Technologist - Laboratory Section</i>
	3.2 Preparation for sample collection	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
	3.3 Collection of samples; Nasopharyngeal swab and Oropharyngeal swab	None	5 Minute	<i>Medical Technologist - Laboratory Section</i>



	3.4 Sending of samples to designated testing sites: SPMC or ONE WORLD	NONE	2 hours	<i>DSPH Ambulance Driver</i>
	3.5 Examination of Specimen and releasing of results	None	SPMC = 1 to 3 days (under normal circumstances)	<i>Designated Testing Sites</i>
			ONE WORLD = 24 hrs (regular), 16 hrs (rush)	
	3.6 Recording and Releasing of Results to Patients	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
TOTAL:		Sample sent to SPMC = 1 to 3 days (under normal circumstances), Sample sent to ONE WORLD = 24 hrs (regular), 16 hrs (rush)		
II. COVID-19 RAPID ANTIGEN TEST				
1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	P 1500	5 Minute	<i>Medical Technologist - Laboratory Section</i>
2. Provide completely filled out CIF (Case Investigatory Form); filled out by a Physician or Nurse	2. Checking and recording the data of patient for sample collection	None	5 Minute	<i>Medical Technologist - Laboratory Section</i>
3. Wait for the schedule of sample collection	3.1 Preparation for sample collection	None	5 Minutes	Medical Technologist
	3.2 Collection of sample; Nasopharyngeal swab	None	5 Minute	Medical Technologist
	3.3 Examination of Specimen	None	1 Hour	Medical Technologist



	3.6 Recording of results; results available for release	None	5 Minutes	Medical Technologist
TOTAL:		1500	1 Hour, 25 Minutes	
II. CBC (Complete Blood Count)				
1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	200	5 Minute	<i>Medical Technologist</i>
2. Provide a complete data such as address, name, age, and purpose of request	2.1 Checking completeness of data and recording of the received request	None	5 Minute	<i>Medical Technologist</i>
3. Wait for blood collection for examination	3.1 Extraction of blood	None	5 Minutes	<i>Medical Technologist</i>
	3.2 Examination of specimen	None	1 Hour	<i>Medical Technologist</i>
	3.3 Recording of results; results available for release	None	5 Minutes	<i>Medical Technologist</i>
TOTAL:		200	1 Hour, 20 Minutes	
III. RBS (Random Blood Sugar)				
1. Make a laboratory request	1. Present laboratory request to Lab. For inquiry	150	5 Minute	<i>Medical Technologist - Laboratory Section</i>
2. Provide a complete data such as address, name, age, and purpose of request	2.1 Checking completeness of data and recording of the received request	None	5 Minute	<i>Medical Technologist - Laboratory Section</i>
3. Wait for blood collection for examination	3.1 Extraction of blood	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
	3.2 Examination of specimen	None	3 Minute	<i>Medical Technologist -</i>



				Laboratory Section
	3.6 Relaying results to the Physician or Nurse	None	2 Minutes	<i>Medical Technologist - Laboratory Section</i>
	3.3 Recording of results; results available for release	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
TOTAL:		150	25 Minutes	

8.5 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-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Clinical Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Blood request form from attending physician.	1. Present blood request to laboratory; Assessment if blood stock inventory.	None	3 Minutes	<i>Medical Technologist - Laboratory Section</i>
	1.1 Check for correct and completeness of data entry; no erasures or alterations.		2 Minutes	<i>Medical Technologist - Laboratory Section</i>
	1.2 Check for the availability of blood component.		2 Minutes	<i>Medical Technologist - Laboratory Section</i>
2. For Routine Blood Request , compliance of Blood (Donor)	2. Provision to Blood Protocols.	None (All lab tests price	15 Minutes	



<p>Withdrawal Slip as one of the requirements to secure blood unit.</p>	<p>2.1 Instruct client/watcher to secure Blood (Donor) Withdrawal Slip to their respective barangay partner program (CHO, RHU), make sure that only Blood Program Coordinator is authorized to affix their signature in the withdrawal form for validation.</p> <p>2.2 Check for correct and completeness of data entry; no erasures or alterations.</p> <p>2.3 For Non-Program Partner (PNRC), client/watcher is instructed to secure blood unit at Philippine Red Cross, provided that blood request is attached with official blood typing result as protocols.</p>	<p>is based on the approved fees)</p>	<p>2 Minutes</p> <p>15 Minutes</p>	<p><i>Medical Technologist - Laboratory Section</i></p> <p><i>Medical Technologist - Laboratory Section</i></p> <p><i>Medical Technologist - Laboratory Section</i></p>
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3. For Non-Compliance Withdrawal Slip.	3. Provision to Blood Protocols 3.1 Patient can still avail blood provided that the watcher/client is instructed to sign a Pledge of Commitment to be presented to their respective barangay;	None	10 Minutes	<i>Medical Technologist - Laboratory Section</i>
	3.2 For Emergency Cases: Patient will immediately be served blood. Proper instruction to watcher will follow after transaction has been done;		15 Minutes	<i>Medical Technologist – Laboratory Section</i>
4. Secure PHIC Clearance.	4. Instruct patient to secure PHIC clearance as requirement.	None	3 Minutes	<i>Laboratory Clerk/ Medical Technologist (if available) - Laboratory Section</i>
5. Processing Fee for Blood unit.	5. Inform the patient/watcher regarding the “No Processing Fee” policy fees will be charge to PHIC, MALASAKIT and MAIP.	None	10 Minutes	<i>Medical Technologist - Laboratory Section</i>
6. Secure Blood Compatibility request (Crossmatching Request)	6. Receive request for compatibility testing. 6.1 Check correctness and completeness of the data entry.	None	2 Minutes	<i>Laboratory Clerk/ Medical Technologist (if available) - Laboratory Section</i>
			2 Minutes	<i>Medical Technologist - Laboratory Section</i>
			30 Minutes	



	6.2 Extraction of Blood sample from patient.		1 Hour	<i>Medical Technologist/ Phlebotomist - Laboratory Section</i>
	6.3 Blood Compatibility testing done, including typing of sample donor and receipt.		10 Minutes	<i>Medical Technologist - Laboratory Section</i>
	6.4 Counterchecking of Results.		5 Minutes	<i>Medical Technologist - Laboratory Section</i>
	6.5 Releasing of results.			<i>Laboratory Clerk/ Aide- Laboratory Section</i>
TOTAL:			3 Hours, 6 Minutes	



8.6 Blood Station (Out-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:	Clinical Laboratory Department			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Clinical Laboratory Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Blood request form from attending physician.	1. Present blood request to laboratory; Assessment if blood stock inventory.	None	3 Minutes	<i>Medical Technologist - Laboratory Section</i>
	1.2 Check for correct and completeness of data entry; no erasures or alterations.		2 Minutes	<i>Medical Technologist – Laboratory Section</i>
	1.3 Check for the availability of blood component.		2 Minutes	<i>Medical Technologist - Laboratory Section</i>
3. For Routine Blood Request , compliance of Blood (Donor) Withdrawal Slip as one of the requirements to secure blood unit.	2. Provision to Blood Protocols. 2.1 Instruct client/watcher to secure Blood (Donor) Withdrawal Slip to their respective barangay partner program (CHO, RHU), make sure that only Blood Program Coordinator is authorized to affix their signature in the	None (All lab tests price is based on the approved fees)	15 Minutes	<i>Medical Technologist - Laboratory Section</i>



	<p>withdrawal form for validation.</p> <p>2.2 Check for correct and completeness of data entry; no erasures or alterations.</p> <p>2.3 For Non-Program Partner (PNRC), client/ watcher is instructed to secure blood unit at Philippine Red Cross, provided that blood request is attached with official blood typing result as protocol.</p>		<p>2 Minutes</p> <p>15 Minutes</p>	<p><i>Medical Technologist - Laboratory Section</i></p> <p><i>Medical Technologist - Laboratory Section</i></p>
3. For Non-Compliance Withdrawal Slip.	<p>3. Provision to Blood Protocols</p> <p>3.1 Patient can still avail blood provided that the watcher/client is instructed to sign a Pledge of Commitment to be presented to their respective barangay;</p>	None	15 Minutes	<i>Medical Technologist - Laboratory Section</i>
4. Processing Fee for Blood unit.	<p>4. Issuance of Yellow Slip to Cashier for Payment.</p> <p>4.1 Present official receipt of payment to blood facility.</p>	Variable	<p>3 Minutes</p> <p>1 Minute</p>	<p><i>Medical Technologist - Laboratory Section</i></p> <p><i>Medical Technologist - Laboratory Section</i></p>



	4.2 Preparation of the transacted blood: document the details of the blood and the transmittal form.		15 Minutes	<i>Medical Technologist - Laboratory Section</i>
5. Issuance of the Blood	5. Release the blood unit together with transmittal form, provided with an appropriate blood transport container, a thermometer, and cool dog.	None	5 Minutes	<i>Medical Technologist - Laboratory Section</i>
TOTAL:		Variable	1 Hour, 18 Minutes	

8.7 Water Bacteriological Analysis Services

Water analysis is a method of analyzing water to estimate the numbers of bacteria present and to allow for the recovery of microorganisms in order to identify them.

Office or Division:	Clinical Laboratory Department			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Payment Stub Official Receipt		Clinical Laboratory Department Clinical Laboratory Department Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Query on schedule for water submission.	1. Issuance of payment stub to be paid at the Cashier.	300	5 Minutes	<i>Medical Technologist/ Laboratory</i>



				<i>Receptionist – Water Laboratory Section</i>
2. Present Official Receipt.	2. Schedule for water submission. 2.1 Release of sampling bottle and Laboratory Request Form. 2.2 Provision of instruction leaflet	None	5 Minutes	<i>Medical Technologist/ Laboratory Receptionist – Water Laboratory Section</i>
3. Submit water sample on schedule date 3.1 Present Official Receipt 3.2 Present the Laboratory request form completely filled-up by the sanitation inspector.	3. Check laboratory request for the completeness of data; 3.1 Check for the criteria for water sample rejection. 3.2 Label the sampling bottle according to laboratory number. 3.3 Record the laboratory number, date and time of submission and OR number.		10 Minutes	<i>Medical Technologist/ Laboratory Receptionist – Water Laboratory Section</i>
4. Wait for the result to be released.	4. Perform water analysis.	None	8 Calendar Days	<i>Water Analyst/ Medical Technologist – Water Laboratory Section</i>
5. Claim water Bacteriological Result 5.1 Fill-up the CSS form.	5. Release the result. 5.1 Give CSS form to be filled-up.	None	2 Minutes 5 Minutes	<i>Medical Technologist/ Laboratory Receptionist – Water Laboratory Section</i>
TOTAL:		300	8 Days and 27 Minutes	



9. MALASAKIT Center

9.1 Availment of Medical Assistance for Indigent Patients Program (MAIPP) For In/Out-Patients

This service includes receiving requests for discounts and the granting of medical assistance for hospital billing, laboratory fee, medicine, ultrasound, CT scan, Chemotherapy, Dialysis Treatment, linkages to partner agencies such as private hospitals, pharmacies and dialysis centers.

Office or Division:	MALASAKIT Center			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Indigent Patients (In-patients and out-patients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription/Request with name, signature, and license no. of the physician,				
Hospital Bill/ with signature and license no. of the physician (if admitted or if the request is within the premises of the hospital),		CASHIER		
Medical Certificate (outpatient),		(HIMS)		
Medical Abstract (in patient) and		Medical Social Services (MSS) Window		
Certificate of Indigency. (Purpose: Medical Assistance to MALASKIT/MAIPP)		Barangay		
1 Copy of Valid Id				
1 Original and 1 Photocopy of each Document				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MALASKIT Center and present Request Form and follow the instructions from MSS Staff.	1. Receive the Request Form from the patient/ guardian and check the availability of their request; 1.1 If available, the patient proceeds to MEDICINE SECTION/LABORATORY SECTION/XRAY SECTION/for pricing, and proceed to Billing Section to Bill Out the said Request.	None	1 Minute	MSS Staff – MALASKIT Center



	<p>1.2 If not available in the hospital premises, the patient/client advice to proceed to our service providers, for quotation , and if Available in service provider, the client/patient proceed to Malasakit office to get the inter referral agency to be filled out by the attending physician.</p> <p>1.3 If it is still not available, the watcher/patient refer to other government and non-government agency.</p> <p>1.4 Refer to the legislative for endorsement</p>			
2. Present necessary documents.	2. Assess the client and check the completeness of attached documents	None	1 Minute	<i>MSS Staff – MALASKIT Center</i>
3. Answer the necessary questions in Medical Social Service Intake Form.	3. Conduct interview using Medical Social Service Intake Form or assessment tool to classify patients according to their capacity.	None	5 Minutes	<i>MSS Staff – MALASKIT Center</i>
4. Wait for the medical assistance approval.	4. Approve the Medical assistance according to the endorsement and amount load approval. Register patients to the general logbook for recording.	None	2 Minutes	<i>MSS Staff – MALASKIT Center</i>
5. Receive the Guarantee Letter	5. Issuance of guarantee letter.	None	1 Minute	<i>MSS Staff – MALASKIT Center</i>
TOTAL:		None	10 Minutes	



10. Medical Social Service

10.1 Assessment of non-PHIC member for PHIC Membership

This service refers to eligibility evaluation of the patient to enroll to Point of Service.

Office or Division:	Medical Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
POS Slip		Point of Service		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the POS slip to MSS window	1.1. Assess the eligibility of the watcher/patient for POC enrollment. 1.2. Certify the POS slip column for social service worker and issue a certification that the patient has been assessed accordingly.	None	20 Minutes	<i>MSS Staff – Medical Social Service Section</i>
2. Receive the POS slip and certification.	2. Instruct the patient/watcher to go back to Point of Service Section.	None	1 Minute	<i>MSS Staff – Medical Social Service Section</i>
TOTAL:		None	21 Minutes	



10.2 Discounting Process

This refers to the provision of bill amount deduction to billings statement and request forms.

Office or Division:	Medical Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Walk in Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Billing Statement		OPD/ER Billing Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request form or billing statement.	1.1. Assess the patient if eligible to avail assistance. 1.2. Indicate the discounted amount and sign the request form or billing statement.	None	5 Minutes	<i>MSS Staff – Medical Social Service Section</i>
2. Receive the request form or billing statement	2. Inform the patient/watcher for other medical assistance.	None	1 Minute	<i>MSS Staff – Medical Social Service Section</i>
TOTAL:		None	6 Minutes	



10.3 Issuance of Medical Abstract

A medical abstract is the document that abstracts all medical records of the patient during their hospitalization.

Office or Division:	Medical Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Walk in Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission Form (1 original copy); or PhilHealth Clearance/Pink Card (1 original copy)			Admitting Section (ER) Claims Section (Room 24)	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the admission form or PhilHealth Clearance/Pink Card.	1. Receive the requirement and inform the client about the schedule of issuances and advise client to return at a given time or the next day.	None	2 Minutes	<i>MSS Staff – Medical Social Service Section</i>
	1.2. Proceed to ER/Ward for verification and extraction of patient's information. 1.3. Prepare the Medical Abstract 1.4. Forward the Medical Abstract to the doctor.	None	1 Day	<i>MSS Staff – Medical Social Service Section</i>
2. Go back to MSS section and obtain the Medical Abstract.	2. Issue the Medical Abstract.	None	1 Minute	<i>MSS Staff – Medical Social Service Section</i>
TOTAL:		None	1 Day, 3 Minutes	



11. One Hospital Command Center (OHCC)

One Hospital Command Center aims to improve patient outcomes through centralized quality control and coordination of care. It also focuses on hospital-level flow and efficiency, such as maximizing bed capacity or reducing boarding times.

11.1 Transfer of Patient to Davao del Sur Provincial Hospital

Referral of patients needing services to Davao del Sur Provincial Hospital requires referral slip from the referring facility. This is to ensure continuity of care and proper endorsement of patient. It also helps in preventing unnecessary transfer of patient.

Office or Division:	One Hospital Command Center (OHCC)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients needing transfer to Davao del Sur Provincial Hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Call or SMS			Referring Facility	
Referral Template			Referring Facility	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform OHCC of possible patient transfer through call or SMS	1. Receives call/ SMS 1.1 Forwards referral template through SMS	None	5 Minutes	<i>OHCC Personnel - One Hospital Command Center (OHCC)</i>
2. Forwards referral template	2. Categorize patient's needs based on the referral template 2.1 Identify the clinical area of concern 2.2 Inform the Physician of concern through call or SMS 2.3 Informs the nursing unit of concern for possible transfer 2.4 Receives response from the Physician of concern 2.4 Informs the referring facility through call for	None	Depends on the availability and time of the physician	<i>Physician of Concern</i> <i>OHCC Personnel - One Hospital Command Center (OHCC)</i>



	possible acceptance of transfer			
3. Doctor to Doctor Endorsement	<p>3. The receiving physician informs OHCC to provide his/her contact details to the referring physician</p> <p>3.1 OHCC forwards contact details</p> <p>3.2 OHCC verifies transfer with the receiving physician</p>	None	Depends on the availability and time of the physician	<p><i>Physician of Concern</i></p> <p><i>OHCC Personnel - One Hospital Command Center (OHCC)</i></p>
4. Patient transfer	<p>4. Nursing unit of concern is informed</p> <p>4.1 Documents transfer to the OHCC logbook</p>	None	Depends on the processing transfer from the referring facility	<p><i>OHCC Personnel - One Hospital Command Center (OHCC)</i></p> <p><i>Nursing Unit of Concern</i></p>
TOTAL:		None	Depends on the complexity of the transfer	



11.2 Transfer to Adjacent Secondary Health Facilities

Transfer of patients to adjacent secondary health facilities is made when the necessary health services is unavailable in the institution or when the need to transfer arises, specifically full bed capacity.

Office or Division:	One Hospital Command Center (OHCC)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients needing transfer to other adjacent secondary health facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Call or SMS		Davao del Sur Provincial Hospital		
Referral Template/ Slip		Davao del Sur Provincial Hospital		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform OHCC of possible patient transfer through call or SMS	1. Receives referral template 1.1 Informs the receiving facility through call or SMS 1.2 Forwards referral template 1.3 Follow-up referral	None	Depends on the receiving facility availability to receive referral	<i>OHCC Personnel - One Hospital Command Center (OHCC)</i>
2. Receiving facility receives transfer	2. The referring physician is inform of the acceptance 2.1 Contact details of the receiving physician is given to the referring physician for doctor-to-doctor endorsement 2.2 Verifies transfer with the receiving physician or facility	None	Depends on the physician's availability and time	<i>OHCC Personnel - One Hospital Command Center (OHCC)</i> <i>Referring Physician</i>



3. Transfer of patient	<p>3. Transfer of patient Facilitate transportation</p> <p>3.1 The nursing unit of concern facilitates processing of hospital bills and charges</p> <p>3.2 Documents transaction in the OHCC logbook</p>	None	Depends on the process of transfer	<p><i>OHCC Personnel - One Hospital Command Center (OHCC)</i></p> <p><i>Ambulance Driver</i></p> <p><i>Nursing Unit of Concern</i></p>
TOTAL:		None	Depends on the receiving facility to accept transfer	



11.3 Transfer to Apex Health Facility (Southern Philippines Medical Center)

Transfer of care to a higher or tertiary facility is made possible when the needed health services is not available in the institution or the referring facility and is deemed vital in the recuperation of the patient.

Office or Division:	One Hospital Command Center (OHCC)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients needing transfer to tertiary hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Call or SMS		Referring Facility		
Referral Template/ Slip		Referring Facility		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform OHCC of possible patient transfer through call or SMS	1. Receives referral template 1.1 Forwards referral template to OHCC Davao 1.2 Follow-up referral	None	Depends on the receiving facility's availability to receive referral	<i>OHCC Personnel - One Hospital Command Center (OHCC)</i>
2. Receiving facility informs of possible acceptance	2. OHCC Davao forwards contact details of the receiving physicians 2.1 OHCC Personnel forwards contact details to the referring physician 2.2 Doctor to doctor endorsement is perform 2.3 Verify transfer with the referring physician	None	Depends on the receiving facility's availability to receive referral	<i>OHCC Personnel - One Hospital Command Center (OHCC)</i> <i>Referring Physician</i>
3. Patient transfer	3. The referring hospital unit is inform of the successful transfer 3.1 OHCC personnel facilitates transportation	None	Depends on the receiving facility's availability to accept referral	<i>OHCC Personnel - One Hospital Command Center (OHCC)</i>



	to SPMC if no available vehicle 3.2 Document transaction in the OHCC logbook			
TOTAL:		None	Variable	

11.4 Appointment of Patient from Rural Health Units (RHUs) for Out-Patient Department Consultation (OPD)

Appointment system is in place for patients from flung Barangays that require secondary care. It also aims to prevent visits of patients seeking services that are unavailable in the institution and to inform the primary care providers of hospital advisories in navigating their patients seeking immediate medical attention to other health facilities.

Office or Division:	One Hospital Command Center (OHCC)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients needing secondary consultation at Out-Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Call or SMS		Referring Facility/ Rural Health Units		
Referral Template/ Slip		Referring Facility/ Rural Health Units		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RHUs submits referral form through call, SMS and social media network	1. Receives referral form 1.1 Categorize patient's needs based on the template 1.2 Checks for availability of needed clinical services	None	Depends on the available clinical services	<i>OHCC Personnel - One Hospital Command Center (OHCC)</i>
2. RHUs receives and instruct patient of appointment details	2. RHUs are inform of the appointment details of its patient; it contains time, date and clinical service to go to 2.1 Advises RHU to inform the patient to	None	Depends on the available clinical services	<i>OHCC Personnel - One Hospital Command Center (OHCC)</i>



	bring their copy of referral slip 2.2 OHCC personnel forwards names to the OPD Triage 2.3 Documents transaction in the OHCC logbook			
TOTAL:		None	Variable	

12. Out-Patient Department (OPD)

12.1 Animal Bite

Anti-Rabies Vaccines are for people who have been bitten by a rabies-infected animal or 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 may 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		
Hospital Case Number		Davao del Sur Provincial Hospital (ER/ OPD)		
Referral Form		Rural Health Units/ Private Clinics		
Payment Stub		OPD Triage		
Official Receipt		Cashier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Referral from Rural Health Units/ Private Clinics	1. Receive and review Referral Form 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment	None	5 Minutes	OPD Triage Personnel Civil Security Unit
2. Proceed to Cashier	2. Receive consultation payment 2.1 Issue Official Receipt (OR)	50 Pesos	5 Minutes	Cashier on Duty
3. Present Official Receipt (OR) to OPD Triage Personnel	3. Give priority number 3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk	None	5 Minutes	OPD Triage Personnel
4. Proceed to OPD Information Area once priority number or name is called	4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/ retrieve existing OPD Chart for old patients 4.2 Record Patient's details in the record logbook	None	5 Minutes	OPD Information Clerk
5. Proceed to Consultation Area once name is called	5. Take relevant anthropometric measurements 5.1 Further assess patient and provide consultation 5.2 Issue payment stub for injection and vaccine 5.2 If necessary, give prescription	None	10 Minutes	Surgeon on Duty Nurse in Charge Nursing Attendant



6. Proceed to Cashier	6. Receive Animal Bite charges 6.1 Issue Official Receipt	50 Pesos for Injection Fee 300 Pesos for Anti-Rabies Vaccine 125 Pesos for Tetanus Toxoid	5 Minutes	Cashier on Duty
7. Proceed to Pharmacy	7. Receive prescription 7.1 Issue vaccines indicated in the prescription	None	5 Minutes	Pharmacist on Duty
8. Proceed back to Animal Bite	8. Administer vaccine/s 8.1 Provide Home Instructions/ return slip for follow-up check-up and succeeding doses	None	30 Minutes	Nurse in Charge Nursing Attendant
TOTAL		Variable	1 Hour, 10 Minutes	



12.2 Dental Service

Dental Services includes periodontal consultation that seeks preventive or corrective procedures furnished by or under the supervision of a Dentist.

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		
Hospital Case Number		Davao del Sur Provincial Hospital (ER/ OPD)		
Referral Form		Rural Health Units/ Private Clinics		
Payment Stub		OPD Triage		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral from Rural Health Units/ Private Clinics	1. Receive and review Referral Form 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment	None	5 Minutes	<i>OPD Triage Personnel</i> <i>Civil Security Unit</i>
2. Proceed to Cashier	2. Receive consultation payment 2.1 Issue Official Receipt (OR)	50 Pesos	5 Minutes	<i>Cashier on Duty</i>
3. Present Official Receipt (OR) to OPD Triage Personnel	3. Give priority number 3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk	None	5 Minutes	<i>OPD Triage Personnel</i>



4. Proceed to OPD Information Area once priority number or name is called	4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/ retrieve existing chart for old patient 4.2 Record Patient's details in the record logbook	None	5 Minutes	<i>OPD Information Clerk</i>
5. Proceed to Dental Area once name is called	5. Take relevant anthropometric measurements 5.1 Further assess patient and provide consultation and dental intervention 5.2 Issue payment stub	None	Depends on the complexity of the patient's condition	<i>Dentist Dental Aide Nursing Attendant</i>
6. Proceed to Cashier	6. Receive dental service charges 6.1 Issue Official Receipt	150 Pesos for Dental Extraction	5 Minutes	<i>Cashier in Charge</i>
7. Proceed Back to Dental Area	7. If necessary, give prescriptions 7.1 Provide home instructions/ return slip for follow-up	None	5 Minutes	<i>Dental Aide Nursing Attendant</i>
TOTAL:		Variable	Variable	

12.3 Internal Medicine

Internal Medicine includes pre-operative consultations for issuance of cardio-pulmonary clearance and general consultations to age group of 19 years old and above. It also promotes health education and promotion to prevent diseases.

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	
Hospital Case Number	Davao del Sur Provincial Hospital (ER/ OPD)
Referral Form	Rural Health Units/ Private Clinics



Payment Stub Official Receipt			OPD Triage Cashier	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral From Rural Health Units/ Private Clinics	1. Receive and review Referral Form 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment	None	5 Minutes	<i>OPD Triage Personnel Civil Security Unit</i>
2. Proceed to Cashier	2. Receive consultation payment 2.1 Issue Official Receipt (OR)	50 Pesos	5 Minutes	<i>Cashier on Duty</i>
3. Present Official Receipt (OR) to OPD Triage Personnel	3. Give priority number 3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk	None	5 Minutes	<i>OPD Triage Personnel</i>
4. Proceed to OPD Information Area once priority number or name is called	4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/ retrieve existing chart for old patient 4.2 Record Patient's details in the record logbook	None	5 Minutes	<i>OPD Information Clerk</i>
5. Proceed to Internal Medicine Area once name is called	5. Take relevant anthropometric measurements 5.1 Further assess patient 5.2 Provide consultation and intervention/s	None	Depends on complexity of patient's condition	<i>Internal Medicine Physician Nurse in Charge Nursing Attendant</i>



	5.3 If necessary, provide laboratory requests and prescriptions 5.4 Provide home instructions/ return slip for follow-up check-up			
TOTAL:		Variable	Variable	

12.4 OB-GYN Service

OB-GYN service includes pre-pregnancy planning services, prenatal care, pregnancy care and postpartum care. It also involves care for all women's health issues.

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		
Hospital Case Number		Davao del Sur Provincial Hospital (ER/ OPD)		
Referral Form		Rural Health Units/ Private Clinics		
Payment Stub		OPD Triage		
Official Receipt		Cashier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral From Rural Health Units/ Private Clinics	1. Receive and review Referral Form 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment	None	5 Minutes	<i>OPD Triage Personnel</i> <i>Civil Security Unit</i>
2. Proceed to Cashier	2. Receive consultation payment 2.1 Issue Official Receipt (OR)	50 PHP	5 Minutes	<i>Cashier on Duty</i>
3. Present Official Receipt (OR) to OPD Triage Personnel	3. Give priority number	None	5 Minutes	<i>OPD Triage Personnel</i>



	3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk			
4. Proceed to OPD Information Area once priority number or name is called	4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/ retrieve existing chart for old patient 4.2 Record Patient's details in the record logbook	None	5 Minutes	<i>OPD Information Clerk</i>
5. Proceed to OB-GYN Area once name is called	5. Take relevant anthropometric measurements 5.1 Further assess patient's needs 5.2 Provide consultation and intervention/s 5.3 If necessary, provide laboratory requests and prescriptions 5.4 Provide home instructions/ return slip for follow-up check up	None	Depends on the complexity of patient's condition	<i>OB-GYN Physician Midwife on Duty Nursing Attendant</i>
TOTAL:		50	Variable	



12.5 Pediatrics Service

Pediatrics is the branch of medicine dealing with the health and medical care of infants, children and adolescents from birth up to the age of 18. Pediatric care encompasses a broad spectrum of health services ranging from preventive health care to the diagnosis and treatment of acute and chronic diseases.

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		
Hospital Case Number	Davao del Sur Provincial Hospital (ER/ OPD)			
Referral Form	Rural Health Units/ Private Clinics			
Payment Stub	OPD Triage			
Official Receipt	Cashier			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral From Rural Health Units/ Private Clinics	1. Receive and review Referral Form 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment	None	5 Minutes	<i>OPD Triage Personnel</i> <i>Civil Security Unit</i>
2. Proceed to Cashier	2. Receive consultation payment 2.1 Issue Official Receipt (OR)	50 Pesos	5 Minutes	<i>Cashier on Duty</i>
3. Present Official Receipt (OR) to OPD Triage Personnel	3. Give priority number 3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk	None	5 Minutes	<i>OPD Triage Personnel</i>



<p>4. Proceed to OPD Information Area once priority number or name is called</p>	<p>4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/ retrieve existing chart for old patient 4.2 Record Patient's details in the record logbook</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>OPD Information Clerk</i></p>
<p>5. Proceed to Pediatrics Area once name is called</p>	<p>5. Take relevant anthropometric measurements 5.1 Further assess patient 5.2 Provide consultation/ and intervention/s 5.3 If necessary, provide laboratory requests and prescriptions 5.4 Provide home instructions/ return slip for follow-up check-ups</p>	<p>None</p>	<p>Depends on the complexity of patient's condition</p>	<p><i>Pediatrician</i> <i>Nurse</i> <i>Nursing Attendant</i></p>
<p>TOTAL:</p>		<p>50</p>	<p>Variable</p>	



12.6 Ophthalmology Service

Comprehensive ophthalmology services include screenings for eye disease and disorders, visual acuity exams, prescriptions for eyeglasses or contact lenses and surgical evaluations.

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		
Hospital Case Number		Davao del Sur Provincial Hospital (ER/ OPD)		
Referral Form		Rural Health Units/ Private Clinics		
Payment Stub		OPD Triage		
Official Receipt		Cashier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral From Rural Health Units/ Private Clinics	1. Receive and review Referral Form 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment	None	5 Minutes	<i>OPD Triage Personnel</i> <i>Civil Security Unit</i>
2. Proceed to Cashier	2. Receive consultation payment 2.1 Issue Official Receipt (OR)	50 Pesos	5 Minutes	<i>Cashier on Duty</i>
3. Present Official Receipt (OR) to OPD Triage Personnel	3. Give priority number 3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk	None	5 Minutes	<i>OPD Triage Personnel</i>
4. Proceed to OPD Information Area once priority number or name is called	4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/	None	5 Minutes	<i>OPD Information Clerk</i>



	retrieve existing record for old patient 4.2 Record Patient's details in the record logbook			
5. Proceed to Ophthalmology Area once name is called	5. Further assess patient 5.1 Provide consultation/ and intervention/s 5.2 If necessary, provide laboratory requests and prescriptions 5.3 Provide home instructions/ return slip for follow-up check-up	None	Depend on the complexity of patient's condition	<i>Ophthalmologist</i> <i>Nurse</i> <i>Nursing Attendant</i>
TOTAL:		50	Variable	

12.7 General Surgery Service

General surgery is a surgical specialty that focuses on alimentary canal and abdominal contents including the esophagus, stomach, small intestine, large intestine, liver, pancreas, gallbladder, appendix and bile ducts, and often the thyroid gland. This service includes conduct of minor surgery and scheduling of major cases.

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		
Hospital Case Number		Davao del Sur Provincial Hospital (ER/ OPD)		
Referral Form		Rural Health Units/ Private Clinics		
Payment Stub		OPD Triage		
Official Receipt		Cashier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit Referral From Rural Health Units/ Private Clinics</p>	<p>1. Receive and review Referral Form 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>OPD Triage Personnel</i> <i>Civil Security Unit</i></p>
<p>2. Proceed to Cashier</p>	<p>2. Receive consultation payment 2.1 Issue Official Receipt (OR)</p>	<p>50 Pesos</p>	<p>5 Minutes</p>	<p><i>Cashier on Duty</i></p>
<p>3. Present Official Receipt (OR) to OPD Triage Personnel</p>	<p>3. Give priority number 3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>OPD Triage Personnel</i></p>
<p>4. Proceed to OPD Information Area once priority number or name is called</p>	<p>4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/ retrieve existing chart for old patient 4.2 Record Patient's details in the record logbook</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>OPD Information Clerk</i></p>
<p>5. Proceed to General Surgery Area once name is called</p>	<p>5. Take relevant anthropometric measurements 5.1 Further assess patient 5.2 Provide consultation/ and intervention/s 5.3 If necessary, provide laboratory</p>	<p>None</p>	<p>Depends on the complexity of patient's condition</p>	<p><i>Surgeon on Duty</i> <i>Nurse</i> <i>Nursing Attendant</i></p>



	requests and prescriptions 5.4 Provide home instructions/ return slip for follow-up check-up			
TOTAL:		50	Variable	

12.8 Removal of Sutures/ Surgical Staples

Sutures should be removed within 1-2 weeks of their placement, depending on the anatomic location. Prompt removal reduces the risk of suture marks, infection and tissue reaction. The average wound usually achieves approximately 8% of its expected tensile strength 1-2 weeks after surgery.

Surgical staples are specialized staples used in surgery in place of sutures to close skin wounds. The use of staples over sutures reduces the local inflammatory response, width of the wound and time it takes to close.

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		
Home Instruction/ Return Slip		Institution where the procedure was done		
Hospital Case Number		Davao del Sur Provincial Hospital (ER/ OPD)		
Referral Form		Rural Health Units/ Private Clinics		
Payment Stub		OPD Triage		
Official Receipt		Cashier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral from Private Clinics/ Home Instruction/ Return Slip from the Institution where the procedure was done	1. Receive and review Referral Form/ home instruction/ return slip 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment	None	5 Minutes	<i>OPD Triage Personnel</i> <i>Civil Security Unit</i>



2. Proceed to Cashier	2. Receive consultation payment 2.1 Issue Official Receipt (OR)	50 Pesos	5 Minutes	<i>Cashier on Duty</i>
3. Present Official Receipt (OR) to OPD Triage Personnel	3. Give priority number 3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk	None	5 Minutes	<i>OPD Triage Personnel</i>
4. Proceed to OPD Information Area once priority number or name is called	4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/ retrieve existing chart for old patient 4.2 Record Patient's details in the record logbook	None	5 Minutes	<i>OPD Information Clerk</i>
5. Proceed to the area of concern once name is called	5. Further assess patient 5.1 Provide consultation 5.2 Remove sutures/ skin staples 5.3 Provide home instructions/ return slip for follow-up check-up	None	Depend on the complexity of patient's sutures/ staples	<i>Physician of Concern</i> <i>Nurse</i> <i>Nursing Attendant</i>
TOTAL:		50	Variable	



12.9 Issuance of Medical Certificate

A medical certificate or doctor's certificate is a written statement from a physician or another medically qualified health care provider which attests to the result of a medical examination of patient. It can serve as a sick note or evidence of a health condition.

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		Rural Health Units/ Private Clinics		
Previous Medical Certificate				
Payment Stub		OPD Triage		
Official Receipt		Cashier		
Hospital Case Number		Davao del Sur Provincial Hospital (ER/OPD)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Referral from the Rural Health Unit/ Private Clinic/ previous medical certificate	1. Receive and review Referral Form/ previous medical certificate 1.1 Interview client 1.2 Instruct client to fill-in client's information form and logbook 1.3 Take Vital Signs 1.4 Give stub for consultation payment	None	5 Minutes	OPD Triage Personnel Civil Security Unit
2. Proceed to Cashier	2. Receive consultation payment 2.1 Issue Official Receipt (OR)	50 Pesos	5 Minutes	Cashier on Duty
3. Present Official Receipt (OR) to OPD Triage Personnel	3. Give priority number 3.1 Instruct to wait for their priority number or names to be called by the OPD Information Clerk	None	5 Minutes	OPD Triage Personnel



4. Proceed to OPD Information Area once priority number or name is called	4. Conduct Interview for verification 4.1 Make patient's OPD Chart for new patient/ retrieve existing chart for old patient 4.2 Record Patient's details in the record logbook	None	5 Minutes	OPD Information Clerk
5. Proceed to the Area of concern one name is called	5. Take relevant anthropometric measurements 5.1 Further assess patient 5.2 Provide consultation and intervention/s 5.3 If necessary, provide laboratory requests and prescriptions 5.4 Issue payment stub 5.5 Personnel of concern endorses patient's records to OPD information area	None	Depend on the complexity of the patient's condition	Physician of Concern Nurse Nursing Attendant
6. Proceed to Cashier	6. Receive the amount 6.1 Issuance of Official Receipt	100 Pesos	5 Minutes	Cashier in Charge
7. Proceed back OPD Information Area	7. Issues the medical certificate 7.1 Record the transaction in the logbook	None	5-10 Minutes	OPD Information Clerk
TOTAL:		150	Variable	



13. Pharmacy

13.1 Pharmacy (In-Patient)

Provision of available needs of admitted paying patients. Pharmacists are healthcare professionals who specialize in the right way to use, store, 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)		
PhilHealth Card Non-PhilHealth Card		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 pharmacist to 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		3 Minutes	<i>Pharmacist/ Duly Authorized Prescriber</i>
	2.1 If not available in PNDF, look into the available stocks of medicines with similar therapeutic effects and refer to Prescriber.		3 Minutes	
	2.2 If NON-PNDF, inform the		3 Minutes	



	patient/watcher about NON-PNDF policy			
3.For Government-sponsored, indigent, lifetime, Senior Citizen client	3. Charge all the prescribed medicines/supplies to Financial Assistance provider. 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 dispensed will be recorded on their charge slip	Charge to PHIC benefits	5 Minutes	<i>Pharmacist on Duty</i>
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	5 Minutes	<i>Pharmacist on Duty</i>
TOTAL:			48 Minutes	



13.2 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 17 for Cashier		
Government Employee ID, Person with Disability ID, Senior Citizens ID (Discount)		Room 17 for Cashier 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	Refer to approved schedule of fees	2 Minutes	<i>Pharmacist on duty/ Assistant</i>
	1.1 Davao Del Sur Provincial/PHO employees follow the guidelines of employee medical services (as per E.O26 of 2009)		5 Minutes	<i>Pharmacist on duty/ Assistant</i>
	1.2 For NON-PHIC patients, if senior citizens ask the SC ID and purchase booklet (for discount proceed to room 17		10 Minutes	<i>Pharmacist on duty/ Assistant</i>
	1.3 For government employees and qualified dependents ask for government ID for discount proceed to Room 27		3 Minutes	<i>Pharmacist on duty/ Assistant</i>



	<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</p>		<p>3 Minutes</p> <p>5 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>
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 Assistant	<p>3. Receives the official receipt and record the number</p> <p>3.1 Prepares and dispense the prescribed medicines and supplies</p> <p>3.2 Educate client/watcher on take home medications. Keep and file prescription</p>		<p>3 Minutes</p> <p>5 Minutes</p> <p>3 Minutes</p>	<p><i>Patient/client Pharmacist on duty Pharmacy Assistant</i></p>
TOTAL:			1 Hour, 9 Minutes	



14. Point of Service

14.1 Point of Service PhilHealth Enrollment

POS is a provincial healthcare program that primarily engaged indigent population to be enrolled under Sponsored Program of the Philippine Health Insurance Corporation (PHIC) which subsequently charges the payment of premiums under the Department of Budget and Management for the whole year. These enrolled members and their beneficiaries shall then be able to avail Primary Care Benefit 1 package at Davao del Sur Provincial Hospital.

Office or Division:	Point of Service Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	In-patients and OPD (Minor Surgeries)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Admission Form At least three (3) photocopies of the following: <p>Patient – Member</p> <ul style="list-style-type: none"> Birth Certificate Baptismal Certificate (for Davao del Sur residents only) Marriage Certificate (for female) <p>Patient – Dependent</p> <ul style="list-style-type: none"> Birth Certificate/Baptismal Certificate (for Davao del Sur residents only) Marriage Certificate 		Admitting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the admission form to POS window	1. Check the admission form and verify in the PhilHealth portal if the patient's name is with or under an existing PIN	None	5 Minutes	<i>POS Staff - Point of Service Section</i>
2. Proceed to PHIC Cares and present the admission form if patient/beneficiary has/under an existing PIN.	2. Verify if the PhilHealth status of the patient/dependent is either active or inactive. 2.1 Indicate the status using the Member Data Verification Form	None	5 Minutes	<i>PHIC Cares Staff -</i>



If patient/beneficiary has no/not under an existing PIN, proceed to step 3.	(MDVF). If inactive or unexpired, instruct the patient to go back to POS.			
3. Present the MDVF and submit the requirements needed to POS window	3. Receive and check the documents provided 3.1. Give a slip to client and instruct how to accomplish it. 3.2. Email the provided requirements to PHIC Digos for verification.	None	5 Minutes	<i>POS Staff - Point of Service Section</i>
4. Receive the slip and follow the instructions to complete the slip. 4.1 Submit the slip after obtaining the data from different sections indicated in the slip.	Check the completeness of the slip and provide 3 copies of PMRF and 3 copies of Birth Certificate/Baptismal Certificate/Marriage Contract	None		
5. Fill out the PMRF.	Check the accomplished PMRF and enroll the patient/member to POS	None	15 Minutes	<i>POS Staff - Point of Service Section</i>
6. Receive 2 copies of PMRF, Birth Certificate/Baptismal Certificate/Marriage Contract and sign the logbook.	Issue POS yellow card and print transaction report (for delivery services).	None	5 Minutes	<i>POS Staff - Point of Service Section</i>
6.1. Submit PMRF to Claims Section	6. Instruct the patient to submit the PMRF to Claims Section	None	1 Minute	<i>POS Staff - Point of Service Section</i>
TOTAL:		None	36 Minutes	



15. Women and Children Protection Unit (WCPU)

WCPU offers a 24/7 medical services in the form of medico-legal examination, acute medical treatment, minor surgical treatment, monitoring and follow-up. Conducts safety (and risk) assessment, coordination with other disciplines (Department of Social Welfare and Development (DSWD) or the local Social Welfare and Development office (SWDO), Police, Legal, and NGO's). Peer review of cases, expert testimony in court, documentation, and record-keeping.

Office or Division:	WCPU-DSPH			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Police Request for Issuance of Medical Certificate			Police Station	
Patient's Chart			Hospital	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Police Request to the social worker.	1. Obtain Police Request from the patient.	None	1 Minute	<i>Social Worker - Women and Children Protection Unit (WCPU)</i>
2. Read and sign the consent.	2.1 Ask the patient to read and sign the Consent Form, authorizing WCPU physician to perform the medical exam requested by the patient, parent and/or guardian. 2.2 Ask patient to answer the Intake Form and conduct Interview to the patient.	None	15 Minutes	<i>Social Worker - Women and Children Protection Unit (WCPU)</i>
3. Undergo multidisciplinary interview with Social Worker and Police Officer.	3. Interview the patient.	None	60 Minutes	<i>Social Worker & Police Personnel - Women and Children Protection Unit (WCPU)</i>



4. Medico Legal examination by Women and Children Protection Unit officer/ Medico-Legal physician.	4.1 Conduct an interview and examination of the patient. 4.2. Prescribe the necessary tests/procedures (e.g., laboratory test, HIV test, etc.)	None	30 Minutes	<i>Physician</i>
5. Proceed to the testing units of DSPH and undergo the prescribed tests.	5. Instruct the patient to complete the prescribed tests. 5.1 Inform the patient that their lab result is ready for release.	Variable	1 Minute	<i>Radiologic Technologist/ Medical Technologist/ Laboratory Technician – Laboratory Section</i>
6. Once the test results are available, submit the results to WCPU.	6.1 Receive the results and inform the Attending Physician. 6.2 Check and interpret the results and prescribe further procedures if necessary. 6.3. Make a copy of all documents and forward the original copies to HIMS.	None	3 Minutes 5 Minutes 6 Minutes	<i>Social Worker - Women and Children Protection Unit (WCPU)</i> <i>Attending Physician</i> <i>Social Worker - Women and Children Protection Unit (WCPU)</i>
7. Proceed to HIMS (Room 16) of DSPH to get the Medico-Legal.	7. Guide the patient to proceed to HIMS to obtain the Medico Legal.	150	3 Minutes	<i>Social Worker - Women and Children Protection Unit (WCPU)</i>
8. Maintain communication and keep social workers updated on the current situation.	8. Follow-up and update the patient for their present situation or with their ongoing cases.	None		<i>Social Worker - Women and Children Protection Unit (WCPU)</i>
TOTAL:		Variable	2 Hours, 4 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 Officer.	None	1 Hour	<i>Medical Technologist/ Radiologic Technician.</i>
	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 advice 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	(PHP 1,000)	1 Hour	<i>Driver</i>



	<p>doctor sign the referral letter.</p> <p>1.4 Hand the signed referral letter to the Nurse on duty for file keeping upon return.</p>		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	<i>Nurse</i>



TOTAL:	Depends on the Category		
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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	



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	PHP 250.00
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 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:		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.	None	20 Minutes	Medical Technologist/ Radiologic Technician



	3.2 Advise the client to claim result after 1 hour.			
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	PHP150	Skull Water's	PHP150
Skull Cudwell's	PHP 150	Mastoid Series	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	Chest AP/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. Sign the certificate.	None	5 Minutes 2 Minutes	<i>Medical Records Officer</i> <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	FEES 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 Examination (May also	None	38 Minutes	<i>Medical health Officer</i>



	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 Fecalalysis - 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 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. 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-Office of the Special Programs			
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	



2. 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-Office of the Special Programs			
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 beneficiaries 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 Project Assistance and	1. Provide Application for Livelihood Project Assistance and the Pro-Forma Project Proposal.	None	5 Minutes	<i>Assigned Personnel</i>



Pro-Forma Project Proposal Form.				
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 approval/disapproval of the Livelihood project.</p>	None	<p>10 Minutes</p> <p>20 Minutes</p>	<i>NPAC</i>



<p>5. Proponent/s must appear before the governor for the approval of the livelihood</p>	<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>	<p>None</p>	<p>10 Minutes</p> <p>30 Minutes</p> <p>5 Minutes</p>	<p><i>Program Manager/ Livelihood Staff</i></p>
<p>6. Receive Notice of Approval and a copy of Proposed MOA with a schedule of the signing of MOA</p>	<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>	<p>None</p>	<p>3 Hours</p> <p>2 Hours</p> <p>3 Hours</p>	<p><i>Livelihood Staff</i></p>
<p>7. Receive the ceremonial Cheque during Ceremonial Turnover</p>	<p>7. Inform the proponent through letter/ Text message on the scheduled ceremonial turnover</p> <p>7.1 Handover the ceremonial Cheque to the proponent during the Ceremony.</p>	<p>None</p>	<p>3 Minutes</p> <p>5 Minutes</p>	<p><i>Livelihood Staff</i></p> <p><i>Livelihood Staff</i></p>



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

3. 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-Office of the Special Programs			
Classification:	Complex			
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. 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	<i>Program Manager OSP-Staff</i>
	1.2 Conduct Orientation 3 days before the said event.		8 Hours	
	1.3 Preparation of venue		8 Hours	
TOTAL:			5 Days	



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-Office of the Special Programs			
Classification:	Complex			
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>
	a. Approval of Letter		2 Minutes	<i>Governor/ Designated Person</i>
	1.2 Doing documentaries		1 Hour	<i>OSP staff</i>
	1.3 Facilitate events		1 Hour	<i>OSP staff</i>
TOTAL:			3 days, 2 Hours	



5. Wheelchair, Crutches, Quad Cane and Walker Assistance

Walking aids are used for people with new injuries or chronic conditions that prevent them from walking in a normal way.

Office or Division:	PGO-Office of the Special Programs			
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		
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	



6. Provincial Sponsored PhilHealth Program (PSPP)

The Provincial Sponsored PhilHealth Program is to increase social protection, to advance poverty health security, to reduce poverty by investing health insurance and to provide premium coverage payment, better and equal opportunities among indigent families.

Office or Division:	PGO-Office for Special Programs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Claim Signature Form (CSF)		Hospital		
PhilHealth Member Record Form (PMRF)		Hospital		
Bert Certificate		Client		
Marriage Certificate		Client		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements to OSP room 1	1. Receive and review the requirements.	None	1 Minute	PGO-OSP/PSPP Staff
	1.1 Interview client and fill-up the PMRF for important data such as name, birth date, birth place, address, contact number. etc..		3 Minutes	
	1.2 Issued PSPP certification (for MDR)		1 Minute	
	1.3 Transmit list of Requirement to PhilHealth office. (Roxas Ext., Digos City)		5 Minutes	
TOTAL:			10 Minutes	



7. Social Services Program

The Social Services Program are government services that provides financial Assistance to the indigent community of the province, such as Hospital Bill Assistance, Blood Assistance, Laboratory Assistance, Medicine Assistance, Dialysis Assistance and Burial Assistance.

7.1 Blood Assistance

Office or Division:	PGO-Office for Special Programs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate		Barangay		
Blood Request		Hospital		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements to OSP room 1	1. Receive and review the requirements.	None	1 Minute	<i>PGO-OSP/Social Services Staff</i>
	1.1 Interview client for important data such as name, birth date, birth place, address, contact number. etc..		3 Minutes	
	1.2 Issued financial assistance referral to PSWD		1 Minute	
TOTAL:			5 Minutes	



7.2 Burial Assistance

Office or Division:	PGO-Office of the Special Programs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate		Barangay		
Service of Contract		Funeral Home		
Death Certificate		Local Civil Registrar (LCR)		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements to OSP room 1	1. Receive and review the requirements.	None	1 Minute	<i>PGO-OSP/Social Services Staff</i>
	1.1 Interview client for important data such as name, birth date, birth place, address, contact number. etc.		3 Minutes	
	1.2 Issued financial assistance referral to PSWD and DSWD		1 Minute	
TOTAL:			5 Minutes	



7.3 Dialysis Assistance

Office or Division:	PGO-Office of the Special Programs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate		Barangay		
Medical Abstract or Medical Certificate		Hospital		
Doctor Prescription		Hospital		
Quotation		Hospital		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements to OSP room 1	1. Receive and review the requirements.	None	1 Minute	<i>PGO-OSP/Social Services Staff</i>
	1.1 Interview client for important data such as name, birth date, birth place, address, contact number. etc..		3 Minutes	
	1.2 Issued financial assistance referral to PSWD and DSWD		1 Minute	
TOTAL:			5 Minutes	



7.4 Hospital Bill Assistance

Office or Division:	PGO-Office for Special Programs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency		Barangay		
Hospital Bill		Hospital		
Medical Abstract / Medical Certificate		Hospital		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements to OSP room 1	1. Receive and review the requirements.	None	2 Minutes	<i>PGO-OSP/Social Services Staff</i>
	1.1 Interview client for important data such as name, birth date, birth place, address, contact number. etc..		3 Minutes	
	1.2 Issued financial assistance referral to PSWD and DSWD		1 Minute	
TOTAL:			6 Minutes	



7.5 Medicine Assistance

Office or Division:	PGO-Office for Special Programs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate		Barangay		
Medical Abstract or Medical Certificate		Hospital		
Doctor Prescription		Hospital		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements to OSP room 1	1. Receive and review the requirements.	None	1 Minute	<i>PGO-OSP/Social Services Staff</i>
	1.1 Interview client for important data such as name, birth date, birth place, address, contact number. etc..		3 Minutes	
	1.2 Issued financial assistance referral to PSWD and DSWD		1 Minute	
TOTAL:			5 Minutes	



7.6 Medical Laboratory Assistance

Office or Division:	PGO-Office for Special Programs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate		Barangay		
Laboratory Request		Hospital		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements to OSP room 1	1. Receive and review the requirements.	None	1 Minute	<i>PGO-OSP/Social Services Staff</i>
	1.1 Interview client for important data such as name, birth date, birth place, address, contact number. etc..		3 Minutes	
	1.2 Issued financial assistance referral to PSWD and DSWD		1 Minute	
TOTAL:			5 Minutes	



Office of the Provincial Agriculturist

External Services



I. Mandate:

Responsible for the promotion of agricultural and fisheries development and growth by providing sustainable, competitive, and resilient gender responsive technologies/practices and support services which are needed for domestic and export-oriented business enterprises.

II. Vision

A food and nutrition secure, resilient province with empowered and prosperous farmers and fisherfolks

III. Mission

To provide effective and efficient gender responsive programs and projects through consolidation, modernization, industrialization and professionalization.

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) 1.1 Refer to Provincial Institutional Socio-Economic Chief	None	10 Minutes 5 Minutes	<i>Socio-Econ Section Chief</i>
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 included in the budget)	None	10 Minutes	<i>Concerned commodity in-charge</i>



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 Institutional Socio-Economic Chief and schedule a training	None	30 Minutes	<i>Socio-Econ Section Chief</i>
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	None	30 Minutes	<i>Concerned commodity in charge</i>



	government in showcasing technology, paraphernalia and facilitate its approval (if trng.is included in the budget)			
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 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> <i>Corn Section 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 Advise 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	None	10 Minutes	<i>Refer to Agri-Eng. Focal Person</i>



	<p>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).</p> <p>3.1 If approve, give the client the documents required for Agri-infra projects and then schedule the site validation</p>		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	None	15 Minutes	<i>Agri-Eng. Focal Person</i>



	provision of Farm Machineries and Equipment and Postharvest Facilities 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 Department of Agriculture (DA), RFO-X1	None	Depends on the complexity of the Agri-infra projects	<i>Agri-Eng. Focal Person</i>
TOTAL:			Depends on the complexity of the Agri-infra projects	<i>Agri-Eng. Focal Person</i>

9. 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	<i>Cashier</i>
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	<i>Approach Rice Section Chief</i>
5. Fill-up client satisfaction form	5. Release of rice hybrid			<i>Refer to Inbred/Hybrid Seeds Project In-Charge</i>
6. Received the item and present approved withdrawal slip to guard-on-duty			20 Minutes	<i>Action Officer/Supply Officer</i>
TOTAL:		Depends on the Category	1 Hour, 25 Minutes	



10. 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	FEES 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	OPAG Staff
5. Wait for the date of site validation	5. Discuss and schedule the site validation	None	30 Minutes	Agri-Eng. Focal Person
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	Agri-Eng. Focal Person
TOTAL:			1 Hour, 52 Minutes	

11. 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 advised or reserve such commodities/seek for technical advice	Tilapia marketable price (PHP 30/kg.) Tilapia fingerlings (size #14-17) (PHP .50/pc) Tilapia fingerlings (size #22-24) (PHP .75/pc) Tilapia post fingerlings (PHP 1/pc)	10 Minutes	<i>Socio-Econ Section Chief</i>
TOTAL:		fees depends on size and weight of the fingerlings	1 Hour, 20 Minutes	



12. 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. Interview client for important personal data such as name, address, contact number, location and size of farm & immediate request (e.g.tilapia production)	Tilapia fingerlings (size #14-17) (PHP .50/pc)	30 Minutes	<i>Fishery Division Section Chief</i>
1.1 Fill-up client satisfaction form	1.1 Refer to Fishery Division Section Chief	Tilapia fingerlings (size #22-24) (PHP .75/pc) Tilapia post fingerlings (PHP 1//pc)		
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	



Procurement Management Office



I. Mandate:

Pursuant to Executive Order No. 03 series of 2023 signed by the Honorable Governor Yvonne Roña Cagas, the Procurement Management Office shall act as the BAC Secretariat.

And, in pursuance to RA 9184, the BAC Secretariat shall have the following functions and responsibilities:

- 1) Provide administrative support to the Bids and Awards Committee (BAC).
- 2) Organize and make all necessary arrangements for the BAC and TWG meetings, and conferences
- 3) Prepare minutes of meetings and resolutions of the BAC.
- 4) Take custody of procurement documents and other records and ensure that all procurements undertaken by the Procuring Entity are properly documented.
- 5) Manage the sale and distribution of Bidding Documents to interested bidders.
- 6) Advertise and/or post bidding opportunities, including Bidding Documents, and notices of awards.
- 7) Assist in managing the procurement processes.
- 8) Monitor procurement activities and milestones for proper reporting to relevant agencies when required.
- 9) Consolidate PPMPs from various units of the Procuring Entity to make them available for review, and prepare the APP.
- 10) Act as the central channel of communications for the BAC with end-user or implementing units, other units of the line agency, other government agencies, providers of goods, infrastructure projects, and consulting services, observers, and the general public.



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 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:

To be 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.



1. Purchase of Bidding Documents

These are for procurements undertaken through the default mode of procurement, which is Competitive/Public Bidding.

A. Goods And Services

Office or Division:	Procurement Management Office – Goods and Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Eligible and Reputable Supplier/Bidder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Special Power of Attorney (SPA)/Written Authorization (if representative) 2. Any Legal Documents (Mayor's permit or DTI) 3. At least one (1) Valid ID issued by the Government			1. Procurement Management Office, Room 4, Executive Building 2. PhilGEPS Website 3. Davao del Sur Website www.davaodelsur.gov.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present SPA/Written Authorization, Legal Documents and Valid ID	1. Check the requirements presented if those are compliant/ appropriate BAC Secretariat will secure a copy of those documents for filing purposes.	None	10 Minutes	<i>BAC Secretariat PMO</i>
2. Wait for the issuance of Assessment Slip once documentary requirements are complied.	2. Issue an Assessment Slip which will be signed by the BAC Secretariat, and BAC Chairperson.	None	10 Minutes	<i>BAC Secretariat BAC Chairperson PMO</i>
	Once the Assessment Slip is approved by the BAC Chairperson, it will be routed by the prospective bidder to the Head of the	None	30 Minutes	<i>Prospective Bidder Office of the Governor</i>



	Procuring Entity (Governor or any of its duly authorized representative) for approval.			
3. Received the Assessment Slip from the Office of the Governor and pay the corresponding bidding documents fee at the Provincial Treasurer's Office.	3. Prepare the bidding documents while waiting for the Official Receipt for the bidding documents paid by the bidder; said official receipt will be issued by the Office of the Treasurer.	<p>Bidding Documents Fee as provided under RA 9184, and as indicated in the Invitation to Bid and in the Assessment Slip</p> <p>ABC P500,000.00 and below: P500.00</p> <p>ABC P500,001.00 to P1,000,000.00: P1,000.00</p> <p>ABC P1,000,001.00 to P5,000,000.00: P5,000.00</p> <p>ABC P5,000,001.00 to P10,000,000.00: P10,000.00</p> <p>ABC P10,000,001.00 to P50,000,000.00: P25,000.00</p> <p>ABC P50,000,001.00 to P500,000,000.00: P50,000.00</p>	30 Minutes	<p><i>Prospective Bidder</i> <i>Office of the Governor</i> <i>Office of the Treasurer</i> <i>BAC Secretariat</i> PMO</p>



		ABC more than P500,000,000.00: P75,000.00		
4. Present the Official Receipt to the Procurement Management Office.	4. BAC Secretariat will secure a copy of the Official Receipt and shall release the bidding documents.	None	15 Minutes	<i>BAC Secretariat PMO</i>
5. Received the Bidding Documents from the Procurement Management Office.	5. Record the name of the bidder that bought the bidding documents for presentation during the opening of the bid.	None	10 Minutes	<i>BAC Secretariat PMO</i>
TOTAL:		Variable	1 Hour, 45 Minutes	



B. Infrastructure Projects

Office or Division:	Procurement Management Office – Infrastructure Projects			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Eligible and Reputable Contractor/Bidder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. At least one (1) Valid ID issued by the Government 2. Valid PCAB License 3. If representative of the company, a. Special Power of Attorney b. Valid government-issued IDs of the representative and of the owner of the company. 4. Bid assessment Slip/ Order of Payment 5. Bidding Documents			4 & 5. a. Procurement Management Office – Infrastructure Projects, Room 16, Executive Building b. PhilGEPS Website c. Davao del Sur Website www.davaodelsur.gov.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the necessary documents/ requirements for purchase of bidding documents (SPA, PCAB license and valid ID).	1. Check compliance and appropriateness of the requirements presented/submitted. BAC Secretariat will secure a copy of those documents for filing purposes.	None	10 Minutes	<i>BAC Secretariat PMO</i>
2. Wait for the issuance of Bid Assessment Slip once documentary requirements are complied.	2. Issue a Bid Assessment Slip which will be signed by the BAC Secretariat, and BAC Chairperson Once the Bid Assessment Slip is	None	10 Minutes	<i>BAC Secretariat BAC Chairperson PMO</i>
		None	30 Minutes	<i>Prospective Bidder</i>



	approved by the BAC Chairperson, it will be routed by the prospective bidder to the Head of the Procuring Entity (Governor or any of its duly authorized representative) for approval.			Office of the Governor
3. Receive the Bid Assessment Slip from the Office of the Governor and pay the corresponding bidding documents fee at the Provincial Treasurer's Office	3. Prepare the bidding documents while waiting for the Official Receipt for the purchase of bidding documents paid by the bidder; said official receipt will be issued by the Office of the Treasurer	<p>Bidding Documents Fee as provided under RA 9184, and as indicated in the Invitation to Bid and in the Assessment Slip</p> <p>ABC P500,000.00 and below: P500.00</p> <p>ABC P500,001.00 to P1,000,000.00: P1,000.00</p> <p>ABC P1,000,001.00 to P5,000,000.00: P5,000.00</p> <p>ABC P5,000,001.00 to P10,000,000.00: P10,000.00</p> <p>ABC P10,000,001.00 to P50,000,000.00: P25,000.00</p>	30 Minutes	<p>Prospective Bidder</p> <p>Office of the Governor</p> <p>Office of the Treasurer</p> <p>BAC Secretariat</p> <p>PMO</p>



		ABC P50,000,001.00 to P500,000,000.00: P50,000.00 ABC more than P500,000,000.00: P75,000.00		
4. Present the Official Receipt to the Procurement Management Office.	4. Secure a copy of the Official Receipt and file together with the bid assessment slip and other requirements. Provide a checklist of bidding documents for release. If complete, release the bidding documents to prospective bidder.	None	15 Minutes	<i>BAC Secretariat</i> PMO
5. Received the Bidding Documents from the Procurement Management Office	5. Record the name of the bidder that bought the bidding documents for presentation during the opening of the bid	None	10 Minutes	<i>BAC Secretariat</i> PMO
TOTAL:		Variable	1 Hour, 45 Minutes	



2. Secure Request for Quotations (RFQs)

These are for procurements undertaken through Alternative Methods of Procurement.

A. Goods And Services

Office or Division:	Procurement Management Office – Goods and Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Eligible and Reputable Supplier/Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Special Power of Attorney (SPA)/Written Authorization (if representative) 2. Any Legal Documents (Mayor's permit or DTI) 3. At least one (1) Valid ID issued by the Government 4. At least PhilGEPS registered 		<ol style="list-style-type: none"> 1. Procurement Management Office, Room 4, Executive Building 2. PhilGEPS Website (For ABC above P50,000.00, and for procurements which requires postings under RA 9184) 3. Davao del Sur Website www.davaodelsur.gov.ph (For ABC above P50,000.00, and for procurements which requires postings under RA 9184) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present SPA/Written Authorization, Legal Documents and Valid ID	<ol style="list-style-type: none"> 1. Check the requirements presented if those are compliant/appropriate. <p>BAC Secretariat will secure a copy of those documents for filing purposes.</p>	None	10 Minutes	<i>BAC Secretariat</i> PMO
<ol style="list-style-type: none"> 2. Submit documentary requirements such as, but not limited to: <ol style="list-style-type: none"> 2.1. Mayor's Permit 2.2. DTI Certificate 2.3. PhilGEPS Registration or Platinum 	<ol style="list-style-type: none"> 2. Check and receive the submitted documents for profiling/file purposes. 	None	20 Minutes	<i>BAC Secretariat</i> PMO



3. For walk in, fill up the logbook for the release of RFQ/s	3. Release RFQ/s to the concerned supplier.	None	20 Minutes	<i>BAC Secretariat</i> PMO
TOTAL:			50 Minutes	

B. Infrastructure Projects

Office or Division:	Procurement Management Office – Infrastructure Projects
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	Eligible and Reputable Contractor/Bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. At least one (1) Valid ID issued by the Government 2. Valid PCAB License 3. Other Legal Documents <ul style="list-style-type: none"> a. Mayor's Permit b. Company Registration Certificate c. PCAB License d. PhilGEPS Registration or Platinum 4. If representative of the company, <ul style="list-style-type: none"> a. Special Power of Attorney b. Valid government-issued IDs of the representative and of the owner of the company. 5. Request for Quotations (RFQs)/ Canvass	4. <ul style="list-style-type: none"> a. Procurement Management Office – Infrastructure Projects, Room 16, Executive Building b. PhilGEPS Website c. Davao del Sur Website www.davaodelsur.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the necessary documents/ requirements for purchase of bidding documents (SPA, PCAB license and valid ID).	1. Check compliance and appropriateness of the requirements presented/submitted. BAC Secretariat will secure a copy of those documents for filing purposes.	None	10 Minutes	<i>BAC Secretariat</i> PMO
2. Submit documentary requirements such as, but not limited to:	2. Check and receive the submitted documents for	None	20 Minutes	<i>BAC Secretariat</i> PMO



2.1. Mayor's Permit 2.2. Company Registration Certificate 2.3. PCAB License 2.4. PhilGEPS Registration or Platinum	profiling/filing purposes.			
3. For walk in, fill up the logbook for the release of RFQ/s	3. Release RFQ/s to the concerned supplier.	None	20 Minutes	<i>BAC Secretariat PMO</i>
TOTAL:			50 Minutes	

3. Dropping of Bidding Documents and Request for Quotation

Bidding documents/Request for Quotations is submitted within a given time. It shall be opened publicly.

A. Goods And Services

Office or Division:	Procurement Management Office – Goods and Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Eligible and Reputable Supplier/Bidder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Suppliers who bought the bidding documents and please bring SPA (if representative) and Valid ID 2. Suppliers who will drop the RFQs and please bring SPA (if representative) and Valid ID 3. Authorized Canvassers/Liaison personnel who will drop the RFQ/s 4. All envelopes must be properly sealed marked. Unsealed and unmarked envelopes will not be accepted.			1. Procurement Management Office, Room 4, Executive Building (if dropping will be made before the scheduled date of opening as indicated in the Invitation to Bid/Quote) 2. BAC Meeting's Hall (if dropping will be made on the scheduled date of opening, the venue for BAC meeting will be indicated in the Invitation to Bid/Quote)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. It must be the owner or authorized representative (SPA),	1. Check the requirements presented if those are compliant/appropriate	None	10 Minutes	<i>BAC Secretariat PMO</i>



and please bring valid ID, legal documents				
<p>2. Fill-up the logbook for the dropping of Bidding Documents or RFQs</p> <p>For RFQs, kindly identify how did you secure the RFQ as it will be recorded during dropping:</p> <ul style="list-style-type: none"> - Walk-in - Through a Canvasser - Through PhilGEPS - Through Davao del Sur Website <p>RFQs sent through BAC email must be accompanied with certification or authorization and valid ID that indeed the representative is the authorized signatory</p>	<p>2. Let the supplier drop the bidding documents or RFQs in the drop box</p> <p>Let the canvasser/liaison personnel drop the RFQs in the drop box</p> <p>Bidding Documents or RFQs not enclosed in a sealed envelope and unmarked will not be accepted for dropping</p>	None	10 Minutes	<p><i>Supplier/Bidder Canvasser/Liaison personnel BAC Secretariat PMO</i></p>
TOTAL:			20 Minutes	



B. Infrastructure Projects

Office or Division:	Procurement Management Office – Infrastructure Projects			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	1. Eligible and Reputable Contractors/Bidder 2. Authorized Canvassers of End-Users (PEO and PPDO) who will drop Canvass or RFQs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) <u>For Competitive Bidding</u> <ol style="list-style-type: none"> For bidders who bought the bidding documents, Special Power of Attorney (if representative) and Valid ID. All bidding documents envelopes must be properly sealed and marked. Unsealed and unmarked envelopes will not be accepted. 2) <u>For Alternative Methods</u> <ol style="list-style-type: none"> For contractors who will drop the RFQs/ Canvass, bring Special Power of Attorney (if representative) and Valid ID Authorized Canvassers who will drop the RFQ/s or Canvass Canvass/ RFQs must be accompanied by with Bill of Quantities and Detailed Estimates Canvass/ RFQs must be properly sealed and marked. Unsealed and unmarked envelopes will not be accepted. 		1. Procurement Management Office, Room 16, Executive Building (if dropping will be made before the scheduled date of opening as indicated in the Invitation to Bid/Quote). 2. BAC Meeting's Hall (if dropping will be made on the scheduled date of opening, the venue for BAC meeting will be indicated in the Invitation to Bid/Quote).		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the bidding envelopes / RFQ/s. Only the owner or the duly authorized representative (SPA) shall drop the bidding documents upon presentation of valid ID and legal documents.	1. Check the compliance/ appropriateness of the requirements presented.	None	10 Minutes	<i>BAC Secretariat PMO</i>
2. Fill-up the logbook for the dropping of Bidding Documents or RFQs.	2. Let the bidder/contractor drop the bidding	None	5 Minutes	<i>Supplier/Bidder Canvasser/Liaison personnel</i>



	<p>documents or RFQs in the drop/ bid box.</p> <p>Let the canvasser/liaison personnel drop the RFQs in the drop/bid box.</p> <p>Bidding Documents or RFQs not enclosed in a sealed envelope and unmarked will not be accepted for dropping.</p>			<i>BAC Secretariat PMO</i>
TOTAL:			15 Minutes	

4. Bidding Proper – Competitive/Public Bidding Up to Receipt of Purchase Order or Notice to Proceed

This service provides the public as to BAC proceedings, procurement processes, determination of contract awardees, and contract signing.

A. Goods And Services

Office or Division:	Procurement Management Office – Goods and Services			
Classification:	Highly Technical Application			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Eligible and Reputable Supplier/Bidder, End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suppliers who bought the bidding documents and please bring SPA (if representative) and valid ID.		BAC Meeting's Hall (The venue for BAC meeting will be indicated in the Invitation to Bid)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance in the logbook.	1. Check the logbook.	None	3 Minutes	<i>BAC Secretariat PMO</i>



2. Observe and witness the proceedings.	2. Prepare for the BAC meeting.	None	15 Minutes	<i>BAC Secretariat PMO</i>
3. Receive written notice/s from the BAC through PMO.	3. Prepare and notify participating bidder/s through issuance of Notice of Participation.	None	10 to 15 Minutes	<i>BAC Secretariat PMO</i>
	3.1. Review financial documents and prepare for Bid Evaluation Report.	None	1 to 2 Days	<i>BAC Technical Working Group</i>
	3.2. Once BER is adopted by the BAC; prepare, review and signed Abstract of Bids.	None	1 to 5 Days	<i>Office of the Governor BAC Members BAC Technical Working Group BAC Secretariat End-user</i>
	3.3. Prepare and notify Lowest Calculated Bidder for submission of post-qualification.	None	10 to 15 Minutes	<i>BAC Secretariat PMO</i>
4. Submit post-qualification requirements to Procurement Management Office within five (5) calendar days upon receipt of notice.	4. Verify submitted documents.	None	1 to 2 days	<i>BAC Technical Working Group</i>
	4.1 Conduct Site Validation.	None	30 Minutes to 1 Day	<i>BAC Technical Working Group</i>
	4.2 Render Post-qualification Report.	None	12 Days to 45 Days	<i>BAC Technical Working Group</i>
	4.3 Once post-qualification report is adopted by the BAC; prepare Notice of post-qualification and notify Winning Bidders/Lowest Calculated and	None	30 Minutes to 1 Hour	<i>BAC Members BAC Secretariat PMO</i>



	<p>Responsive Bidders (LCRB).</p> <p>4.4 Prepare Notice of Award and notify the LCRB for submission of Performance Bond.</p> <p>4.5 Notice of Award (NOA) will be approved by the Governor or any of its duly authorized representative/s.</p>	<p>None</p> <p>None</p>	<p>30 Minutes to 1 Hour</p> <p>1 to 2 Days</p>	<p><i>BAC Secretariat PMO</i></p> <p><i>Office of the Governor</i></p>
<p>5. Submit performance bond within 10 calendar days upon receipt of NOA.</p>	<p>5. Assess, verify and validate submitted performance bond.</p> <p>5.1 For cash, cashier's/manager's check, it will be paid at the Provincial Treasurer's Office (PTO). The BAC Secretariat will issue an assessment slip to be presented at the PTO</p>	<p>Performance Bond (Sec. 39 of RA 9184):</p> <p>Cash/Cashier's/ Manager's Check – 5% of the Contract Price</p> <p>Bank Guarantee/Draft or Irrevocable letter of Credit – 5% of the Contract Price</p> <p>Surety Bond – 30% of the Contract Price</p>	<p>30 Minutes to 1 Hour</p>	<p><i>BAC Secretariat PMO</i></p> <p><i>BAC Secretariat PMO PTO</i></p>



	5.2 For Surety Bond and bank guarantee, it will be verified by the BAC Secretariat.		1 Hour to 1 Day	<i>BAC Secretariat PMO</i>
6. End-user (Office concerned) will prepare the CAFOA and have it signed by the signatories (PBO, PTO, PACCO)	6. Notify end-users as to the award of the Purchase Request, provide them copies of necessary documents for process of CAFOA (PR and unsigned PO)	None	30 Minutes to 1 Hour	<i>End-user BAC Secretariat PMO</i>
	6.1 Once approved CAFOA is submitted to the PMO, the unsigned PO will be forwarded to Office of the Governor for approval.	None	1 Hour to 1 Day	<i>BAC Secretariat PMO Office of the Governor</i>
7. Receive the approved Purchase Order at Procurement Management Office	7. Notify and let the supplier received the approved Purchase Order	None	30 Minutes to 1 Day	<i>BAC Secretariat PMO</i>
TOTAL:		Variable	≈ 61 Days	



B. Infrastructure Projects

Office or Division:	Procurement Management Office – Infrastructure Projects			
Classification:	Highly Technical Application			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Eligible and Reputable Contractors/Bidder, End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For bidders/contractors who bought the bidding documents, present Special Power of Attorney (if representative) and valid ID.		BAC Meeting's Hall (The venue for BAC meeting will be indicated in the Invitation to Bid)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance in the logbook.	1. Check logbook.	None	3 Minutes	<i>BAC Secretariat</i> PMO
2. Observe and witness the BAC proceedings.	2. Prepare for the BAC meeting.	None	15 Minutes	<i>BAC Secretariat</i> PMO
3. Receive written notice/s from the BAC through PMO.	3. Prepare and notify participating bidder/s through issuance of Notice of Participation.	None	10 to 15 Minutes	<i>BAC Secretariat</i> PMO
	3.1 Review financial documents and prepare for Bid Evaluation Report (BER).	None	1 to 2 Days	<i>BAC Technical Working Group</i>
	3.2 Once BER is adopted by the BAC; prepare, review and sign Abstract of Bids.	None	1 to 5 Days	Office of the Governor BAC Members BAC Technical Working Group BAC Secretariat End-user
	3.3 Prepare and notify Lowest Calculated Bidder for submission of post-qualification requirements.	None	10 to 15 Minutes	<i>BAC Secretariat</i> PMO



	Such will be indicated in the notices/letters issued by the BAC through the PMO.			
4. Submit post-qualification requirements to Procurement Management Office within five (5) calendar days upon receipt of notice.	4. Verify submitted documents.	None	1 to 2 Days	<i>BAC Technical Working Group</i>
	4.1 Conduct Site Validation	None	30 Minutes to 1 Day	<i>BAC Technical Working Group</i>
	4.2 Render Post-qualification Report.	None	12 Days to 45 Days	<i>BAC Technical Working Group</i>
	4.3 Once Post-Qualification Report is adopted by the BAC; prepare Notice of Post-Qualification and notify Winning Bidder/Lowest Calculated and Responsive Bidders (LCRB).	None	30 Minutes to 1 Hour	<i>BAC Members BAC Secretariat PMO</i>
	4.4 Prepare Notice of Award (NOA) which will be approved by the Governor or any of its duly authorized representative/s. Notify the LCRB for their receipt of NOA and submission of Performance Bond, Contractors All Risk Insurance and Department of Labor and Employment (DOLE)-Approved Construction Safety and Health Program.	None	1 to 2 Days	<i>BAC Secretariat PMO Office of the Governor</i>
		None	30 Minutes to 1 Hour	<i>BAC Secretariat PMO</i>
5. End-user (Office concerned) will prepare and process the CAFOA.	5. Notify the end-user, as to the award of the Purchase Request, provide them copies of necessary documents for process of	None	30 Minutes to 1 Hour	End-user <i>BAC Secretariat PMO</i>



<p>Once CAFOA is approved by all concerned authorities, the end-user shall submit it to PMO.</p>	<p>CAFOA (PR and approved Notice of Award).</p> <p>The approved CAFOA shall be filed along with the other contract documents.</p>	<p>None</p>	<p>1 Hour to 1 Day</p>	<p>BAC Secretariat PMO Office of the Governor</p>
<p>6. Submit Performance Bond, Contractors All Risk Insurance and DOLE-Approved Construction Safety and Health Program, within 10 calendar days upon receipt of NOA.</p>	<p>6. Assess, verify and validate submitted Performance Bond and Contractors All Risk Insurance.</p> <p><i>For cash, cashier's/manager's check, it will be paid at the Provincial Treasurer's Office (PTO). The BAC Secretariat will issue an assessment slip to be presented at the PTO.</i></p> <p><i>For Surety Bond, bank guarantee, and CARI, it will be verified by the BAC Secretariat with the Insurance Company/ Bonding Agency.</i></p>	<p>Performance Bond (Sec. 39 of RA 9184):</p> <p>Cash/Cashier's/ Manager's Check – 5% Of the Contract Price</p> <p>Bank Guarantee/Draft or Irrevocable Letter of Credit – 5% Of the Contract Price</p> <p>Surety Bond – 30% Of the Contract Price</p>	<p>30 Minutes to 1 Hour</p> <p>1 Hour to 1 Day</p>	<p>BAC Secretariat PMO</p> <p>BAC Secretariat PMO PTO</p> <p>BAC Secretariat PMO</p>



	<ul style="list-style-type: none"> Once verification process is completed, prepare Contract Agreement (in 6 copies) and Notice to Proceed (in 4 copies). <p>Winning bidder shall be notified for signing of Contract Agreement.</p>		30 Minutes	BAC Secretariat - PMO
<p>7. The owner of company license shall affix their signature in the Contract Agreement, and present valid IDs.</p> <p>The Contract Agreement shall be returned to the BAC Secretariat.</p>	<p>7. Endorse the Contract Agreement, together with the Notice to Proceed, to the Office of the Governor, for the latter's signature and approval.</p> <p>7.1 Once signed and approved by the Governor, the BAC Secretariat shall endorse the Contract Agreement to the Provincial Legal Office for notarization.</p> <p>7.2 Once notarized, the BAC Secretariat shall notify the winning bidder for its issuance.</p>	None	1 to 3 Days	Winning Bidder Office of the Governor Provincial Legal Office BAC Secretariat - PMO
8. Receipt of the Contract Agreement and Notice to Proceed.	8. Filing of other copies of the Contract Agreement and Notice to Proceed, for contract documents transmittal to COA and End-user.	None	1 to 2 Days	Winning Bidder BAC Secretariat PMO



9. Notify the end-user for the start of project implementation.	9. Notify the end-user through a copy furnish of Notice to Proceed.	None	30 Minutes to 1 Day	<i>BAC Secretariat</i> PMO
TOTAL:		Variable	≈ 66 Days	

5. Bidding Proper – Alternative Methods of Procurement Up to Receipt of Purchase Order or Notice to Proceed

This service provides the public as to BAC proceedings, procurement processes, determination of contract awardees, and contract signing undertaken through alternative methods of procurement.

A. Goods And Services

Office or Division:	Procurement Management Office – Goods and Services			
Classification:	Highly Technical Application			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Eligible and Reputable Supplier/Bidder, End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suppliers who secured RFQs and please bring SPA (if representative) and Valid ID		BAC Meeting's Hall (The venue for BAC meeting will be indicated in the Invitation to Quote/RFQ)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance in the logbook.	1. Check the logbook.	None	3 Minutes	<i>BAC Secretariat</i> PMO
2. Observe and witness the proceedings.	2. Prepare for the BAC meeting.	None	15 Minutes	<i>BAC Secretariat</i> PMO
	2.1 RFQs will be arranged according to Purchase Request Number, and price quotations will be transparently taped.	None	30 Minutes to 1 Hour	<i>BAC Secretariat</i> PMO
	2.2 Preliminary examinations by the BAC	None	30 Minutes to 1 Hour	<i>BAC Members</i>



	Members and for their signatures. 2.3 Bid Evaluation of BAC Technical Working Group.	None	30 Minutes to 1 Hour	<i>BAC Technical Working Group</i>
3. For Lowest Calculated Bidder, you will be notified for submission of post-qualification requirements.	3. Notify Bidders for submission of post-qualification requirements as required by the BAC through Technical Working Group.	None	15 Minutes to 30 Minutes	<i>BAC Secretariat PMO</i>
	3.1 Conduct of Site Validation.	None	1 Hour to 1 Day	<i>BAC Technical Working Group</i>
	3.2 Render Report recommending for Award.	None	30 Minutes to 1 Hour	<i>BAC Technical Working Group</i>
	3.3 Prepare, review and approved Abstract of Canvass.	None	1 to 5 Days	<i>BAC Secretariat PMO BAC Technical Working Group BAC Members End-user Office of the Governor</i>
4. End-user (Office concerned) will prepare the CAFOA and have it signed by the signatories (PBO, PTO, PACCO).	4. Notify end-users as to the award of the Purchase Request, provide them copies of necessary documents for process of CAFOA (PR and unsigned PO).	None	30 Minutes to 1 Hour	<i>End-user BAC Secretariat PMO</i>
	4.1 Once approved CAFOA is submitted to the PMO, the unsigned PO will be forwarded to Office of the Governor for approval.	None	1 Hour to 1 Day	<i>BAC Secretariat PMO Office of the Governor</i>
5. Receive the approved	5. Notify and let the supplier received the	None	30 Minutes to 1 Day	<i>BAC Secretariat PMO</i>



Purchase Order at Procurement Management Office.	approved Purchase Order.			
TOTAL:			≈ 9 Days	

B. Infrastructure Projects

Office or Division:	Procurement Management Office – Infrastructure Projects			
Classification:	Highly Technical Application			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Eligible and Reputable Contractor/Bidder, End-User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> For Bidders/Contractors who secured RFQs, present SPA (if representative) and valid ID Authorized Canvassers who will drop the RFQ/s or Canvass Invitation to Quote/RFQ, with attached Bill of Quantities and Detailed Estimates 		BAC Meeting's Hall (the venue for BAC meeting will be indicated in the Invitation to Quote/RFQ)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance in the logbook.	1. Check the logbook.	None	3 Minutes	BAC Secretariat PMO
2. Observe and witness the BAC proceedings.	2. Prepare for the BAC meeting.	None	15 Minutes	BAC Secretariat PMO
	2.1 RFQs will be arranged according to Purchase Request Number, and price quotations will be transparently taped	None	30 Minutes to 1 Hour	BAC Secretariat PMO
	2.2 Preliminary examinations by the BAC	None	30 Minutes to 1 Hour	BAC Members



	<p>Members and for their signatures.</p> <p>2.3 RFQs, with attached Bill of Quantities and Detailed Estimates will be forwarded by the BAC Secretariat to the BAC Technical Working Group for Bid Evaluation.</p>	None	1 to 2 Days	<p><i>BAC Technical Working Group</i> <i>BAC Secretariat</i> <i>PMO</i></p>
<p>3. The bidder with the Lowest Calculated Quotation, shall be notified for submission of post-qualification requirements.</p> <p>Submission of post-qualification requirements must be made within the reglementary period prescribed by the BAC, and will be indicated in the letters/notices.</p>	<p>3. Notify Bidders for submission of post-qualification requirements as required by the BAC through the Technical Working Group.</p> <p>3.1 Receipt of complete post-qualification requirements and transmittal to the BAC Technical Working Group for their review and evaluation.</p>	None	<p>15 Minutes to 30 Minutes</p> <p>1 to 5 Days</p>	<p><i>BAC Secretariat</i> <i>PMO</i></p> <p><i>BAC Secretariat</i> <i>PMO</i> <i>BAC Technical Working Group</i> <i>Bidder</i></p>
	<p>3.2 Conduct of Site Validation.</p>	None	1 Hour to 1 Day	<i>BAC Technical Working Group</i>
	<p>3.3 Render Post-Qualification Report recommending for Award.</p>	None	1 Day to 12 Days	<i>BAC Technical Working Group</i>
	<p>3.4 Prepare, review and approved Abstract of Canvass.</p>	None	1 to 3 Days	<p><i>BAC Secretariat</i> <i>PMO</i> <i>BAC Technical Working Group</i> <i>BAC Members</i> <i>End-user</i></p>



	<p>3.5 Once Post-Qualification Report is adopted by the BAC; prepare Notice of Post-Qualification and notify Winning Bidder/Lowest Calculated and Responsive Quotation (LCRQ).</p> <p>3.6 Prepare Notice of Award (NOA) which will be approved by the Governor or any of its duly authorized representative/s.</p> <p>3.7 Notify the LCRQ for the issuance of NOA and submission of Performance Bond, Contractors All Risk Insurance and Department of Labor and Employment (DOLE)-Approved Construction Safety and Health Program.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes to 1 Hour</p> <p>1 to 2 Days</p> <p>30 Minutes to 1 Hour</p>	<p><i>Office of the Governor</i></p> <p><i>BAC Members</i> <i>BAC Secretariat</i> <i>PMO</i></p> <p><i>BAC Secretariat</i> <i>PMO</i> <i>Office of the Governor</i></p> <p><i>BAC Secretariat</i> <i>PMO</i></p>
4. End-user (Office concerned) will prepare and process the CAFOA.	4. Notify the end-user, as to the award of the Purchase Request, provide them copies of necessary documents for process of CAFOA (PR and approved Notice of Award).	None	30 Minutes to 1 Hour	<i>End-user</i> <i>BAC Secretariat</i> <i>PMO</i>
	4.1 The approved CAFOA shall be filed along with	None	1 Hour to 1 Day	<i>BAC Secretariat</i> <i>PMO</i>



<p>Once CAFOA is approved by all concerned authorities, the end-user shall submit it to PMO.</p>	<p>the other contract documents.</p>			<p>Office of the Governor</p>
<p>5. Submit Performance Bond, Contractors All Risk Insurance and DOLE-Approved Construction Safety and Health Program, within 10 calendar days upon receipt of NOA.</p>	<p>5. Assess, verify and validate submitted Performance Bond and Contractors All Risk Insurance.</p> <p><i>5.1 For cash, cashier's/manager's check, it will be paid at the Provincial Treasurer's Office (PTO). The BAC Secretariat will issue an assessment slip to be presented at the PTO</i></p> <p><i>5.2 For Surety Bond, bank guarantee, and CARI, it will be verified by the BAC Secretariat with the Insurance Company/ Bonding Agency.</i></p>	<p>Performance Bond (Sec. 39 Of RA 9184):</p> <p>Cash/Cashier's/ Manager's Check – 5% of the Contract Price</p> <p>Bank Guarantee/Draft or Irrevocable Letter of Credit – 5% of the Contract Price</p> <p>Surety Bond – 30% of the Contract Price</p>	<p>30 Minutes to 1 Hour</p> <p>1 Hour to 1 Day</p>	<p><i>BAC Secretariat PMO</i></p> <p><i>BAC Secretariat PMO PTO</i></p> <p><i>BAC Secretariat PMO</i></p>



	<ul style="list-style-type: none"> Once verification process is completed, prepare Contract Agreement (in 6 copies) and Notice to Proceed (in 4 copies). <p>Winning bidder shall be notified for signing of Contract Agreement.</p>		30 Minutes	<i>BAC Secretariat PMO</i>
<p>6. The owner of company license shall affix their signature in the Contract Agreement, and present valid IDs.</p> <p>The Contract Agreement shall be returned to the BAC Secretariat.</p>	<p>6. Endorse the Contract Agreement, together with the Notice to Proceed, to the Office of the Governor, for the latter's signature and approval.</p> <p>6.1 Once signed and approved by the Governor, the BAC Secretariat shall endorse the Contract Agreement to the Provincial Legal Office for notarization.</p> <p>6.2 Once notarized, the BAC Secretariat shall notify the winning bidder for its issuance.</p>	None	1 to 3 Days	<i>Winning Bidder Office of the Governor Provincial Legal Office BAC Secretariat PMO</i>
7. Receipt of the Contract Agreement and Notice to Proceed.	7. Filing of other copies of the Contract Agreement and Notice to Proceed, for contract documents transmittal to COA and End-user.	None	1 to 2 Days	<i>Winning Bidder BAC Secretariat PMO</i>
8. Notify the end-user for the start of project implementation.	8. Notify the end-user through a copy furnish of Notice to Proceed.	None	30 Minutes to 1 Day	<i>BAC Secretariat PMO</i>
TOTAL:		Variable	≈ 34 Days	



6. Receipt of Purchase Request

The Purchase Request is a form used by the end-users for requisitions that they intend to purchase. It shall be prepared by the end-user.

A. Goods And Services

Office or Division:	Procurement Management Office – Goods and Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	END-USERS: Provincial Capitol Offices, National Offices with funding source from the Provincial Government of Davao del Sur			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PURCHASE REQUEST PPMP APP PRE-CANVASS FORM CNAS Authority to Purchase for Vehicles ABC for Drugs and Medicines PRE-REPAIR INSPECTION REPORT			PMO END-USER PMO PMO PS-DBM DILG DOH-DPRI END-USER	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user will prepare the Purchase Request	1. Verify the PPMP and inclusion in the APP	None	15 to 30 Minutes	<i>BAC Secretariat PMO</i>
	1.2 Review technical specifications, ABC, and other supporting documents that may be required.	None	1 Hour to 1 Day	<i>BAC Technical Working Group</i>
2. End-user will print the Purchase Request reviewed by the BAC TWG	None	None	10 Minutes	<i>End-user</i>
3. End-user will route the Purchase Request to the PBO for control of fund balance. PBO will	None	None	30 Minutes	<i>End-user PBO</i>



check the completeness and accuracy of charges, responsibility center, account codes and account titles				
4. End-user will follow-up/route the PBO controlled Purchase Request to the PTO for signature of the treasurer to signify the availability of cash	None	None	30 Minutes	<i>End-user PTO</i>
5. End-user will follow-up/route the PTO certified Purchase Request to the PGO for Governor's approval	None	None	30 Minutes	<i>End-user PGO- Administrative Services</i>
6. End-user/Office of the Governor will route the approved Purchase Request to the Procurement Management Office	The following will be performed by the PMO:	None	30 Minutes	<i>End-user PGO-Administrative Services BAC Secretariat PMO</i>
	6. Receive the Purchase Request, check if PPMP is attached, and to attach the APP	None	15 Minutes	<i>End-user BAC Secretariat PMO</i>
	6.1 For office supplies not available in the PS DBM, CNAS must be attached	None	15 Minutes	<i>End-user BAC Secretariat PMO</i>
	6.2 For repair and maintenance, pre-repair and inspection report must be attached	None	15 Minutes	<i>End-user BAC Secretariat- PMO</i>
	6.3 For vehicles, authority to purchase	None	15 Minutes	<i>End-user BAC Secretariat PMO</i>



	issued by the DILG must be attached			
	6.4 All Purchase Request must be accompanied by at least three (3) pre-cavass except for catering, fuel, cellcards and drugs and medicines	None	15 Minutes	<i>End-user BAC Secretariat PMO</i>
	6.5 Post Purchase Request in the monitoring sheet with its mode of procurement, and schedule of opening	None	15 Minutes	<i>BAC Secretariat PMO</i>
	6.6 Log, assign PR No. and date to the Purchase Request after it was check	None	15 Minutes	<i>BAC Secretariat PMO</i>
	6.7 Prepare and review bidding documents for Purchase Request under Competitive/Public Bidding mode of procurement	None	30 Minutes	<i>BAC Secretariat PMO</i>
	6.8 Approve Bidding Documents for posting	None	30 Minutes	<i>BAC Chairperson</i>
	6.9 Post bidding documents with Invitation to Bid in the PhilGEPS and Davao del Sur Websites	None	30 Minutes	<i>BAC Secretariat PMO</i>
	6.10 Post Invitation to Bid in the conspicuous places	None	1 Hour	<i>BAC Secretariat PMO</i>



	6.11 Prepare and review Request for Quotations for Purchase Request under Alternative Methods of Procurement	None	1 Hour	<i>BAC Secretariat PMO</i>
	6.12 Approved Request for Quotations for postings	None	1 Hour	<i>BAC Secretariat PMO</i>
	6.13 Post Request for Quotations in the PhilGEPS and Davao del Sur Websites	None	1 Hour	<i>BAC Secretariat PMO</i>
	6.15 Post Invitation to Quote in the conspicuous places	None	1 Hour	<i>BAC Secretariat PMO</i>
TOTAL:			2 Days, 3 Hours	



B. Infrastructure Projects

Office or Division:	Procurement Management Office – Infrastructure Projects			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	End-Users (Provincial Planning and Development Office and Provincial Engineer’s Office)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Checklist for Purchase Request attachments, see Table 1			Procurement Management Office – Infrastructure Projects	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Purchase Request shall be prepared and processed by the end-user.</p> <p>Once approved by all concerned offices, the Purchase Request together with its pertinent documents shall be endorsed to the PMO/BAC Office for procurement.</p>	1. Receive the approved Purchase Request, check if the necessary documents are attached, as well as the approved PPMP. Check if the project is included in the APP.	None	5 Minutes	<i>BAC Secretariat</i> PMO
	2. Log, assign PR No., IB No. and date to the Purchase Request after review of its completeness.		10 Minutes	<i>BAC Secretariat</i> PMO
	3. Post Purchase Request in the Procurement Monitoring Sheet.		5 Minutes	<i>BAC Secretariat</i> PMO
	4. Endorse Purchase Request and other pertinent documents to the BAC Technical Working Group for review of the projects’ specifications, items of works, detained engineering designs, certifications pertaining to the project, and others.		20 Minutes	<i>BAC Secretariat</i> PMO



	<p>5. Review by BAC Technical Working Group of the PR and its pertinent documents, including the projects' specifications, items of works, detained engineering designs, certifications pertaining to the project, and others.</p> <p>6. Return of PR and its pertinent documents to the BAC Secretariat, after review by the BAC Technical Working Group.</p> <p>A. Competitive Bidding as default mode of procurement</p> <p>7. a. If approved for posting/advertisement by the BAC, prepare Bidding Documents of the Purchase Requests under Competitive Bidding mode of procurement.</p> <p>8. a. Review of Bidding Documents</p> <p>9. a. Sign Invitation to Bid for publication.</p> <p>10. a. Post Bidding Documents in the PhilGEPS and</p>		<p>48 Hours</p> <p>5 Minutes</p> <p>15 Minutes</p> <p>15 Minutes</p> <p>20 Minutes</p> <p>20 Minutes</p>	<p><i>BAC Technical Working Group</i></p> <p><i>BAC Technical Working Group</i></p> <p><i>BAC Members BAC Secretariat PMO</i></p> <p><i>Head BAC Secretariat</i></p> <p><i>BAC Chairperson/ Head BAC Secretariat</i></p> <p><i>BAC Secretariat PMO</i></p>
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	<p>province's Official Website.</p> <p>11. a Post procurement timeline in the Procurement Monitoring Sheet</p> <p>12. Post Invitation to Bid in the conspicuous places and at BLGU bulletin boards to where the project is to be implemented.</p> <p>B. Alternative Methods of procurement</p> <p>7. b. If approved for posting/advertisement by the BAC through alternative methods of procurement (with a request letter from end-user), prepare Request for Quotations for Purchase Requests under Alternative Methods of Procurement.</p> <p>8. b. Review Request for Quotations.</p> <p>9. b. Sign Request for Quotations for publication.</p> <p>10. b. Post Request for Quotations in the PhilGEPS, Website.</p>		<p>5 Minutes</p> <p>2 hours</p> <p>15 Minutes</p> <p>15 Minutes</p> <p>20 Minutes</p> <p>20 Minutes</p>	<p><i>BAC Secretariat PMO</i></p> <p><i>BAC Secretariat PMO</i></p> <p><i>BAC Members BAC Secretariat PMO</i></p> <p><i>Head BAC Secretariat</i></p> <p><i>BAC Chairperson/ Head, BAC Secretariat</i></p> <p><i>BAC Secretariat PMO</i></p>
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	<p>11. b. Update PR in the Procurement Monitoring Sheet.</p> <p>12. b. Post Invitation to Quote in the conspicuous places and at BLGU bulletin board to where the project is to be implemented.</p> <p>1.13. Endorse RFQs/ Canvass to end-user's canvassers for distribution to suppliers.</p>		<p>5 Minutes</p> <p>2 Hours</p> <p>20 Minutes</p>	<p><i>BAC Secretariat</i> PMO</p> <p><i>BAC Secretariat</i> PMO</p> <p><i>BAC Secretariat</i> PMO</p>
TOTAL:			Variable	



Table 1. Purchase Request Attachments Checklist for Infrastructure Projects

Name of Project			
End User: PEO / PPDO		ABC:	
ITEMS:		PRESENT / ABSENT	REMARKS
1.	Approved Purchase Request with Certificate of Availability of Appropriation (PBO / PACCO)		
2.	Approved Program of Works		
3.	Approved Specification		
4.	Approved Budget for the Contract		
5.	Bill of Quantities		
6.	Detailed Estimates		
7.	Approved Plan		
8.	Letter interposing No Objection for the construction of the project, supported with proof of ownership		
9.	Certificate of No Road Right of Way conflict from the END-USER		
10.	Certification that the detailed engineering surveys and designs have been conducted according to the prescribed agency standards and specifications in conformance with the provisions of Annex "A" of the 2016 Revised IRR of RA 9184, and that the detailed engineering outputs are adequate for the procurement at hand.		
11.	PERT-CPM Analysis for the project (Annex "A" 3.J of 2016 Revised IRR of RA 9184)		
12.	Updated information / statistics on market prices of all construction inputs submitted based on actual market survey conducted by the END-USER, updated quarterly.		



Provincial Accountant's Office

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 b 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	



Provincial Accountant's Office

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>
3.4 Prior to release, outgoing DVs and Payrolls are recorded	30 Minutes			
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

1. Billing Request	30. Advertisement/ Posting of Bid
2. Project Inspection Report	30.1 News Clippings
3. Statement of Work Accomplishment (SWA) with LD Computation	30.2 PhilGEPS Bid Notice Abstract
4. Certificate of Project turn-over	30.3 Invitation of Bid
5. Certificate of Completion	31. Pre-Procurement
6. Certificate of Acceptance	31.1 Notice of Meeting
7. Certificate of Payment	31.2 Minutes
8. Previous Voucher (Approved)	32. Preparatory Requirements
9. Time Elapsed	32.1 APP (Annual Procurement Plan)
10. Rest Result (If applicable)	32.2 PPMP (Project Procurement and Monitoring Plan)
11. Contract's Affidavit	32.3 POW (Program of Work)
12. Pictures	32.4 Detailed Quantity Estimate
13. Surety Bond (For Retention)	32.5 Specification
14. Contract	32.6 ABC (Approved Budget Contract)
15. Notice to Proceed	32.7 Bid Data Sheet
16. Performance Bond	32.8 Special Conditions of Contract
17. Contractor's all risk Insurance (CARI)	32.9 Instruction of Bidders
18. Abstract of Bids	32.10 General Condition of Contract
19. Notice of lowest Calculated Bid	33. Complete Bidding Documents
20. Single Calculated Bid	33.1 Bid Form
21. Notice of award	33.2 Bill of Quantities
22. PhilGEPS award Notice	33.3 NFCC (Net Financial Credit Capacity)
23. Post Qualification	33.4 Construction Schedule (Bar Chart, S- Curve & Cash Flow)
24. BAC Resolution No. 109, 16	33.5 Manpower Utilization Schedule
25. Notice of Post Qualification	33.6 Equipment Utilization Schedule
26. Post Qualification Report	33.7 Affidavit of Site inspection
27. Bid Evaluation report	33.8 Construction safety and Health Program
27.1 Invitation /Notice of meeting	33.9 Organizational Chart
27.2 Minutes	33.10 List & Qualification of Key Personnel
28. Opening Bids	33.11 Omnibus Sworn Statement
28.1 Notice of Meeting	33.12 PERT-CPM
28.2 Minutes	



<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>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)
Billing Request by Contractor, approved by PEO Project Inspection Report Statement of Work Accomplished, period covered Certificate of Payments, if applicable Disbursement Voucher of Advances to Contractor, if applicable Statement of time elapsed and work accomplished 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 Award Notice Endorsement of Bidding Documents from BAC
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 Administrator's Office

External Services



V. Mandate:

Section 480 of Republic Act 7160 mandated the Provincial Administrator to:

- (1) Develop plans and strategies and upon approval thereof by the governor, as the case may be, implement the same particularly those which have to do with the management and administration-related programs and projects which the governor is empowered to implement and which the sanggunian is empowered to provide for under this Code;
- (2) In addition to the foregoing duties and functions, the administrator shall:
 - (i) Assist in the coordination of the work of all the officials of the local government unit, under the supervision, direction, and control of the governor, and for this purpose, he may convene the chiefs of offices and other officials of the local government unit;
 - (ii) Establish and maintain a sound personnel program for the local government unit designed to promote career development and uphold the merit principle in the local government service;
 - (iii) Conduct a continuing organizational development of the local government unit with the end in view of instituting effective administrative reforms;
- (3) Be in the frontline of the delivery of administrative support services, particularly those related to the situations during and in the aftermath of man-made and natural disasters and calamities;
- (4) Recommend to the sanggunian and advise the governor, as the case may be, on all other matters relative to the management and administration of the local government unit; and
- (5) Exercise such other powers and perform such other duties and functions as may be prescribed by law or by ordinance.



VI. Vision:

The driving force of excellent quality administrative services towards an efficient and effective local governance

VII. Mission:

To deliver smooth, systematic and timely administrative services to maintain a functional and operational management system

VIII. 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)				
License I.D. (1 photocopy)				
Personal Data Sheet/Resume (1 copy)				
With Registry of Qualified Applicants (RQA) passer or not (1 copy)		DEPED List		
Transcript of Records (1 photocopy)		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 documents		3 Minutes	<i>Admin Staff</i> 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/special events 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 2.1 Check and review the request form and request letter 2.2 Approve/disapprove by the Governor/authorized person 2.3 If approved, provide a trip ticket 2.4 Assign an available bus driver for the scheduled date of request	None	2 Minutes 15 Minutes 5 Minutes 3 Minutes 2 Minutes	<i>Admin Staff</i> PGO-ADMIN <i>Admin Staff</i> PGO-ADMIN <i>Governor/Authorized person</i> Governor's office <i>Admin Staff</i> PGO-ADMIN <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	
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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. 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, 34 Minutes	



5. 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	FEES 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	



6. 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	



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		
Original / Certified True 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.Return 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 3.1 Annotate the soft copy of FAAS/TD in the computer	None	49 Minutes 5 Minutes 5 Minutes	LA00 I/LA00 II LA00 I/LA00 II 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 I / LAOO II
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/ Tax Receipt/ SPA for representatives		PASSO, PTO		
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)		6 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.Return 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 document		3 Minutes	PA/APA/LA00 III
4.Receive the requested certification	4.Record the transaction in the logbook and release the requested certification	None	5 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 11. Letter Request 12. SPA for representatives <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 9. Letter Request 10. SPA for representatives				
CLIENT STEPS	AGENCY ACTIONS	FEES 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/LA00 I LA00 II
	1.1 Receive FAAS and attachments		5 Minutes	AC II/LA00 I LA00 I/
	1.2 Verify previous FAAS Attach route Slip		15 Minutes	LA00 I/ LA00 II
	1.3 Check/Scrutinize entries & Attachments		5 Minutes	APA, LA00 IV LA00 III, LA00 II
	1.4 For Land Assessment: *Verify if there is building constructed & actual use of building For transaction as subdivision, consolidation, new disco- very & physical change refer to TM:		5 Minutes	LA00 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	<i>AC II LAOO I, II</i>
	1.8 Encode/Print FAAS		10 Minutes	<i>AC II/LAOO 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:			1 Hour, 54 Minutes	



Provincial Budget Officer's Office

External Services



I. Mandate:

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

II. Vision:

Aspires to proactively advocate the implementation of sound fiscal management policies to facilitate effective and excellent delivery of public service and to prospectively implement procedures to address urgent issues concerning the general welfare of its constituents, enabling the province to steer towards transforming Davao del Sur into a "Maanyag nga Paraiso".

III. Mission:

To promote and strengthen sound fiscal administration through the provision of effective and efficient budgetary management services that are suitable for and supportive of the implementation of the I HELP and I SHARE flagship programs of the Provincial Government, thereby ensuring excellent delivery of public service to the people of Davao del Sur.



IV. Service Pledge

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

PROFESSIONALISM- Through providing efficient, effective budgetary support services in a prompt, timely, and impartial manner, 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 before the end of official working hours and during lunch breaks shall be catered to and attended to.

INTEGRITY- through adherence to the highest ethical standards of honesty, probity, and a sense of responsibility, and to establish a 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)

The Allotment Release Order (ARO) gives the department head the authority to spend or incur obligations within the confines of the PPAs, as defined in the Appropriation Ordinance. No amount shall be disbursed without the covering ARO prepared by the Provincial Budget Officer and approved by the Provincial Governor.

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.		End-user/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request to the Receiving personnel of PBO.	1. Receive the 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.		1 Minute	<i>PBO receiving personnel in charge</i>
	1.2 Verify the request and forward the same to the Budget Personnel in charge.		5 Minutes	<i>Provincial Budget Officer</i>
	1.3 Evaluate and prepares the Allotment Release Order (ARO) and forward it to the Provincial Budget Officer for signature		10 Minutes <i>(Note: Processing time may vary based on the Letter of Request. Minimum processing time of 10 minutes and additional processing time of 2 minutes per account code)</i>	<i>Budget Officer II</i>
	1.4 Review the prepared ARO as to its completeness, and		5 Minutes <i>(Note: Processing time may vary based on the</i>	<i>Supervising Administrative Officer</i>



	accuracy, and compliance to the Appropriation Ordinance		<i>Letter of Request. Minimum processing time of 5 minutes and additional processing time of 1 minute per account code)</i>	
	1.5 Sign the Allotment Release Order (ARO) to be forwarded to the Governor		3 Minutes	<i>Provincial Budget Officer</i>
	1.6 Forward the Allotment Release Order to the Provincial Governor's Office for the approval of the latter.		1 Minute	<i>Budget Officer II</i>
	TOTAL:		26 Minutes	

2. Recording & Processing of Purchase Request (PR)

The Head of the Requesting Unit shall prepare the Purchase Request and the Provincial Budget Officer shall certify the existence of available appropriation.

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/NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR with <i>attached documents</i> (depending on the transaction)		End user/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PR to Provincial Budget Office (PBO)	1. Receives the PR, assigns a control number, and forwards the documents to the Registries, Appropriation, Allotment, and Obligation (RAAO) Keeper 1.1 Evaluate, verify, and control PR as to the availability of appropriation	None	3 Minutes 10 Minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 10 minutes and additional</i>	<i>PBO receiving personnel in charge</i> <i>PBO RAAO Keeper</i>



	and forward to the Provincial Budget Officer or Authorized Personnel 1.2 Review and to certify as to availability of Appropriation in the Budget. 1.3 Record, release, and forward the documents to PACCO/PTO.		<i>processing time of 2 minutes per account code)</i> 5 Minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 5 minutes and additional processing time of 1 minute per account code)</i> 2 Minutes	<i>Provincial Budget Officer/ Authorized Personnel</i> <i>PBO Staff</i>
TOTAL:			20 Minutes or More	

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

The Head of the Requesting Unit shall prepare the CAFOA together with the supporting documents, and the Provincial Budget Officer shall certify as to the existence of available appropriation.

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/NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CAFOA with <i>attached documents</i> (depending on the transaction)		End-user/ client		
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 forward the documents to the assigned RAAO keeper 1.1 Evaluate, verify, obligate CAFOA as to the availability of appropriation and forward to the Provincial Budget Officer or Authorized Personnel	None	3 Minutes 10 Minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 10 minutes and additional processing time of 2 minutes per account code)</i>	<i>PBO receiving personnel in charge</i> <i>PBO RAAO Keeper</i>



	1.2 Review and certify as to availability of Appropriation in the Budget.		5 Minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 5 minutes and additional processing time of 1 minute per account code)</i>	<i>Provincial Budget Officer/ Authorized Personnel</i>
	1.3 Record, release, and forward the documents to PACCO/PTO.		2 Minutes	<i>PBO Staff</i>
TOTAL:			20 Minutes or More	

4. Control and Process Job Order/ Contract of Service

The Provincial Human Resource and Management Office shall prepare the Job Order or Contract of Service and the Provincial Budget Officer shall certify the existence of available appropriations.

Office or Division:	Office of the Provincial Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Human Resource and Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request, duly approved and signed by the Governor		PGO- HRMO		
JO Contract / Contract of Service				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Letter of Request and Job Order contract/ Contract of Service to the PBO Receiving personnel.	1. Receive the Letter of Request and contract and log the transaction. 1.1 Review, verify, and control the request/ contract as to the availability of appropriation and forward it to the Provincial Budget Officer for signature. 1.2 Provincial Budget Officer will verify and sign the contract to be forwarded to the Governor	None	1 Minute 30 Minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 30 minutes and additional processing time of 2 minutes per person on a contract)</i> 15 minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 15 minutes and additional processing time of 1 minute per person on a contract)</i>	<i>PBO receiving personnel in charge</i> <i>Budget Officer II</i> <i>Provincial Budget Officer</i>
TOTAL:			16 minutes or more	

5. Preparation of Forms for Augmentation of Funds

Augmentation implies the existence in the budget of an item, project, activity, or purpose with an appropriation that, upon implementation or subsequent evaluation of needed resources, is determined to be deficient. (Article 454 [b][2], IRR of RA No. 7160).

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/NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request duly signed by the Local Chief Executive (LCE) or Authorized Representative		End user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request signed by the LCE or Authorized	1. Receives Letter of Request and forward	None	1 Minute	<i>PBO receiving personnel in charge</i>



<p>Representative to the Provincial Budget Office</p>	<p>the letter to the RAAO Keeper</p> <p>1.1 Checks the request and prepare Status for Augmentation to verify balances and forward to Budget Officer</p> <p>1.2 Review the request and Status of appropriation and prepare the Certified Statement of Savings and transmittal to SP.</p> <p>1.3 Review the prepared forms as to completeness and accuracy, and forward the documents to Provincial Budget Officer, Provincial Accountant and Provincial Treasurer for signature</p> <p>1.3 Sign the Local Budget Preparation forms and its supporting documents</p> <p>1.4 Forward the documents to the PGO-Administrative Office for approval and signature</p>		<p>10 Minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 10 minutes and additional processing time of 2 minutes per account code)</i></p> <p>10 Minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 10 minutes and additional processing time of 2 minutes per account code)</i></p> <p>5 Minutes <i>(Note: Processing time may vary based on the request. Minimum processing time of 5 minutes and additional processing time of 1 minute per account code)</i></p> <p>22 Working Hours <i>(Note: This procedure may include deliberation by the Local Finance Committee.)</i></p> <p>4 Minutes</p>	<p>RAAO Keeper</p> <p>Budget Officer</p> <p>Budget Officer III</p> <p>Provincial Budget Officer/ Provincial Accountant/ Provincial Treasurer</p> <p>Budget Officer</p>
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	of LCE or Authorized Representative			
TOTAL:			23 Hours	

6. Receive Budget Proposals for Inclusion to Annual/ Supplemental Budget

Each department head prepares the budget proposals using uniform templates to ensure the completeness and comprehensiveness of the budget information and submits them to the Provincial Budget Officer for review and consolidation of all proposals in an accurate and timely manner.

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/NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request duly signed by the Office		End user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request duly signed by the Department Head	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 forward to the Budget Officer for Consolidation		10 Minutes	<i>Provincial Budget Officer</i>
	1.2 Consolidates/ prepares the request for the preparation of Supplemental/ Annual Budget.		depending on the transaction	<i>Budget Officer</i>
TOTAL:			12 Minutes	



7. Review Budgetary Requirements and Sign Project/ Training/ Activity Design, Cash Disbursement Forecast (CDF), and Project Procurement Management Plan (PPMP)

The Department Head shall prepare and submit the project/ training/ activity design, CDF, and PPMP to Provincial Budget Officer for review as to budgetary requirement, as defined in the Appropriation Ordinance.

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/NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project/ Training/ Activity Design		End-user		
Cash Disbursement Forecast (CDF)				
Project Procurement Management Plan (PPMP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit project/ training/ activity design, CDF, and PPMP to Provincial Budget Office	1. Receives the documents, and logs the transaction.	None	5 Minutes	<i>Budget Officer</i>
	1.2 Evaluate and Review the documents as to their budgetary requirements and forward them to the Provincial Budget Officer.		23 Working Hours and 35 Minutes	<i>Budget Officer</i>
	1.3 Sign the reviewed documents		15 Minutes	<i>Provincial Budget Officer</i>
	1.4 Forward the signed documents to PPDO/ PGO-Admin/ BAC		5 Minutes	<i>PBO Staff</i>
TOTAL:			24 Hours	



Provincial Cooperative Office

External Services



I. Mandate:

1. Formulate plans and strategies for the development of cooperatives arising from the need to ensure delivery and provision of access to basic services and facilities;
2. Integrate cooperative principles and methods in local programs, projects and activities and establish linkages with relevant government agencies and non-government organizations involved in advancing cooperativism in the livelihood of the people;
3. Assists in the organization of cooperatives and provide technical guidance, financial assistance and other forms of assistance to existing cooperatives to enhance their viability as economic enterprises and social organizations and foster an institutional environment

II. Vision:

Builds capable and empowered cooperatives for sustainable economy of the province.

III. Mission:

To establish, develop and strengthen cooperatives through programs, projects, and services aligned with the flagship platform I-HELP, I-SHARE



1. Request for the Mandatory Trainings to various Cooperatives

Cooperative officers shall complete the required training to organize the operation of the Cooperative. Pursuant to Article 44 of RA 9520 and Rule 7 of its Revised Implementing Rules and Regulations, the Authority hereby adopts and promulgates these revised guidelines on the implementation of the training requirements of cooperative officers.

Office or Division:	Provincial Cooperative Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C – Government to Cooperatives			
Who may avail:	Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Office/Agency/Organization /Cooperatives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request addressed to the Governor through the Provincial Cooperative Officer. The Request letter indicating the following information: a. Name of the group; b. Address; c. Contact person; Contact Number	1. Prepare the requested data and/or information and forward it to the Office of the Governor	None	2 Minutes	<i>Assigned- Focal Officer</i>
	1.1 After approval of letter of request by the Governor, set the schedule of the Mandatory trainings		2 Minutes	<i>Assigned- Focal Officer</i>
	1.2 Conduct Mandatory Trainings		Micro Cooperatives (8 hrs – Fundamentals of Cooperatives) (8 hrs - Governance & Management of Cooperatives)	<i>Assigned- Focal Officer</i>
	1.3 Release of Mandatory Training Certificates		Small –Large Cooperatives (16 hrs – Fundamentals of Cooperatives) (16 hrs - Governance &	<i>Releasing Officer</i>



			Management of Cooperatives)	
TOTAL:			1 Day, 4 Minutes	

2. Request for the Pre-Membership Education Seminar (PMES)

To make the participants become responsible members and effective leaders and staff of the cooperative. It is a requirement before one is accepted as member of a Cooperative under RA 9520 or Philippine Code of 2008.

Office or Division:	Provincial Cooperative Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C – Government to Cooperatives			
Who may avail:	Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Office/Agency/Organization /Cooperatives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request addressed to the Governor through the Provincial Cooperative Officer. The Request letter indicating the following information: a. Name of the group; b. Address; c. Contact person; d. Contact Number	1. Prepare the requested data and/or information and forward it to the Office of the Governor	None	2 Minutes	<i>Assigned-Focal Officer</i>
	1.1 After approval of letter of request by the Governor, set the schedule of the PMES		2 Minutes	<i>Assigned-Focal Officer</i>
	1.2 Conduct PMES		1 Day for PMES	<i>Assigned-Focal Officer</i>
	1.3 Release of PMES Certificates		2 Minutes	<i>Assigned-Releasing Officer</i>
TOTAL:			1 Day, 6 Minutes	



3. Request for the Orientation on the Procedure for Setting up a Cooperative

An Organization/Association may request for an orientation from the Provincial Cooperative Office about what is a Cooperative and what are the steps needed in forming a Cooperative.

Office or Division:	Provincial Cooperative Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C – Government to Cooperatives			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Office/Agency/Organization /Cooperatives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request addressed to the Governor through the Provincial Cooperative Officer. The Request letter indicating the following information: a. Name of the group; b. Address; c. Contact person; d. Contact Number	1. Prepare the requested data and/or information and forward it to the Office of the Governor	None	2 Minutes	<i>Assigned-Focal Officer</i>
	1.1 After approval of letter of request by the Governor, set the schedule of the Orientation		2 Minutes	<i>Assigned-Focal Officer</i>
	1.2 Conduct Orientation		1 Day for Orientation	<i>Assigned-Focal Officer</i>
TOTAL:			1 Day, 4 Minutes	

4. Request for the Walk-in Technical Assistance for E-CoopRIS and CAIS

Provincial Cooperative Office provides technical assistance to Cooperatives in submitting their reports using CAIS and for the approval of application for new registration and amendments in E-CoopRIS.

Office or Division:	Provincial Cooperative Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government G2C – Government to Cooperatives
Who may avail:	Cooperatives



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Office/Agency/Organization /Cooperatives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the walk-in visitors at the Logbook.	1. Provide Technical Assistance for E-CoopRIS and CAIS.	None	2 Minutes	<i>Assigned-Focal Officer</i>
	1.1 Receive Feedback/Response about the assistance		2 Minutes	<i>Assigned-Focal Officer</i>
TOTAL:			4 Minutes	

5. Request for the Walk-in technical Advice and other technical assistance

Provincial Cooperative Office provides targeted support to an organization/Cooperative with a development need or problem specifically in running a cooperative.

Office or Division:	Provincial Cooperative Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C – Government to Cooperatives			
Who may avail:	Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Office/Agency/Organization /Cooperatives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the walk-in visitors at the Logbook.	1. Provide Technical Assistance for E-CoopRIS and CAIS.	None	2 Minutes	<i>Assigned-Focal Officer</i>
	1.1 Receive Feedback/Response about the assistance		2 Minutes	<i>Assigned-Focal Officer</i>
TOTAL:			4 Minutes	



Provincial Correctional and Security Management Office (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 vehicles to prevent delay and traffic	None	15 Minutes	<i>Duty Guard</i>
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	



Provincial Correctional and Security Management Office (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>
4. 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	



Provincial Correctional and Security Management Office (Provincial Warden's Office)

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:	Provincial Correctional and Security Management Office (PWO)			
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	None	1 Hour	<i>Outpost guard/ office staff</i>
	1.1 Receive the supplies for the inmate subsistence		5 Minutes	
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:	Provincial Correctional and Security Management Office (PWO)			
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:	Provincial Correctional and Security Management Office (PWO)			
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:	Provincial Correctional and Security Management Office (PWO)			
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:	Provincial Correctional and Security Management Office (PWO)			
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				
-Valid ID -Parent consent -Marriage Contract -Clearance				
For office visitors				
-Valid ID -Letter				
For out-patient counselling				
-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, 21 Minutes	



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. Christopher Tan</i> (PGDH-PDRRMO)
TOTAL:			2 Weeks, 5 Days, 1 Hour	



Provincial Economic Development and Investment Promotion Office



I. Mandate:

The basic functions of the Provincial Economic Development and Investment Promotions Office (PEDIPO), shall unequivocally declares that said office shall take charge of all activities related to LGU investment facilitation and promotion activities, local enterprise development, establishment of support mechanisms for the growth of Micro, Small and Medium Enterprises (MSME's), provide mechanism for business retention and expansion, and other business and economic activities to attract investment and generate employment.

II. Vision:

Davao del Sur as an investment destination of choice gearing towards a "Maanyag nga Paraiso".

III. Mission:

To create a business enabling environment that promotes inclusive, innovative, resilient and sustainable industries to ensure investments that will generate jobs and revenues for the improvement of the quality of life for every Davaonon.

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

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

Office or Division:	Provincial Economic Development and Investment Promotion 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		
Request Letter Valid Government-issued ID Other valid documents, if needed				
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 the coliseum.	1. Require and collect the necessary information for the booking. 1.1 Fill up the assessment form for Rental. 1.2 Pencil Booked the rental schedule.	None	5 minutes	PEDIPO Staff
2. Upon filling out the assessment form, proceed to the Cash Receipt Division for the partial (50%) or Full payment of the contract price.	2. The person in charge will issue an Official Receipt 2.1 A contract of occupancy document will be prepared upon payment of at least	As stipulated in the assessment form (Refer to the table of Fees)	3 minutes 15 minutes	PTO, Personnel in Charge PEDIPO Staff



<p>*Full payment must be settled at least one (1) week before the event *Booking made at short notice is required for full payment</p>	<p>50% of the contract price. The document is subject to approval between the Province of Davao del Sur and the requesting occupant with a notary acknowledgment.</p>		<p>Within the day/ Depending on the availability</p>	<p>Governor, Requesting Occupant, Lawyer</p>
<p>3. Present the approved occupancy contract for Final booking confirmation.</p>	<p>3. The person in charge will block off the venue for exclusive use at a specific date provided in the contract. 3.1 Schedule the coordination meeting</p>	<p>None</p>	<p>2 minutes</p>	<p>PEDIPO Staff</p>
<p>4. Attend the coordination meeting before the use of the Coliseum</p>	<p>4. Conduct coordination meeting with the event management and concerned departments. 4.1 Receive the approved contract of occupancy</p>	<p>None</p>	<p>30 minutes</p>	<p>PEDIPO Head</p>
TOTAL:			<p>Variable</p>	



RATES FOR THE USE OF DAVAO DEL SUR COLISEUM

EVENTS	RATES PER HOUR	
	Day Time (in Pesos)	Nighttime (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.



2. Use of Swimming Pool by Individual and Entrance Fee for Non-Swimming Guests

Any person/party who wishes to use the government facilities (Swimming Pool) shall be directed to the PEDIPO-Coliseum Office and Provincial Treasurer's Office to avail of the said service.

Office or Division:	Provincial Economic Development and Investment Promotion Office			
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		
Request Letter Valid Government-issued ID Student 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	PEDIPO Staff/PTO In charge
2. Fill out the order form and present it with 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> PTO
3. Present the form and pay the computed amount therein.	3. The person in charge will issue the Official Receipt and will keep the form with indicated OR number, date, and receipt in the lower portion of the paper.	As stipulated in the order form (Refer to the table of Fees)	2 Minutes	<i>Personnel in Charge</i> PTO
4. Present the official receipt to the assigned personnel at the Swimming pool entrance.	4. Check and verify the Official Receipt 4.1 Conduct inspection and orientation of the	None	5 Minutes	Swimming Pool In charge



	swimming pool safety rules and regulations.			
TOTAL:			9 Minutes	

RATES 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 (5:00 pm 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 (5:00 pm 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 (5:00 pm 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 (5:00 pm 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



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 NC1 ● Masonry leading NC1 ● Plumbing leading NCII ● Barangay Electrical Leading NC1 ● Bread and Pastry Production (COC) 	None	5 Minutes	PESO Staff



	<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		10 Minutes	<i>PESO Staff</i> PESO Office



	<p>manager for the approval of application</p> <p>1.3 The PESO manager will receive the applicants requirements and check if it meets the criteria</p>		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 will go through the			



	client's requirements to see if it meets the criteria.		15 Minutes	<i>Mr. Rolly M. 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 reach of jobseekers		1 Day	<i>PESO Staff</i> PESO Office



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		3 Minutes	<i>PESO Staff</i> PESO Office
			15 Minutes	<i>Mr. Rolly M. Impas, LPT, JD,</i>



	PESO manager for 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	



Provincial Engineer's Office

External Services



I. Mandates:

The Provincial Engineer's Office is mandated to promptly provide all necessary public services pertaining to the implementation of Infrastructure Programs and Projects of the Provincial Government for the benefit of its constituents.

II. Vision:

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

III. Mission:

To plan and implement all infrastructure programs and projects of the Provincial Government in accordance with universal quality and specifications.

IV. SERVICE PLEDGE:

We are committed to being professional Planners and Builders, ready to serve the public effectively and efficiently.

To construct good quality infrastructure projects that can withstand time with fewer 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 people who are not willing to buy the equipment.

Office or Division:		Office of the Provincial Engineering		
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 enquire about the rental.	1. Give a short interview as to the purpose of the rental.	None	4 Minutes	<i>Provincial Engineer</i>
	1.1 Provide information about the rental		4 Minutes	<i>PEO Staff</i>
	1.2 Check the condition of the equipment		4 Minutes	<i>Motorpool Chief Mechanic</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.	None	Depends of the rented equipment	<i>Governor/PTO Officer</i>
	3.1 Issuance of equipment receipt.		3 Minutes	<i>Motorpool Chief</i>
	3.2 Furnish a copy of rental form		5 Minutes	<i>Motorpool Chief</i>
TOTAL:			29 Minutes	



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 as long-lasting alternative when resurfacing is not a short-term option.

Office or Division:	Office of the Provincial Engineering			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Resolutions/Requests		PEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay Officials will submit the barangay resolution or requests letter to PGO-ADMIN	1. Receive, review, and record the Barangay Resolution / Request. 1.1 Forward the checked Barangay resolution to the Provincial Engineer 1.2 The provincial Engineer receives and reviews the resolution 1.3 The provincial engineer forwards the resolution to the maintenance division head for verification, scheduling and action.	None	Depending on the availability of the site inspector	<i>PEO Staff</i>
2. Take note of the schedule 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 Road Repair	None	Depends on the road damage	<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:			Variable	



3. Request 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 Engineering		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Resolutions/Requests		PEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for project billing (mobilization, first billing, final billing, retention)	1. Receive and record the request letter	None	2 Minutes	<i>Receiving Staff</i>
	1.2 Forward the request letter Provincial Engineer for review and approval The provincial Engineer receives and reviews the resolution		2 Minutes	<i>Billing In-Charge</i>
	1.3 From provincial engineer returns the requests letter to the admin for proper dissemination		5 Minutes	<i>Billing In-Charge</i>
	1.4 Receive the approved request for billing		3 Minutes	<i>Billing In-Charge</i>
	1.5 Prepares the voucher for billing		10 Minutes	<i>Billing In-Charge</i>
	1.6 Submit the voucher to Budget, the Accounting, PTO for final billing		3 Days	<i>Billing In-Charge</i>
TOTAL:			3 Days, 22 Minutes	



Table 1:

Approved Schedule of Fees for Heavy Equipment Rental	
Hydraulic Excavator (Wheel Type) Volvo EW145	Php 1,596/hr
Dump Truck UD Quester 9 Cu.m (6 Wheeler) Sinotruck 10 Cu.m (6 Wheeler) Daewoo 6 Cu.m (6 Wheeler)	Php 900/hr Php 900/hr Php 900/hr
Prime Mover with low bed trailer (Wheeler Type) Hino (22 Wheeler) Shacman (22 Wheeler)	Php 6,000/hr Php 6,000/hr
Bulldozer (Shantui SD22)	Php 2,241/hr
Road Rollers 6-8 tons 8-12 tons	Php 400/hr Php 500/hr
Vibrator Compactor (Volvo SD 110)	Php 600/hr
Stake Truck Isuzu Forward (6 Wheelers) Hino (6 Wheelers)	Php 500/hr Php 500/hr
Payloader Volvo L7OE SDLG956L Motorgrader Volvo D7 SDLG9190	Php 1,324/hr Php 1,324/hr Php 1,620/hr Php 1,620/hr
Hydraulic Crawler Excavator Kumatsu PCU200LC-8 Volvo EC210BLC	Php 1,293/hr Php 1,293/hr
Water Truck Nissan TK20	Php 600/hr



Provincial Environment and Natural Resources Office

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 5 copies of each document including the original documents	None	10 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	5 minutes (during conduct of survey) 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	None	15 Minutes	<i>Project In-charge/MRDP Staff</i>



	for NIA, DPWH and PEO certification 3.1 If the documents are not yet complete, inform the 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 PMRB members	10. Accept and review pertinent documents for completeness	None	10 Minutes	<i>Project In-charge/MRDP Staff</i>
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	<p>CSAG Extraction Fee - 50.00/cu.m. Filing Fee – 1,500.00 Processing Fee – 300.00 Posting Fee – 50.00 Field Verification Fee – 1,500.00 Permit Fee – 3,000.00 Registration Fee – 1,000.00 Monitoring Fee – 3,000.00</p> <p>Earthfill/ Limestone Extraction Fee - 40.00/cu.m. Filing Fee – 3,000.00 Processing Fee – 200.00 Posting Fee – 50.00 Field Verification Fee – 3,000.00 Permit Fee – 5,000.00 Registration Fee – 3,000.00 Monitoring Fee – 3,000.00</p> <p>ISAG Extraction Fee - 50.00/cu.m. Filing Fee – 10,000.00 Processing Fee – 1,000.00 Posting Fee – 50.00 Field Verification Fee – 5,000.00 Permit Fee – 10,000.00</p>	15 Minutes	<i>Project In-charge/MRDP Staff</i>



		Registration Fee – 3,000.00 Monitoring Fee – 15,000.00 Administrative Fee – 15.00/approved volume Ecosystem Fee – 5.00/approved volume		
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 release of other pertinent documents of permit application	16.Record the purchased DR and released pertinent documents of permit application	None	5 Minutes	<i>MRDP Staff</i>
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:	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. Fill in the logbook	1. 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 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	If public, there is no fee If private, refer to table 1 below	15 Minutes	<i>Clerk</i>
3. Receive the planting materials/seedlings and	3. Release the requested planting	None	30 Minutes to 1 Hour	<i>Date Project In-charge Project In-charge</i>



sign in the logbook as proof of receipt	materials/seedlings, if available 3.1 After 2-3 months, track the seedling planted and record their survival rate		Depends on the desired	
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/Tangisang Bayawak	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 (John Dalton Masaglang)</i> <i>Environmental Management (Jobelle Rubin) Watershed Protection and Development (Lemuel Gacang) Coastal Resource Management</i>



	1.2 If 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			(Glen Lausa) Community-Based Forest Management (Rodrigo Ocon) PENRO Staff
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 2.1 Conduct activities based on the request. (May be done in partnership with other agencies)	None	30 Minutes to 1 Hour Depends on the agreed duration	Project in-charge Project in-charge or technical personnel
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. Fill in the log book	1. Provide log book to the client	None	30 Seconds	<i>Receiving Staff</i>
2. Bring OR and CR for the registration of dump truck or vehicle	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/vehicle 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	



Provincial General Service Officer's Office

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

Effective Supply and Property Management towards “Maanyag na Paraiso”

III. Mission

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

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 and wholly support the Chief Executive’s implementation of programs and projects.



1. Inspection and Acceptance of Delivery of Goods

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.

1.1 Delivery made at the PGSO Warehouse

Office or Division	Provincial General Services Office			
Classification	Simple			
Type of Transaction:	Private to Government			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order (P.O.)		BAC		
Delivery Receipt/Charge Invoice		Supplier		
Warranty Certificate (if applicable)		Supplier/Manufacturer		
Brochure or Manual Handbook (if applicable)		Supplier/Manufacturer		
Inspection and Acceptance Report (IAR)		PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier shall deliver the goods and present approved P.O. with Delivery Receipt/Charge Invoice	1. Temporary receipting of P.O. and Delivery Receipt/Charge Invoice	None	5 Minutes	Warehouse & Inspection Division In-charge/Chief Designate
	1.1. Send notice to COA and to the inspection committee composed of PGO and PGSO inspectors		10 Minutes	PGSO staff
	1.2. Conduct inspection of delivered goods and if all goods are in order and in conformity with the specifications/description in the approved purchase order it shall be accepted by the PGS Officer or his authorized/designated officer and by then the Warehouse In-charge shall take custody of the		Depending on the volume of delivery	Inspectorate Team - PGSO & PGO Admin. representatives



	<p>goods for temporary safekeeping</p> <p>1.3. In case of non-conformity of delivered goods with the specifications/description in the approved Purchase Order it shall be rejected by the inspection committee</p> <p>1.4. Preparation and signing of Inspection and Acceptance Report (IAR) and other supporting documents pertaining to the subject delivery</p> <p>1.5. Transmittal of documents pertaining to delivery of goods to following offices:</p> <ul style="list-style-type: none"> • COA • PACCO • Requisitioner • Inventory Section • PGSO File 		<p>Depending on the volume of delivery</p> <p>30 Minutes</p> <p>20 Minutes</p>	<p>Inspectorate Team - PGSO & PGO Admin. representatives</p> <p>Personnel/Chief Designate/PGSO Officer or his authorized representative/Inspectorate team</p> <p>Warehouse & Inspection Division personnel</p>
TOTAL:			Variable	

1.2 Delivery made outside of PGSO Warehouse

Office or Division	Provincial General Services Office	
Classification	Simple	
Type of Transaction:	Private to Government	
Who may avail:	Supplier	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Inspection Request	Requisitioner/End-user	
Approved Purchase Order (P.O.)	BAC	



Delivery Receipt/Charge Invoice		Supplier		
Inspection and Acceptance Report (IAR)		PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Supplier shall deliver the goods and present approved P.O. with Delivery Receipt/Charge Invoice at the requisitioner/end-user</p> <p>2. Requisitioner/End-user shall submit Inspection Request at PGSO</p>	<p>2. Receive the request for inspection with approved purchase order, record the request and forward to Warehouse & Inspection Division</p>	None	5 Minutes	Administrative Section – Receiving In-charge
	<p>2.1 Warehouse & Inspection Division Chief Designate shall assigned inspectors to the request</p>		5 Minutes	Warehouse & Inspection Division Chief Designate
	<p>2.2. Conduct inspection of delivered goods and if all goods are in order and in conformity with the specifications/description in the approved purchase order it shall be accepted by the Department Head of the requisitioning office and PGSO officer or his authorized/designated officer</p>		Depending on the volume of delivery	Inspectorate Team - PGSO & PGO Admin. representatives
	<p>2.3. In case of non-conformity of delivered goods with the specifications/description</p>		Depending on the volume of delivery	Inspectorate Team - PGSO & PGO Admin. representatives



	n in the approved Purchase Order it shall be rejected by the inspection committee			Warehouse & Inspection Division
	2.4. Preparation and signing of Inspection and Acceptance Report (IAR) and other supporting documents pertaining to the subject delivery		30 Minutes	Personnel/Chief-Designate/PGSO Officer or his authorized representative/Inspectorate Team
	2.5. Transmittal of documents pertaining to delivery of goods to following offices: <ul style="list-style-type: none"> • COA • PACCO • End-user • Inventory Section • PGSO File 		25 Minutes	Warehouse & Inspection Division personnel
TOTAL:			Variable	

2. Delivery and Acceptance 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

2.1 Donation from Government Agency

Office or Division	Provincial General Services Office
Classification	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Agencies, End-user
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Property Transfer Receipt (PTR)	National Government Agency
Inspection and Acceptance Report	PGSO



CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Government Agency delivers the donated items with Property Transfer Receipt</p>	<p>1. Accept and conduct inspection of the items delivered on the basis of Property Transfer Receipt</p> <p>1.1. Preparation of Inspection and Acceptance Report and the same shall be transmitted to COA with PTR informing them of the inclusion of said items in the books of account, copy furnish to the following offices:</p> <ul style="list-style-type: none"> • PACCO • Office of the Governor • Donor/Transferor • End-user • PGSO File <p>1.2. Warehouse In-charge shall take custody of the donated goods for temporary safekeeping</p> <p>1.3. Prepares PIS or RIS whichever is applicable to transfer the accountability</p> <p>1.4. Deliver the donated goods to the end-user</p>	<p>None</p>	<p>Depending on the volume of delivery</p> <p>20 Minutes</p> <p>Depending on the volume of delivery</p> <p>15 Minutes</p> <p>30 Minutes</p>	<p>Warehouse & Inspection Division Chief Designate and or Inventory /Chief Designate</p> <p>Warehouse personnel</p> <p>Warehouse personnel</p> <p>Warehouse personnel</p>
TOTAL:			Variable	



2.2 Donation from Private Individual or Private Company

Office or Division	Provincial General Services Office			
Classification	Simple			
Type of Transaction:	Private to Government			
Who may avail:	Private Individual or Company, End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Donation		Private Individual or Company		
Inspection and Acceptance Report		PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Private Individual or Company delivers the donated goods</p> <p>2. The end-user temporarily accepts the goods and request for inspection</p>	<p>2. Upon request, the inspectors conduct inspection of the donated goods on the basis of Deed of Donation or any document available</p>	None	Depending on the volume of delivery	Warehouse In-charge and or Inventory /Chief Designate
	<p>2.1. Preparation of Inspection and Acceptance Report and the same shall be transmitted to COA with PTR informing them of the inclusion of said items in the books of account, copy furnish to the following offices:</p> <ul style="list-style-type: none"> • PACCO • Office of the Governor • Donor/Transferor • End-user • PGSO File 		20 Minutes	Warehouse personnel
	<p>2.2. Prepares PIS or RIS whichever is</p>		15 Minutes	Warehouse personnel



	applicable to transfer the accountability			
TOTAL:			35 Minutes	

3. Custodianship

Property custodianship refers to the guardianship of government property by the person accountable. (*Training Handbook on Property & Supply Management System, June 2011*)

3.1 Warehousing

Office or Division	Provincial General Services Office			
Classification	Simple			
Type of Transaction:	Private to Government, Government to Government			
Who may avail:	Supplier, Requisitioner/End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order		BAC		
Delivery Receipt/Charge Invoice		Supplier		
Inspection and Acceptance Report		PGSO		
Property Card		PGSO		
Stock Card		PGSO		
Bin Card		PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers goods	1. After inspection and acceptance of the goods delivered, the Warehouse In-charge take custody of the goods	None	3 Minutes	Warehouse In-charge
	1.1. Arranges the delivered goods		Depending on the volume	Warehouse personnel
	1.2. Record the delivered goods and post the information in the Bin Card		15 Minutes	Warehouse personnel
	1.3. Maintains Stock/Property Cards-receipts, issuance and		20 Minutes	Warehouse personnel



	balances on hand must be properly posted and keep updated 1.4. Take responsibility to maintain the delivered goods in such condition most suitable for use		Depending on the withdrawal of the end-user	Warehouse personnel
TOTAL:			Variable	

3.2 Inventory-taking

Inventory-taking is an indispensable procedure for checking the integrity of property custodianship. (Training Handbook on Property & Supply Management System, June 2011)

Office or Division	Provincial General Services Office			
Classification	Highly Technical Application			
Type of Transaction:	G2G – Government to Government			
Who may avail:	COA, Accountable Officer/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report on the Physical Count of PPE		Government Offices, PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEE TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Chief Executive requires the conduct of physical inventory of the following: 1.1 PPE (annually) 1.2 Supplies and materials (semi-annually) 2. COA or its authorized representative witness the physical inventory-taking conducted by the inventory committee	1. Plans the physical inventory as to date, who is to supervise the count, the personnel to act as counters and checkers 1.1. Assist/Recommends in creation of the Inventory Committee 1.2. Prepares the guidelines and send to the Office of the Governor for approval	None	2.5 Months	Inventory Section Chief Designate



	<p>1.3. Actual conduct of inventory-taking (physical count) taking into account:</p> <ul style="list-style-type: none">• name of inventory item• Serial number (if applicable)• Location• Item count• Inventory tag/label <p>1.4. Reconcile the results of the count with the property and accounting records</p> <p>1.5. Consolidates the reconciled results of the count and copy of the Report on the Physical Count of PPE, file copy of report and furnish copy to the following offices:</p> <ul style="list-style-type: none">• COA• Office of the Governor• PACCO			
TOTAL:			2.5 Months	



3.3 Property Repair and Maintenance

Repair is the process/act of restoring a property/equipment to its original state or to its working condition. Maintenance is action taken to retain the equipment or in a serviceable condition or to restore it to serviceability when it is economically repairable. (*Training Handbook on Property & Supply Management System, June 2011*)

Office or Division	Provincial General Services Office			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioner/End-user			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Pre-repair Inspection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Pre-repair Inspection	1. Receives and records the Pre-repair Inspection and forward to the S.O. in-charge	None	3 Minutes	Administrative Records Section
	1.1. Check the property card to ascertain government ownership of the property		15 Minutes	Inventory In-charge
	1.2. The Property Chief Designate signs and assigns inspectors in the request		5 Minutes	Inventory In-charge
	1.3. Conduct the pre-repair inspection, re: <ul style="list-style-type: none"> • determine the extent of damage • determine if property is still covered by warranty • determine the necessity of repair or whether the cost of repair is 		30 Minutes	Inspection Committee



	<p>economical or not</p> <ul style="list-style-type: none"> • verify the actual scope of work to be done as determined by the mechanic or engineer or personnel concerned <p>1.4. Return the accomplished Request for Pre-repair Inspection to requisitioner with comments or remarks</p>		Depending on when the requisitioners' claim the request	Inventory personnel
TOTAL:			53 Minutes	

4. Issuance of Goods

Issuance is the act of transferring the custodianship of a property from one person to another. (*Training Handbook on Property & Supply Management System, June 2011*)

4.1 Issuance of expendable and semi-expendable goods

Office or Division	Provincial General Services Office			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioner/End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Requisitioner/End-user & PGSO		
Inventory Custodian Slip (ICS) – applicable to supplies with serviceable life of at least more than 1 year but small enough to be considered as PPE		Requisitioner/End-user & PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon acceptance of the delivered supplies and materials – the requisitioner/end-user request for the issuance and signs at “Requested	1. Verify the delivery of supplies and materials	None	5 Minutes	Warehouse In-charge Property Division Chief



by” at requisition column and submit RIS with ICS if it includes supplies with serviceable life of at least more than 1 year	1.1. Review RIS and signs the “Approved by” at the issuance portion		10 Minutes	Property Division Chief
	1.1 Review ICS vis-à-vis RIS and signs “Received from” portion		5 Minutes	PGSOfficer
2. Requisitioner/end-user checks the items if it is in conformity with the RIS and signs “Received by” portion 2.1 The Department Head (requisitioner/end-user) signs at “Received by” portion of the ICS	2. Review RIS and signs the “Issued by” portion and issue the subject supplies and materials to the requisitioner/end-user		Depending on the volume of supplies and materials	Warehouse In-charge Inspectors (in cases of delivery made outside Warehouse)
	2.1. Record and file copy of RIS and provide copy to the requisitioner/end-user		5 Minutes	Warehouse personnel
	2.2. Record , file copy and provide copy to the requisitioner/end-user and furnish copy to the Inventory Section		5 Minutes	Warehouse personnel
		TOTAL:	30 Minutes	



4.2 Issuance of non-expendable goods

Office or Division	Provincial General Services Office			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioner/End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Issue Slip (PIS)		Requisitioner/End-user & PGSO		
Acknowledgement Receipt of Equipment (ARE)		Requisitioner/End-user & PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon acceptance of the delivered non-expendable goods – the requisitioner/end-user request for the issuance of equipment/s	1. Verify the delivery of equipment	None	5 Minutes	<i>Warehouse In-charge</i> <i>Property Division Chief</i>
2. Requisitioner/end-user checks the items if it is in conformity with the RIS and signs “Received by” portion	2. Prepares the PIS “Approved by” at the issuance portion		10 Minutes	<i>Property Division Chief</i>
2.1 The Department Head (requisitioner/end-user) signs at “Received by” portion of the ICS	2.1 Review ICS vis-à-vis RIS and signs “Received from” portion		5 Minutes	<i>PGSO Officer</i>
	3. Review RIS and signs the “Issued by” portion and issue the subject supplies and materials to the requisitioner/end-user		Depending on the volume of supplies and materials	<i>Warehouse In-charge</i> <i>Inspectors (in cases of delivery made outside Warehouse)</i>
	4. Record and file copy of RIS and provide copy to the requisitioner/end-user		5 Minutes	<i>Warehouse personnel</i>
	5. Record , file copy and provide copy to			



	the requisitioner/end-user and furnish copy to the Inventory Section		5 Minutes	<i>Warehouse personnel</i>
		TOTAL:	30 Minutes	

5. Disposal

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.

5.1 Disposal of Unserviceable Property

Office or Division	Provincial General Services Office			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioner/End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inventory & Inspection Report of Unserviceable Property (IIRUP)		Requisitioner/End-user & PGSO		
Waste Material Report (WMR)		Requisitioner/End-user & PGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accountable Officer prepares and submits the IIRUP or WMR	1. Verify in the inventory records and return to requisitioner to forward to PACCO to fill up the depreciation value form	None	20 Minutes	<i>Inventory section</i>
2. Accountable Officer submits through their respective heads of offices the subject properties with approved IIRUP (Non-expendable) and WMR (expendable or semi-expendable)	2. Disposal Section receives the unserviceable properties with approved IIRUP or WMR		30 Minutes	Disposal section
	3. Invite the Provincial Appraisal Committee to conduct appraisal of the		30 Minutes	Disposal section



5.2 Disposal of Harvest (As Disposal Committee Secretariat)

Office or Division		Provincial General Services Office		
Classification		Simple		
Type of Transaction:		Government to Government, Government to Private		
Who may avail:		Requisitioner, Bidder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the auction sale of the harvest	1. Schedule the bidding	None	Depending on the request	Disposal Committee /secretariat
	1.2. Invite bidders		1 Day	Disposal Committee /secretariat
	1.3. Open the bids and make Award; Bidder with highest quotation gets the award; Post bidder's bond		1 Day	Disposal Committee /secretariat
TOTAL:			2 Days	

6. 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		Provincial General Services Office		
Classification		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Teachers & PLGU Davao del Sur Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Clearance		PGSO		
Office Clearance		Concerned Office		



CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits properly filled up Property Clearance together with an office clearance</p>	<p>1. Receive the clearances and forward to Inventory Section</p> <p>1.1. Supply Officer Designate verify the property accountability of the concerned teacher/employee- if there are properties under his/her name, require Transfer of ARE/PAR and signs the "Reviewed" portion and forward to the Inventory Section Chief Designate for recommending approval</p> <p>1.2. Upon verification that there are no property accountability the Supply Officer Designate signs "Reviewed" portion and forward to the Inventory Section Chief Designate for recommending approval</p> <p>1.3 Sign "Recommending Approval" portion and forward it to approving officer</p> <p>1,4. Signs "Approved" portion</p>	<p>None</p>	<p>3 Minutes</p> <p>Depending on the designation</p> <p>5 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p>	<p>Administrative Records Section</p> <p>Supply Officer In-charge/Designate</p> <p>Supply Officer In-charge/Designate</p> <p>Inventory Section Chief Designate</p> <p>PGSOfficer or his authorized officer</p>
		TOTAL:	12 Minutes	



Provincial Health Office

Internal Services



I. Mandate:

The Health Officer shall take charge of the office on health services and shall:

- 1) Supervise the said personnel and staff of said office, formulate program implementation guidelines, rules and regulations, for the operation of the said office for the approval of the Governor, in order to assist him/her in the efficient, effective, and economical implementation of a health service 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, in carrying out activities to ensure the delivery of basic services and provision of adequate facilities relative to health services;
- 3) Develop plans and strategies and upon approval thereof by the Governor, implement the same, particularly those which have to do with health programs and projects which the governor, is empowered to implement and which the Sanggunian is empowered to provide for;
- 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, 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 she/he may deem necessary for the preservation of public health;
 - (v) Recommend the prosecution of any violation 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, pension 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;
 - (ix) Exercise general supervision over health officers of component cities and municipalities;and,
- 5) Be in the frontline in the delivery of health services, particularly during and in the aftermath of man-made and natural disasters and calamities and exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



II. Vision:

Integrated and comprehensive Province-wide Health System approach ensuring health literacy, healthy living, and protection from hazards and risks without causing financial hardship.

III. Mission:

To provide equitable, affordable, quality and readily available health services that is suitable to the needs of Davao del Sur.

IV. Service Pledge:

We, the officials and employees of the Provincial Health Office pledge and commit to deliver quality public services as promised in the PHO 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 behavior and professionalism.

- Wear proper uniform and identification.

- Be available during office hours.

- Respond to complaints.

- Treat everyone equally.



1. Administrative Services

1.1 Issuance of Certifications

Leave credits, Leave of absence with pay, Leave of absence without pay, Leave application, Service record, Last day service, Service record of no pending administrative case, Updated salary and allowances, and Net take home pay.

The signed certification is issued by the Administrative Office to the employee/s needing the certificates. The certifications are issued to affirm the validity of information.

Office or Division:	Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. PHO/DSPH Personnel 1.1 Plantilla 1.2 Contract of Service 1.3 Job Order 2. Retirees/Resignees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Request Form		PHO Guard on Duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out prescribed request form	1. Receives request,	None	2 Minutes	<i>Administrative Staff</i>
	1.1 Verifies request then instructs client to return within 2 working days.		2 Minutes	<i>Administrative Staff</i>
	1.2 Encodes and prints Certification.		5 Minutes	<i>Administrative Staff</i>
	1.3 Signs Certification.		2 Minutes	<i>Administrative Staff</i>
2. Fills up and submits the Client Satisfaction Survey form	2. Collects filled up Client Satisfaction Survey form	None	5 Minutes	<i>Administrative Staff</i>
2.1 Claims certification	2.1 Logs and releases certification		3 Minutes	<i>Administrative Staff</i>



TOTAL:		2 Days, 19 Minutes	
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1.2 Issuance of Machine copy of Official Documents

DTR, PDS, SALN, COS Contract, Job Order, Appointment, and Payroll Contract.

The person who has been given the certified true copy can rely on the document you have given them as accurate and authentic. The certified machine copy of document/s tells the user that the copy they are looking at hasn't been photo-shopped, tampered with or is otherwise inaccurate or complete.

Office or Division:	Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail?	1. PHO/DSPH Personnel 1.1 Plantilla 1.2 Contract of Service 1.3 Job Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Filled-up Request Form		PHO Guard on Duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out prescribed request form	1. Receives request.	None	2 Minutes	<i>Administrative Staff</i>
	1.1 Retrieves file for reproduction.		15 Minutes	<i>Administrative Staff</i>
	1.2 Photocopy official document.		3 Minutes	<i>Administrative Staff</i>
	1.3 Certifies copy of document.		2 Minutes	<i>Administrative Officer</i>
2. Fills up and submits the Client Satisfaction Survey form. Claims document/s	2. Collects filled up Client Satisfaction Survey form	None	5 Minutes	<i>Administrative Staff</i>
	2.1 Logs and releases document/s.		3 Minutes	<i>Administrative staff</i>



TOTAL:		None	30 Minutes

1.3 Issuance of Certificate of Appearance

The purpose of this certificate is to establish the evidence and duration of the employee/s appearance to other office or event.

Office or Division:	Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail?	1. Other government employees 2. GO and NGO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office ID or any valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents any valid ID	1. Validates ID of Client.	None	1 Minute	<i>Administrative Staff</i>
	1.1 Prepares Certificate of Appearance		3 Minutes	<i>Administrative Staff</i>
2. Fills up and submits the Client Satisfaction Survey form.	2. Collects filled up Client Satisfaction Survey form	None	5 Minutes	<i>Administrative Staff</i>
2.1 Claims Certificate of Appearance	2.1 Releases Certificate of Appearance		1 Minute	<i>Administrative staff</i>
TOTAL:			10 Minutes	

1.4 Issuance of Endorsement

Application for employment, Application for travel abroad, Authority to engage in private practice, Authority to trainings, seminars, and convention outside of Davao Region, and Official documents.

Endorsement is a support, authorization, approval of something to show supporting to employee/s and also endorsement have a brief detail about the information.

Office or Division:	Administrative Office
Classification:	Simple
Type of	G2G – Government to Government



Transaction:				
Who may avail?		1. PHO/DSPH Personnel 1.1 Plantilla 1.2 Contract of Service 1.3 Job Order		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Filled-up request form 2.) Application letter 3.) Supporting documents		PHO Guard on Duty - Request Form Other documents- Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request, application letter, with complete supporting documents	1. Receives request, application letter and supporting documents.	None	2 minutes	<i>Administrative staff</i>
	1.1 Checks completeness of supporting documents and instructs client to return within 2 working days.		5 minutes	<i>Administrative staff</i>
	1.2 Prepares endorsement.		5 minutes	<i>Administrative staff</i>
	1.3 Approves endorsement and recommends for the approval of the Governor.		5 minutes	<i>Provincial Health Officer II</i>
2. Fills up the Client Satisfaction Survey form 2.1 Claims endorsement or submits endorsement to the Office of the Governor for approval	2. Collects filled up Client Satisfaction Survey form	None	5 minutes	<i>Administrative Staff</i>
	2.1 Logs and releases endorsement.		3 minutes	<i>Administrative Staff</i>
TOTAL:			2 Days, 25 Minutes	



1.5 Preparation of Payroll

The Administrative Office ensures that their employee/s receive their salaries on time with the correct deductions and necessary withholdings.

Office or Division:	Administrative Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail?	1. PHO/DSPH Personnel 1.1 Plantilla 1.2 Contract of Service 1.3 Job Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR with supporting attachments		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of DTR with supporting attachments	Receives and validates DTR with supporting attachments. Submits to Payroll Clerk.	None	10 working days	<i>Human Resource Designate</i> Administrative Office
2. Prepares payroll	Encodes payroll. Printing and signing of payroll. Transmits payroll to Human Resource.	None	3 working days	<i>Payroll Clerk</i> Administrative Office
3. Prepares Financial Data Entry System (FinDES)	Prints and signs Financial Data Entry System (FinDES). Transmits signed Financial Data Entry System (FinDES).	None	1 hour	<i>Financial Data Entry System (FinDES) Encoder</i> Administrative Office
TOTAL:			13 Days, 1 Hour	



Provincial Health Office

External Services



1. Supply and Cold-Chain Management Services

1.1 Issuance of Supplies and other Logistical Support to Health Facilities

The Supply and Cold-Chain Management Office ensures availability of medicine/product at right time, minimizing inventory wastage, maximizing patient care, coordination in all departments minimizing human error/medication errors.

Office or Division:	Supply and Cold-Chain Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	1. Public and Private Health Facilities 2. Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter or Request Form		Municipal/City Health Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter or request	1. Receives letter or request.	None	2 minutes	<i>Administrative Staff - Administrative Office</i>
	1.1 Routes request to program manager for allocation.		5 minutes	<i>Administrative Officer Administrative Office</i>
	1.2 Program manager requests supply office for issuance of commodities.		5 minutes	<i>Program Manager - Technical Division</i>
	1.3 Prepares requested commodities.		2 hours	<i>Warehouse Staff Supply and Cold-Chain Management Office</i>
	1.4 Signs Property Transfer Report/Requisition and Issue Slip.		10 minutes	<i>Warehouse Manager Supply and Cold-Chain Management Office</i>
2. Receives logistics as	2. Distribution of	None	1 Day	<i>Supply Office Staff</i>



requested	Logistics.			Supply and Cold-Chain Management Office
TOTAL:		None	1 Day, 2 Hours	

2. Provision of Technical Assistance and Various Health Programs (Technical Services)

It is the process of connecting groups to expertise and resources that address needs and provide support over phases of a community improvement effort.

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	1. Public and Private Health Facilities 2. Other Government & non - Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Head of the requesting facility, office, agency or organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter or request	1.1 Receives letter or request.	None	2 minutes	<i>Administrative Staff- Administrative Office</i>
	1.2 Routes request to program manager for allocation.		5 minutes	<i>Administrative Officer - Administrative Office</i>
	1.3 Program manager requests travel order/office order.		5 minutes	<i>Health Program Managers - Technical Division</i>
2. Prepares facility of requested Technical Assistance	Provides technical assistance: a) Trainings b) Orientation/ Seminar c) Assessment/ Validation	None	5 days 2 days 1 day	<i>Health Program Managers Technical Division</i>



TOTAL:	None	8 Days, 12 Minutes	
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3. Provide Medical, Dental, and Optometric Health Services

Medical Outreach Program is improving and extending the reach of health care through activities such as basic health screening, and facilitating access to services. These activities can directly and indirectly improve health outcomes of individuals and communities.

Office or Division:	Medical Outreach Program			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail?	1. Barangay Local Government unit constituents 2. Other Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for medical outreach		Head of the requesting facility, office, agency or organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of Special Program submits schedule of medical outreach activities	1. Receives approved schedule of medical outreach activities.	None	2 minutes	<i>Administrative Staff - Administrative Office</i>
	1.2 Requests for Office Order and trip ticket.		5 minutes	<i>Administrative Staff - Administrative</i>
	1.3 Requests logistics for activity.		5 minutes	<i>Provincial Health Office Medical Outreach Focal</i>
	1.4 Withdrawal of logistics.		30 minutes	<i>Warehouse Staff- Supply and ColdChain Management Office</i>



2. Prepares Venue	2. Conducts Medical Outreach Activity	None	1 working day	<i>Provincial Health Office Medical Outreach Team</i>
2.1 Fills up and submits the Client Satisfaction Survey form	2.1 Collects filled - up Client Satisfaction Survey form	None	10 minutes	<i>Provincial Health Office Medical Outreach Staff</i>
	2.2 Conducts Inventory	None	3 Hours	<i>Supply Officer, Medical Outreach Staff Provincial Health Office</i>
TOTAL:		None	1 Day, 42 Minutes	



Provincial Housing Development and Management Office

External Services



I. Mandate:

Act as the main proponent and major player in the planning, implementation and management of their respective housing project;

Identify and validate viable sites for land acquisition, relocation sites and housing development;

Provide relocation, resettlement and housing area to underprivileged homeless communities to have access to an adequate, safe, secure, habitable, sustainable, resilient and affordable homes;

Facilitate the issuances of Transfer Certificate of Titles and other related permits;

Partner with appropriate National Government Agencies for the implementation of housing projects;

Perform any and all actions, obligations, or responsibilities that the LGU may wish to undertake for the proper and full implementation of the Program provided that the same is not contrary to law, good custom, public order, public policy and its executed MOU and MOA.

II. Vision:

Advocates of a “safe, vibrant and empowered communities” delivering comprehensive land acquisition, housing and relocation development services to the people of Davao del Sur.

III. Mission:

To expedite the implementation of the provinces’ housing and relocation projects by providing timely services and capacitate all involved stakeholders.

IV. Service Pledge:

We pledge to delivered basic services and opportunities through responsive housing and resettlement programs.



1. Relocation Site and Housing Development Program

Provide relocation, resettlement and housing area to homeless communities, living in a disaster-prone area and informal settlers. Facilitate and monitor housing projects.

Office or Division:	PGO-Provincial Housing Development and Management Office	
Classification:	Highly Technical Application	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	Informal Settlers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Resolution		Sangguniang Panlalawigan
1. OFFER TO SELL		Land Owner/Vendor
a. Indicating the Offered Price per hectare or square meters		
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		
2. A Certified True Copy of the Title by the Registry 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 the property is located within Digos City)		Land Owner/Vendor
5. Barangay/Municipal/Association Resolution indicating the purpose/utilization of the subject property required (Indicate Area sq. m. /has)		Barangay/Municipalities/Associations
a. Indicate Area (square meters/hectare)		
b. List of Beneficiaries/Informal Settlers		
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.		Barangay/Mines and Geosciences Bureau/Phivolcs
a. Geohazard Certificate – MGB (Floods & Landslide)		
b. Earthquake Assessment - PHIVOLCS		



7. Certification from Regional/Municipal Trial Court that the property is not under court litigation		Regional/Municipal Trial Court		
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 the Governor	2. Provide checklist 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	None	15 Minutes	<i>PHDMO 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	None	1 Day	<i>PHDMO Staff/PHDMO - OIC/Assigned Document Processor In - Charge</i>



	3.6 Process Payment			
4. Submit List of Applicants	4. Conduct screening of beneficiaries 4.1 Final Selection of Beneficiaries with the screening committee	None	4 Hours 4 Hours	<i>PHDMO - OIC/Screening Committee/Brgy. Officials</i>
5. Request schedule for seminar and orientation	5. Conduct Values Formation Seminar	None	2-3 Days	<i>PHDMO – OIC/PHDMO Staff</i>
6. Request for subdivision survey and land development	6. Request Provincial Planning Development Office (PPDO) to conduct subdivision survey 6.1 Request Provincial Engineering Office (PEO) for equipment needed	None	30 Minutes 30 Minutes	<i>PHDMO – OIC/PHDMO Staff</i>
7. Request for schedule of Groundbreaking	7. Submit a request to the Office of the Governor for scheduling 7.1 Assignment of Lots 7.2 Giving Certificate of Conditional Assignment	None	1 Day and 4 Hours 1 Day and 4 Hours 1 Day and 4 Hours	<i>PHDMO – OIC / PHDMO Staff/ Brgy. Officials/ HOA Officers</i>
8. Community Associations	8. Organize community association (CA) to become Homeowner's Association (HOA) 8.1 Conduct Seminar Information on the program of Social Housing Finance Corporation (SHFC)		4 Hours 4 Hours	<i>PHDMO – OIC/PHDMO Staff</i>
9. Request for validation and verification (SHFC & NHA)	9. Conduct Informal Settlers Families (ISF's) Interview and Validation	None	3 Hours 3 Hours	<i>PHDMO – OIC/PHDMO Staff</i>



	9.1 Facilitate registration to the Department of Human Settlements and Urban Development (DHSUD)		2 Hours	
	9.2 Conduct paper verification/land/profiling			
10. Request to facilitate endorsement of LGU to grant Mortgage Agreement	10. Sign mortgage papers & lease contract	None	2 Days and 4 Hours	<i>PHDMO – OIC/PHDMO Staff/SHFC</i>
	10.1 Facilitate payment of proposed subdivision lot		2 Days and 4 Hours	
11. Coordinate with National Agency LRA, MGB and PHIVOLCS	11.Certified true copy of title for property integrity		2 Days and 4 Hours	<i>PHDMO – OIC/PHDMO Staff</i>
	11.1 Geo Hazard Certificate		2 Days and 4 Hours	
12. Request Homeowners Association Meeting	12.Conduct Meeting with HOA		1 Day	<i>PHDMO – OIC/PHDMO Staff</i>
13. Request for Intervention of Internal (lot boundaries) & External (different lot owners) Conflicts	13.Conduct conference and mediation		1 Day	<i>PHDMO – OIC/PHDMO Staff</i>
	13.1 Send demand letter		1 Day	
	13.2 Conducts decisions with screening committee		1 Day	
	13.3 Prepare and deliver notice forms for all non – compliant beneficiaries		1 Day	
TOTAL:			25 Days	



Provincial 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 the Provincial Government of Davao del Sur. When a vacancy occurs, it is our responsibility to determine if this type of position is still required and which duties and responsibilities. It entails

Office or Division:	Provincial Human Resource Management Office (PHRMO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Qualified Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter				
Personal Data Sheets (with Work Experience Sheets, if Applicable)				
School Records/Credential				
Certificate of Eligibility (PRC License, if applicable)				
Training Certificate				
Performance Rating (Promotion & Transfer)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Letter together with all the requirements	1. Receives and records the Application Letter	None	5 Minutes	<i>Receiving Clerk</i>
	1.1 Assess Application Letter	None	10 Minutes	<i>HRM Officer</i>
2. Follow-up status of Application	Inform the status of application, schedule of examination and panel interview	None	5 Minutes	<i>HRM Officer</i>
3. Appear for examination	Conduct examination	None	180 Minutes	<i>HRMPSB - Secretariat</i>
4. Appear for panel interview	Facilitate panel interview	None	30 Minutes	<i>Members of the HRMPS Board</i>
TOTAL:			3 Hours and 50 Minutes	



2. Securing Appointments

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

Office or Division:	Provincial Human Resource Management Office (PHRMO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Qualified Applicants who are appointed to a position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized. Personal Data Sheets (With Work Experience Sheets, if applicable) in Four (4) Copies)		PHRMO		
PSA Birth Certificate (PSA Marriage Certificate, if applicable) in Four (4) Copies		PSA		
Authenticated Copy of School Records/Credential in Four (4) Copies		Last School Attended		
Authenticated Copy of Certificate of Eligibility (PRC License, if applicable) in Four (4) Copies		PRC, CSC, LTO, Etc		
NBI Clearance		NBI		
Medical Certificate with Laboratory results: <ul style="list-style-type: none"> a. Blood Test – Blood Type b. Chest X-ray c. Urinalysis d. Drug Test e. Psychiatric Test f. Neuro-Psychiatric Exam 		DSPH		
Performance Rating and Justification Letter for more than 3 Salary Grade Limitation (If applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receives all requirements	None	5 Minutes	<i>Receiving Clerk</i>
	1.1 Scrutinize the documents	None	5 Minutes	<i>HRM Assistant</i>
	1.2 Prepare Appointment, Job Description,	None	30 Minutes	<i>HRM Assistant</i>



	Certifications			
	1.3 Review Appointment documents	None	5 Minutes	<i>HRM Officer</i>
	1.4 Submit Appointment papers to the Governor for approval	None	5 Minutes	<i>PGDH-PHRMO</i>
2.Signed Approve Appointment Papers	Release Four (4) Copies of Authenticated Appointments, Two (2) Copies of Original Job Description, Two (Copies) of Original Certifications	None	10 minutes	<i>HRM Assistant</i>
2.1 Receive Four (4) Copies of Authenticated Appointments, Two (2) Copies of Original Job Description, Two (Copies) of Original Certifications				
TOTAL:			1 Hour	

3. Securing Service Records and Certifications

These documents relating to the services that were rendered by a current or former employee of the provincial government may be required by other parties to validate the existence of one's representation. It entails

Office or Division:	Provincial Human Resource Management Office (PHRMO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Qualified Applicants who are appointed to a position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee's File		PHRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request at the PHRM Office	Provide Payment Order Slip	None	2 Minutes	<i>Receiving Clerk</i>



2. Pay at the Provincial Treasurer's Office	2. Advise the client to pay the corresponding amount 2.1 Service Record Certification	50 pesos 100 pesos	2 Minutes	<i>Cashier</i>
3. Present Official Receipt to PHRMO	3. Retrieve Employee's File 3.1 Prepare the needed Document 3.2 Review and Sign Document	None None None	5 minutes 5 minutes 5 minutes	<i>HRM Assistant</i> <i>HRM Assistant</i> <i>HRM Officer</i>
4. Claim the requested documents and sign duplicate copy as proof of receipt	4. Release the document requested	None	1 minute	<i>HRM Assistant</i>
TOTAL:			1 Hour	



**Provincial Information & Communications
Technology Office
Internal Services**



I. Mandate:

The Provincial Information & Communications Technology Office is the primary entity for planning, implementation, and administration of the provincial ICT development agenda.

II. Vision:

Create a connected and inclusive digital society through innovative technology solutions, driving sustainable development and enriching lives.

III. Mission:

To leverage technology and digital solutions, enabling efficient communication, seamless connectivity, and transformative innovation to effectively collaborate, and thrive in the digital age.

IV. Service Pledge:

We pledge to serve with integrity, professionalism, and accountability, providing efficient and transparent public service for the betterment of our province.



1. Maintenance of Computer Hardware and Software

Any offices that need assistance to ensure the optimal functioning and longevity of computer software and hardware components.

Office or Division:	Provincial Information & Communications Technology Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		PICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the receiving section of PICTO	1. Receive letter of request and log transaction	None	2 Minutes	<i>PICTO receiving personnel in-charge</i>
	1.1 Forward the letter of request to the PICTO Officer in-charge for review and evaluation		3 Minutes	<i>PICTO receiving personnel in-charge</i>
	1.2 PICTO Officer in-charge reviews, verifies, and evaluates the request and forward the letter of request to the administrative officer		30 Minutes	PICTO Officer in-charge
	1.3 Administrative officer prepares the schedule of activity and assign personnel to do the task		10 Minutes	PICTO Admin Officer
	1.4 Assigned personnel prepares the necessary tools and executes the task requested		Depends on the context	PICTO Assigned personnel
TOTAL			45 Minutes	



2. Daily Time Record Printout

Biometric Scanner Printouts generated and distributed to all offices to facilitate payroll processing, RATA calculations, overtime services, and other attendance-related claims

Office or Division:	Provincial Information & Communications Technology Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		PICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the receiving section of PICTO	1. Receive letter of request and log transaction	None	3 Minutes	<i>PICTO receiving personnel in-charge</i>
	1.1 PICTO receiving personnel in-charge forwards the letter of request to the PICTO IT in-charge		3 Minutes	<i>PICTO receiving personnel in-charge</i>
	1.2 PICTO IT in-charge confirms the list of names of the requested Biometric Scanner Printouts		10 Minutes	PICTO IT in-charge
	1.3 PICTO IT in-charge generates and produces the requested printouts		15 Minutes	PICTO IT in-charge
	1.2 The printed Biometric Scanner Attendance be forwarded to the administrative officer		2 Minutes	PICTO IT in-charge
	1.3 Administrative officer collects the printed attendance and distributes it to the		45 Minutes	PICTO Admin Officer



	assigned follow-upper who claims and receives the Biometric Printouts inside the PICT Office.			
TOTAL			1 Hour, 18 Minutes	

3. Graphic Designs

Creation of Images, Videos, and other visual designs needed for various purposes such as tarpaulins, social media advertisements, program presentations, and events organized by offices or the entire Provincial Government of Davao del Sur that requires the expertise of PICTO Graphic Designers.

Office or Division:	Provincial Information & Communications Technology Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		PICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the receiving section of PICTO	1. Receive letter of request and log transaction	None	2 Minutes	<i>PICTO receiving personnel in-charge</i>
	1.1 Forward the letter of request to the PICTO Officer in-charge for review and evaluation		20 Minutes	<i>PICTO receiving personnel in-charge</i>
	1.2 PICTO Officer in-charge reviews and verifies the request, and informs the IT in-charge for discussion of the requested output.		20 Minutes	PICTO Officer in-charge
	1.3 PICTO Officer in-charge contacts the concerned office for		30 Minutes	PICTO Officer in-charge



	<p>further discussion of specific details needed to be included in the requested design / layout.</p> <p>1.4 PICTO IT in-charge creates the requested output.</p> <p>1.5 PICTO IT in-charge submits the finished output to the PICTO Officer in-charge for review and evaluation.</p> <p>1.6 PICTO Officer in-charge submits the finished output to the concerned office for further discussion</p>		<p>15 Minutes</p> <p>10 Minutes</p> <p>20 mins</p>	<p>PICTO IT in-charge</p> <p>PICTO IT in-charge</p> <p>PICTO Officer in-charge</p>
TOTAL			1 Hour, 57 Minutes	

4. Employee ID

Office ID cards Production for all employees within the Provincial Government of Davao del Sur that serve as essential tools for identification verification, access control, and promoting a secure working environment.

Office or Division:	Provincial Information & Communications Technology Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Provincial Capitol Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee's Information & Details		PICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / Employee proceeds to PICT Office for ID inquiry or request and presentation of	1. PICTO Admin officer caters the client for their request of ID creation and collects all	None	10 Minutes	PICTO Officer in-charge



<p>employee's details for ID creation</p>	<p>necessary details before forwarding it to the PICTO IT in-charge</p> <p>1.1 PICTO IT in-charge confirms and records the list of names and other details of the requested IDs</p> <p>1.2 PICTO IT in-charge captures employee photographs to be utilized in their Identification cards</p> <p>1.2 The PICTO IT in-charge creates and produces requested IDs</p> <p>1.3 The finished IDs then be forwarded to the PICTO Admin officer for the distribution and recording of the received IDs.</p>		<p>10 mins</p> <p>5 mins</p> <p>30 Minutes</p> <p>10 Minutes</p>	<p>PICTO IT in-charge</p> <p>PICTO IT in-charge</p> <p>PICTO IT in-charge</p> <p>PICTO Officer in-charge</p>
TOTAL			<p>1 Hour, 5 Minutes</p>	



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:

2. 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;

3. 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;

4. 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;

5. 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;

6. 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

7. 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 1.1 Approve or disapprove the photo request 1.2 Copy the data files from computer to storage drive	None	2 Minutes 5 Minutes Depends on the video clips	<i>PIO Staff</i>
5. 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 Legal Office

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
1. Present the documents for notary to the PLO staff.	1. Ask if clients who are signatories of the documents are present; PLO staff then will ask for their identification cards and phone number.	None	10 Minutes	<i>PLO Staff</i>
	2. PLO staff shall receive the documents presented by the clients and shall make an initial stamp thereon.		5 Minutes	<i>PLO Staff</i>
	3. 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.		2 Minutes	<i>Legal Officer</i>
2. Receive the authorized documents	2. Return the authorized documents	None	1 Minute	<i>PLO Staff</i>
TOTAL:			18 Minutes	



2. Filing of 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	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>
- Explain to PLO staff the circumstances of the case - Provide the information the PLO staff may need	1.1 Draft a Petition or Appeal	None	15 Days Depending on The Document	<i>Legal Officer</i>
TOTAL:			15 Days, 20 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
 - Affidavit of Aggregate Landholdings
 - Affidavit of Retention
 - Affidavit of Authenticity
 - Affidavit of non-tenancy
 - Affidavit of non-pendency of Civil or Criminal Case
- 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)



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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 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 <ul style="list-style-type: none"> 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>
2. Explain the details of the circumstances/legal problem that needs legal advice	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:			Variable	



5. Review Contracts, Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU), 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 (MOU), 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&Q	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	



Provincial Planning and Development Office

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. A PDPFP 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 Ecological	5 Minutes per transaction	<i>PTO Cashier</i>



	2.1 Prepare the requested documents.	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>
			Undetermined	



	2.1 Forward the Resolution or Letter-Request to the Governor's Office for approval.			<i>Division 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	



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, 22 Minutes	



Provincial Social Welfare and Development Office

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 unflinchingly.
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. 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)		From the Attending Physicians with License from the Hospitals or Clinic		
Prescription (for medicines) or laboratory requests (for procedures)		From the Attending Physicians with License from the Hospitals or Clinic		
Hospital Bill and Promissory Note		From the Hospital		
Barangay or MSWDO Certificate of Indigency and Endorsement Letter from the Social Worker of C/MSWDO if the Hospital Billing is above 30,000.00 Php		From the Barangay Hall and City/ Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission requirements to front des	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	2.1 Release the assistance (Guarantee Letter or Cash)	None	1 Minute	<i>Office Staff</i>
			1 Minute	<i>PTO Staff</i>



	2.2 Release the Cheque (Approximately 2 weeks on process and to be release by Provincial Treasurers Office-Cash Division)			
TOTAL:			44 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				
Government Issued ID				
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	Office Staff
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				
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 Minute	
			10 Minutes	
	1.1 Forward the requirements		2 Minutes	
	1.2 Encode the data			



	1.3 Segregate documents			
2. Receive the assistance	2. Release the assistance	None	1 Minute	<i>Office Staff</i>
TOTAL:			44 Minutes	

4. Disaster Assistance (Food/Non-Food Items or Financial Assistance)

Disaster assistance includes the provision of assistance for victims of natural or man-made disasters.

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		
MDDRMO/Fire Incident Report				
Printed pictures of the incident				
Barangay or MSWDO Certificate of Indigency				
Photocopy of Client's Government issued ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submission requirements to front desk</p>	<p>1. See the completeness of requirements and conduct a short interview for assessment/ validation of requirements</p> <p>1.1 Forward the requirements</p> <p>1.2 Encode the data</p> <p>1.3 Segregate documents</p>	<p>None</p>	<p>30 Minutes</p> <p>1 Minute</p> <p>10 Minutes</p> <p>2 Minutes</p>	<p><i>Social Worker</i></p>
<p>2. Receive the assistance</p>	<p>2. Release the assistance</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Office Staff</i></p>
TOTAL:			<p>44 Minutes</p>	



5. Provision of Assistive Devices

Provides assistive devices to indigent clients.

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		
Printed whole body picture of the patient				
Barangay or MSWDO Certificate of Indigency				
Photocopy of Client's Government issued ID				
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	<i>Social Worker</i>
	1.2 Encode the data/File the requirements		10 Minutes	<i>Social Worker</i>
	1.3 Segregate documents		2 Minutes	<i>Social Worker</i>
2. Receive the assistance	2. Release the assistive device	None	1 Minute	<i>Office Staff</i>
TOTAL:			44 Minutes	



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

The PSWDO provides training's 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. Weenalyn Geronimo (PSCB In-charge)</i>



5. Attend meeting	5. Organize meeting to discuss when and where the training will be held	None	15 Minutes	<i>Ms. Weenalyn Geronimo (PSCB In-charge)</i>
TOTAL:			42 Minutes	



Provincial Tourism Development and Promotions Office

External Services



I. Mandate:

The Provincial Tourism Development and Culture Promotions Office shall be the primary planning, programming, coordinating, and implementing department in the development and promotion of the local tourism industry and its culture, heritage and the arts, in close coordination with the relative national government agencies, and private entities that support tourism and the culture and the arts programs, projects and activities of the province of Davao del Sur.

II. Vision:

By 2030, the Province of Davao del Sur shall be one of the top tourist destinations in the country, and the LEAD tourism development area where innovative programs and development platforms begin for the local industry in MINDANAO.

The lead department in the province in realizing tourism innovative programs and development platforms ensuring Davao del Sur as one of the sustaining top tourism destinations in Mindanao.

III. Mission:

To achieve a holistic development of the local tourism value chain in the tourism industry of the province.



1. Request for a Tourism Site Assessment

Tourism Officers, Local Government Units, and other National Government Agencies who seek assistance for an environmental and tourism-related site assessment. This assistance evaluates the potential for contamination, innovation, and renovation at a particular site by collecting and reviewing existing information.

Office or Division	Provincial Tourism Development and Promotion Office			
Classification:	Highly Technical Application			
Type of Transaction:	G2G– Government to Government			
Who may avail:	LGUS, NGOs, municipalities within Davao del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for site assessment		Requesting party or office / Municipal Tourism Office / City Tourism Office		
Barangay Resolution declaring the area a tourism site		Office of the Barangay / Municipal or City Tourism Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request for site assessment to PTDCPO or through email	1. Acknowledgement of letter request.	None	30 Minutes	<i>Records Officer (Incoming files) – Product Development Officer – Assigned</i>
	1.1 Evaluation of the request and scheduling of the conduct of site assessment with Municipal/City Tourism concerned. Note: Prioritize site assessment of tourism sites with Barangay Resolution and conduct FPIC if the site to be assessed is under Ancestral Domain		30 Minutes	
	1.2 Approval of the request and assignment of Product Development Officer - Assigned to handle the request.		30 Minutes	



	<p>1.3 Coordinate with concerned Municipal/City Tourism office on the conduct of site assessment. Date of assessment, list of participants, and itinerary.</p> <p>1.4 Prepare requests for food, transportation, tour guide fee, and other fees.</p>		<p>4 Hours</p> <p>4 Hours</p>	<p><i>Product Development Officer - Assigned</i></p> <p><i>Product Development Officer - Assigned</i></p>
2. Conduct of site assessment	<p>2. Commencement of site assessment. Note: No. of days will vary based on the number of sites to be assessed.</p> <p>2.1 Fill out Annex B. Site/Attraction Evaluation Form. Note: Add significant information that will be beneficial for the development of the site</p>		<p>1-5 Days</p> <p>1-5 Days</p>	<p><i>Planning and Product Development Team and Tourism Office Team (where the site will be assessed)</i></p> <p><i>Planning and / or Product Development Officer - Assigned</i></p>
3. Create written report of the assessment	<p>3. Outline site development plan or proposal.</p> <p>3.1 Submit to Team leader for review and approval of Department Head</p>		<p>7 Days</p> <p>3-4 Hours</p>	<p><i>Product Development Officer – Assigned</i></p> <p><i>Department Head</i></p>



4. Receive the site development plan or proposal	4. Endorse site development plan or proposal to the requesting party.		30 Minutes	<i>Product Development Officer – Assigned</i>
TOTAL:			18 Days, 6 Hours	

2. Request for the Directory of Tourism Data/Research and Certifications

Tourism statistics can be used to track tourism-specific policies at the national, regional, and provincial levels in order to achieve sustainable development.

Office or Division	Provincial Tourism Development and Promotion Office			
Classification:	Complex			
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		
Letter Request (1 original copy or 1 scanned copy)		Requesting office/agency / organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request at PTDPO or through email	1. Evaluate the request by the planning or statistics officer.		4 Hours	<i>Requesting office/agency/organization</i>
	1.1 Prepare the requested data and/or information and forward it to Team Leader for review. Note: Depends on the complexity of data		3 Days and 4 Hours	<i>Statistics Officer – Assigned</i>
	1.2 Review the data and/or information for endorsement to the Department Head.		4 Hours	<i>Planning Officer – Designate</i>



	1.3 Review of data/information and approve the release of the data.		4 Hours	<i>Department Head</i>
2. Receive the approved, requested data for release.	2. Release data to the requesting office with a feedback form to be accomplished by the latter.		30 Minutes	<i>Statistics Officer - Assigned</i>
TOTAL:			5 Days, 30 Minutes	

3. Request for Tourism Training

Training is critical in preparing stakeholders and employees to gain the professional and practical skills required by the tourism industry.

Office or Division	Provincial Tourism Development and Promotion Office			
Classification:	Complex			
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		
Request letter, Training Toolkit, AVPs, sound system, projector, Activity design, Certificates, Post evaluation form, narrative report, documentary pictures.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request at PTDPO or through email	1. Evaluate the request by the Standards and Manpower Development Officer Assigned	None	30 Minutes	<i>Requesting office/agency/organization</i>



	<p>Note: The request training must be tourism related training.</p> <p>1.1 Contact the person responsible regarding the final evaluation of the submitted letter.</p> <p>Note: Once the requested training is a tourism-related training, the Standards and Manpower Development Officer Assigned will approve the training otherwise rejected.</p>	None	10 Minutes	<i>Training Officer -Assigned</i>
2. Arrange the meeting regarding the preparation of the training	2. Conduct a meeting for the scheduling, creation of the program, preparation, venue, and collaboration of the office and the person responsible for the coming training.	None	1 Hour and 30 Minutes	<i>Training Officer -Assigned and Requesting office/agency/organization</i>
	2.1 Prepare all the training tool kits, Activity Design, attendance sheet, post evaluation form, Certificates, needed AVPs, and other related materials for the training.	None	2 Days	<i>Training Officer -Assigned</i>
3. Prepare all the given tasks as part of the collaboration of the said event	3. Conduct the requested training by the person responsible	None	1-3 Days	<i>Training Officer -Assigned</i>
	3.1 Compile all the answered post	None	1 Day	<i>Training Officer -Assigned</i>



	evaluation form by the participants, the photos during the event and prepare the Narrative Report.			
TOTAL:			6 Days 2 Hours and 10 Minutes	

4. Conduct Seminar Training and Workshop Related to Culture and Arts

The overall development goal of the training is to increase the fulfillment and enjoyment of human rights, particularly indigenous peoples' rights, by strengthening community-government relationships and effectively directing government interventions toward such accomplishments.

Office or Division	Provincial Tourism Development and Promotion Office			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government G2B- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter of seminar training/ workshop related to Culture and the Arts. (1 original and 1 scanned copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request at PTDPO or through email.	1. Check availability of the venue. If available, discuss the booking procedure and require the client to submit a Letter of Request	None	15 Minutes	<i>Culture and the Arts Assigned – Officer</i>
	1.1 Prepare a reply letter regarding the details and schedule of the request.		1 Hour	<i>Culture and the Arts Assigned - Officer</i>



	Set the schedule of the meeting before the endorsement to the Head of the Office.			
2. Arrange the meeting regarding the preparation of the training.	<p>2. Outline of the seminar requested by the client/s.</p> <p>2.1 Prepare all the training tool kits, Activity Design, attendance sheet, post evaluation form, Certificates, needed AVPs, and other related materials for the training.</p>		<p>1-Hour</p> <p>3 Days</p>	<p><i>Culture and the Arts Assigned – Officer</i></p> <p><i>Culture and the Arts Assigned - Officer</i></p>
3. Prepare all the given tasks as part of the collaboration of the said event	<p>3. Conduct the requested training by the person responsible</p> <p>3.1 Compile all the answered post-evaluation forms by the participants, the photos during the event and prepare the Narrative Report.</p>		<p>1 Day</p> <p>2 Days</p>	<p><i>Culture and the Arts Assigned – Officer</i></p> <p><i>Culture and the Arts Assigned - Officer</i></p>
TOTAL:			6 Days, 2 Hours	



5. Request for Community Cultural Assessment.

To assess and comprehend the province's cultural assets, sites, etc.

Office or Division	Provincial Tourism Development and Promotion Office				
Classification:	Highly Technical Application				
Type of Transaction:	G2G– Government to Government				
Who may avail:	LGUS, NGOs, municipalities within Davao del Sur				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request Letter for site assessment		Requesting party or office / Municipal Tourism Office / City Tourism Office			
Barangay Resolution declaring the area a tourism site		Office of the Barangay / Municipal or City Tourism Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Send a letter request for a community cultural assessment to PTDPO or through email	1. Acknowledgement of the letter request.	None	30 Minutes	<i>Records Officer (Incoming files) – Assigned Product Development Officer – Assigned</i>	
	1.1 Evaluation of the request and schedule of the conduct of community cultural assessment with Municipal/City Tourism concerned. <i>Note: Prioritize site assessment of tourism sites with Barangay Resolution and conduct FPIC if the site to be assessed is under Ancestral Domain.</i>		30 Minutes		
	1.2 Approval of the request and assignment of the Product Development Officer - Assigned to handle the request.		30 Minutes		<i>Department Head</i>
	1.3 Coordinate with the concerned Municipal/City		4 Hours		<i>Product Development</i>



	<p>Tourism office on the conduct of site assessment. Date of assessment, list of participants, and itinerary.</p> <p>1.4 Prepare requests for food, transportation, tour guide fee, and other fees.</p>		4 Hours	<p><i>Officer - Assigned</i></p> <p>Product Development Officer - Assigned</p>
2. Conduct of community cultural assessment.	<p>2. Commencement of assessment.</p> <p><i>Note: No. of days will vary based on the number of sites to be assessed.</i></p> <p>2.1 Fill out Pre-Cup form numbers 1,2 and 3 depending on the classification.</p> <p><i>Note: Add significant information that will be beneficial for the development of the site</i></p>		<p>1-5 Days</p> <p>1-5 Days</p>	<p><i>Planning and Product Development Team and Tourism Office Team (where the site will be assessed)</i></p> <p><i>Planning and / or Product Development Officer - Assigned</i></p>
3. Create a written report of the assessment.	<p>3. Outline the community cultural development plan or proposal</p> <p>3.1 Submit it to the Team leader for review and approval of the Department Head</p>		<p>7 Days</p> <p>3-4 Hours</p>	<p><i>Product Development Officer – Assigned</i></p> <p><i>Department Head</i></p>
4. Receive the community cultural development plan or proposal	4. Endorse the community cultural development plan or proposal to the requesting party		30 Minutes	<i>Product Development Officer - Assigned</i>
TOTAL:			18 Days, 6 Hours	



Provincial Treasurer's Office

External Services



I. Mandate:

- (1) Advise the Governor or Mayor, as the case may be, the Sanggunian, and the other local government and national officials concerned regarding disposition of local government funds, and on such other matters relative to the public finance;
- (2) Take custody of and exercise proper management of the funds of the local government unit concerned;
- (3) Take charge of the disbursement of all local government funds and such other funds the custody of which may be entrusted to him by law or other competent authority;
- (4) Inspect private commercial and industrial establishments within the jurisdiction of the local government unit concerned in relation to the implementation of tax ordinances, pursuant to the provisions under Book 11 of this Code;
- (5) Maintain and update the tax information system of the local government unit;
In the case of the Provincial Treasurer, exercise technical supervision over all treasury offices of component cities and municipalities; and
- (6) Exercise such other powers and perform such other duties and functions may be prescribed by law or ordinance

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 of Davao Del Sur achieve its financial goals and objectives.

III. Mission:

To generate revenues through 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; Tax Exemption

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 – Revenue Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for validation of tax accountability and present official receipt of RPT if payment is made	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 If RPT is paid/updated, client is advising to proceed to cash receipts division for payment of fee 1.3 If RPT is not paid/updated, compute for the tax due and request taxpayer/client to pay	None	5 Minutes Per Property	<i>Revenue Collection Clerk in charge at the Revenue Operations Division</i>



	the taxes paid and certification fee			
2. Proceed to Cash Receipt Division for payment of certification fee and RPT tax, whenever necessary	2. Issue Official receipt	PHP 100/certificate; amount of RPT	5 Minutes Per Property	<i>Revenue 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 100	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		Client's Lawyer		
Citation Ticket issued by Field Staff		PTO – Revenue Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Revenue Operations Division and present Sworn Declaration of	1. RCC of the Revenue Operations Division prepares Computation	<ul style="list-style-type: none"> Cinemas/ theatres, resorts, swimming 	5 Minutes	<i>RCC of ROD</i>



Gross Receipts of the event	Sheet and noted by the Division Head	pool (10% of Gross Receipts from admission fees)		
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	<ul style="list-style-type: none"> • Billiard hall (P1,000/table 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) 	3 Minutes	<i>RCC of the Cash Receipts Division</i>



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		PTO – Revenue Operations Division		
CLIENT STEPS	AGENCY ACTIONS	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 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		Client's Lawyer		
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	



5. Payment of Permit to Extract Sand and Gravel and other Quarry Resources and Issuance of Delivery Receipts

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)		BIR		
Volume Extraction Report		PENRO-LGU		
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	Revenue Collection Clerk/ ROD personnel in charge
2. Proceed to the Cash Receipt Division and present the Billing/Computation sheet.	2. Issue Official Receipt	Refer to the data below	7 Minutes	Revenue Collection Clerk/ Cash Receipts Division
3. Go back to ROD and present Official Receipt	3. Issue Invoice Receipt for Sand and Gravel	Refer to the data below	2 Minutes	Revenue Collection Clerk/ ROD personnel in charge
TOTAL:		Variable	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

Payment for Delivery Receipts

Applicant shall pay **P65.00 per stub or pad of Delivery Receipts**.

6. 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		PRC		
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:		Depends on the bracket	5 Minutes	

*refer to the next table



Table 1:

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



7. 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 – Revenue Operations Division		
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 compute d/as billed*	5 Minutes	<i>Revenue Collection Clerk in charge</i>
TOTAL:		Variable	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%

8. 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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit/present the required 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 compute d/as billed*	5 Minutes	<i>Revenue Collection Clerk of the Cash Receipts Division</i>
TOTAL:		Variable	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**



9. 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		Servicing Office/ Transacting Office		
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:			8 Minutes	



10. Payment for the Use of Swimming Pool by Individual and Entrance Fee for Guests, the Use of Swimming Pool (Groups), and the Use of Other Amenities at the Olympic Swimming Pool Building (Rental Fee)

Any persons or group 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		
Order of Payment		PEDIPO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the form and pay the computed amount therein	1. 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
2. Present the official receipt to the assigned personnel at the swimming pool entrance	2. Check and verify the official receipt 2.1 Allow the guest/s to proceed accordingly	None	2 Minutes	<i>Assigned Personnel</i>
TOTAL:			6 Minutes	

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 (5:00 pm 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	FREE



	(accompanying adult has to pay the regular rate applicable)	(accompanying adult has to pay the regular rate applicable)
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Table 2. Entrance Fee – for non-swimming guests

GUEST/VISITOR	DAY TIME (5:00 am to 5:00 pm)	NIGHT TIME (5:00 pm 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 (5:00 pm 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 (5:00 pm 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



11. Certify as to Availability of Funds

The Provincial Treasurer certifies vouchers and certification on appropriations, funds, and obligations of allotment (CAFOA) of the general fund, special education fund, and trust fund, as well as payrolls of the regular employees, job order and contract of service employees, and purchase requests as to the availability of funds for the expenditures of programs, projects, and activities.

Office or Division:	Local Treasury Review Unit - Receiving Section			
Type of Transaction:	Simple			
Who may avail:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Classification:	All who is 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
VOUCHER CAFOA PAYROLL PURCHASE REQUEST PETTY CASH VOUCHER		END-USER/REQUESTING OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to assigned counter	1. Receive the required documents 1.1 Check for completeness 1.2 Record and control the documents 1.3 Signed the required documents	NONE	5 Minutes per document	<i>LTOO III Division Chief, LTRU</i>
2. Sign and received the logbook	2. Give the logbook to the client 2.1 Released the documents to the client	NONE	2 Minutes per document	<i>LTOO III Division Chief, LTRU</i>
TOTAL:			7 Minutes per document	



12. Liquidation of Real Property Tax of Municipalities

The Provincial Treasurer Office receives the monthly RPT share of Basic and SEF, 35% and 50% respectively from the municipalities.

Office or Division:	Local Treasury Review Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail?	Municipal Treasurer's Office personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cheque Disbursement Voucher Advice of Checks issued and Cancelled (ACIC) Abstract of RPT		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive and record the required documents 2. Verify the completeness and accuracy of the computation and figures 3. Issue Official Receipts	NONE	5 Minutes per document	<i>LTOO III Division Chief, LTRU</i>
2. Receive the documents and official receipt	2. Release the pertinent documents together with the official receipts to the client	NONE	3 Minutes per official receipt	<i>Revenue Collection Clerk/ Personnel-in- Charged LTOO III Division Chief, CRD</i>
TOTAL:			8 Minutes per document	



13. Receiving of Communications

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

Office or Division:	Office of the Provincial Treasurer – Administrative Division			
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 Treasurer(2 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the desk officer of the day and submit the letter/documents that are addressed to the Provincial Treasurer	1.The desk officer of the day will conduct an initial appraisal of the purpose of the letter/documents	None	30 Seconds	<i>Admin. Staff-PTO Admin.</i>
	1.1 Receive and check the documents/letters before forwarding them to the Provincial Treasurer		10 Minutes	<i>Admin Staff-PTO Admin.</i>
	1.2 Make records of the documents/letters		5 Minutes	<i>Admin. Staff-PTO Admin.</i>
	1.3 Forwards letters/documents to the Provincial Treasurer		30 Seconds	<i>Admin Staff-PTO Admin.</i>
2. Wait for the confirmation and further instruction	2. Inform the client of the letters/documents are approved or disapproved by the Treasurer	None	5 Minutes	<i>Admin. Staff-PTO Admin.</i>
TOTAL:			21 Minutes	



14. Request for the Certificate of Appearance

This is to certify that an employee/individual has personally appeared for a specific purpose and this certification is being issued upon request in compliance with the standing regulations provided under the Republic Act 7160.

Office or Division:	Office of the Provincial Treasurer - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will inquire where to secure a Certificate of Appearance	1.The desk officer of the day will validate the purpose of the Certificate of Appearance	None	30 Seconds	<i>Admin. Staff-PTO Admin.</i>
	1.1 Have the client entry his identification and the purpose in the visitors' logbook	None	1 Minute	<i>Admin Staff-PTO Admin</i>
2. Receives the certificate of appearance	2.1 Issues/provides the signed certificate of appearance			
TOTAL:			1 Minutes and 30 Seconds	



15. Securing Treasurer's Clearance for Retired/Resigned Employees

This service entails that the Treasurer's clearance can be secured from the Office of the Provincial Treasurer for retirement, resignation & other purposes.

Office or Division:	Office of the Provincial Treasurer – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Retirable employees & those who opted to resign; Provincial Government Employees and DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance form		Office of the Provincial Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will inquire where to secure the treasurer's clearance	1. The desk officer validates the purpose of the treasurer's clearance.	None	30 Seconds	<i>Admin. Staff-PTO Admin</i>
2. Fill-out clearance form	2. Provide the client with the clearance form.	None	20 Seconds	<i>Admin. Staff-PTO Admin</i>
3. Wait for the processing of the clearance	3.1 Check and review the clearance form	None	10 Seconds	<i>Admin. Staff-PTO Admin</i>
	3.2 Endorsed the filled-in clearance form to the authorized person for his/her signature.		10 Minutes	<i>Admin. Staff-PTO Admin</i>
	3.3 The Provincial Treasurer will sign the clearance form.		1 Minute	<i>Provincial Treasurer</i>
4. Receives the clearance	4. Return the signed clearance to the concerned individual.		1 Minute	<i>Admin. Staff-PTO Admin</i>
TOTAL:			13 Minutes	



16. Payment of Accountable Forms

This service is for the issuance of accountable forms (with or without money value) to the Local Government Units.

Office or Division:	Office of the Provincial Treasurer – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government			
Who may avail:	LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issue Slip/Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will present the documents	1. The Accountable Officer will review/scrutinize the documents.	None	3 Minutes	<i>Accountable Officer</i>
2. Proceed to the Cash Receipts Division	2. The assigned personnel will issue Official Receipt.	None	3 Minutes	<i>Assigned collector</i>
3. Returned to Accountable form in-charge	3. The Accountable Officer will issue an Invoice of Receipts & prepares/sort the requested accountable forms upon presentation of the Official Receipt.	None	1 Hour & 30 Minutes	<i>Accountable Officer</i>
4. Receives the accountable forms & the signed documents	4. Hand-over & review the accountable forms together with the client.		5 Minutes	<i>Accountable Officer</i>
TOTAL:			1 Hour & 41 Minutes	



17. Issuance of Check

This service ensures that all services rendered and goods delivered are duly accounted for.

Office or Division:	Office of the Provincial Treasurer – Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2B- Government to Business G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved vouchers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the approved vouchers	1.1 The assigned personnel will check & review the documents	None	1 Minute	<i>Receiving Officer</i>
	1.2 The assigned personnel will record the document & forward the same to the personnel who will issue check		3 Minutes	<i>Receiving Officer</i>
	1.3 The in-charge will review the document and if found complete, a check will be issued		3 Minutes	<i>Assigned personnel</i>
	1.4 The in-charge will forward the document to the Provincial Treasurer for signature		2 Minutes	<i>Provincial Treasurer</i>
	1.5 After signature of the Provincial Treasurer, the same documents are forwarded to LCE for counter signature		5 Minutes	
	1.6 Then return the documents and cheque		2 Minutes	



	to the cash disbursement division and ready to release the cheque			
TOTAL:			15 Minutes	

18. Releasing of Check

Office or Division:	Office of the Provincial Treasurer – Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2B- Government to Business G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will inquire where to claim the check.	1.The assigned personnel will ask for his identification and look for his/her check.	None	3 Minutes	<i>Releasing Officer</i>
1.1 Client will return the document.	1.1 The document will be handed to the claimant for signature after scrutinizing.		1 Minute	<i>Releasing Officer</i>
	1.2 The document will be checked if properly signed by the claimant/properly receipted.		1 Minute	<i>Releasing Officer</i>
2.Receives the cheque.	2. Concerned personnel will hand over the check.	None	1 Minute	<i>Releasing Officer</i>
TOTAL:			6 Minutes	



19. Released of Cash Advance

Office or Division:	Office of the Provincial Treasurer – Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will inquire where to claim the cash	1.The assigned personnel will ask for his identification and look for his/her payroll	None	3 Minutes	<i>Releasing Officer</i>
1.1 Client will return the payroll	1.1 The payroll will be handed to the claimant for signature. 1.2 The payroll will be checked if properly signed by the claimant/properly receipted.		1 Minute 1 Minute	<i>Releasing Officer</i> <i>Releasing Officer</i>
2.Receives the cheque	2. Concerned personnel will count and release the cash.	None	1 Minute	<i>Releasing Officer</i>
TOTAL:			5 Minutes	

20. Download of Salary And Wages

Office or Division:	Office of the Provincial Treasurer – Cash Disbursement Division
Classification:	Simple
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved payroll FINDES		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit payroll and FINDES to the cash disbursement division	1.The assigned personnel will record and control the payroll	None	3 Minutes	SAO <i>Division Chief, Cash Disbursement Division</i>
	1.1 The payroll will be handed to the personnel in-charge for encoding.		3 Minutes	
	1.2 The encoded file will be submitted to LBP for Job Order, while for regular employees the FINDES will be encoded in the LBP we Access Facility		4 Hours	
TOTAL:			4 Hours, 6 Minutes	



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 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 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	5 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i>
	1.1 Review/Record the documents submitted and forward to the Provincial Veterinarian		10 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 their pets for vaccination	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>



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	5 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 receive then perform the anti-rabies vaccination	Free until such time that the province is declared to be Rabies Free, the fee shall be 100.00/head	10 Minutes per animal	<i>Veterinarian</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:		PHP 100	20 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		3 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	None	15 Minutes	<i>Provincial Vet</i>
	2.1 Prescribe an appropriate medicine		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:			39 Minutes	

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	5 Minutes	<i>Clerk/PVO Staff/ Provincial Vet</i>
	1.1 Review/Record the documents submitted and forward to the Provincial Veterinarian		10 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	Clerk/PVO Staff/ Provincial Vet Clerk/PVO Staff/ Provincial Vet
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	PVO STAFF
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	5 Minutes	PVO Staff/ Veterinarian



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>Veterinarian</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:			20 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)	Local Economic Enterprise
Livestock Inspection Certificate coming from MAO-Municipal livestock Inspector/Technician	Municipal Agricultural Office/City Veterinarian Office
Barangay Clearance	Designated Barangay
Rabies Vaccination Certificate /Card with updated rabies vaccination (2 weeks after vaccination/within 1 year)	Provincial Veterinary Office/ Municipal Agricultural Office / City Veterinarian Office
Veterinary Health Certificate signed by Farm Veterinarian (Commercial Farms)	Provincial Veterinary Office
ASF Negative Laboratory Result (for swine commercial farms)	Regional Animal Disease Diagnostic Laboratory



CAE Negative Laboratory Result (for breeding goats)		Regional Animal Disease Diagnostic Laboratory		
Avian Influenza Negative Laboratory Result (for ducks) with 6 months validity period		Regional Animal Disease Diagnostic Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES 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>
	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		10 Minutes	<i>Veterinary quarantine inspector</i>
	2.2 Conduct disinfection on animal vehicle		5 Minutes	<i>Veterinary quarantine inspector</i>
	2.3 Advice the client to pay for the corresponding amount and prepare the Veterinary Health Certificate		2 Minutes	<i>Veterinary quarantine inspector</i>
	2.4 Refer to the authorized officer for initial signature and appropriate action		5 Minutes	<i>Veterinary quarantine inspector/authorized personnel</i>



<p>3. Pay the Corresponding Amount</p>	<p>3. Issuance of the Official Receipt (OR)</p>	<p>Large animals (Slaughter) Cattle, carabao and horse (PHP 50/head)</p> <p>Small animals Swine (PHP10/head) Goat (PHP 30/head) Dog/Cat (PHP 50/head) Rabbit (PHP3.00/head)</p> <p>Native chicken Below 100 heads (PHP 0.50/head) 100 heads and above (PHP 0.25/head)</p> <p>Commercial/ Broiler/Layers chicken (Harvest) (PHP 0.10/head) Culled (PHP0.50) Chicks (day old) (PHP200/load or truck)</p> <p>Turkey/Duck/Goose (PHP3.00/head) Gamefowl Adult (PHP50.00) Chicks (PHP5.00)</p> <p>Eggs Chicken/Duck</p>	<p>3 Minutes</p>	<p><i>Provincial Treasurer's Office-Assigned Collection Officer</i></p>
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		(1.50/tray) Duck (fertile) or Balut (PHP2.00/tray) Quail (1.00/kg) Hatching (fertile) (PHP200.00/load or truck) Grazing ducks (PHP200/load)		
4. Present the Official Receipt (OR)	4. Receive the Official Receipt (OR)	None	1 Minute	<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	41 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		
Barangay Resolution (Barangay Request)		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit the approve Barangay Resolution requesting of the availment of the services</p>	<p>1. Receiving clerk ask the client to register in the log book</p> <p>1.1 Forward the request to the Provincial Veterinarian for referral to Concerned Technician</p>	<p>None</p>	<p>5 Minutes</p> <p>15 Minutes</p>	<p><i>Clerk/ Provincial Vet</i></p>
<p>2. Wait for the scheduled date to conduct the Animal Health Services at the barangay</p>	<p>2. Artificial Insemination Coordinator will schedule the date on the Brgy. Official thru phone call and set the official station/place for the activity</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>AT-Artificial Insemination Program Coordinator</i></p>
<p>3. Bring the animals to the official station for availment of the services and pay the corresponding fee.</p>	<p>3. Conduct pre assessment to check if the animal is capable for artificial insemination.</p> <p>3.1 If clear, The AI team will explain the procedure and then inject hormone for synchronized heat</p> <p>3.2. Three days after, insemination will follow</p>	<p>None</p>	<p>15 Minutes per Head</p> <p>5 Minutes</p>	<p><i>AT-Artificial Insemination Program Coordinator</i></p>
TOTAL:			<p>42 Minutes</p>	



FEEDBACK AND REDRESS MECHANISM

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

- Accomplish the **Client Satisfaction Measurement (CSM)** Form available in each office.
- Send your feedback/complaint through e-mail at davaodelsur1967@gmail.com and carbon copy (CC) piasodavaodelsur@gmail.com
- Talk to the 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 through letters, phone calls or email to the concerned departments, or the Office of the Governor, Mati, Digos City, Davao del Sur with Tel. No. 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.



CLIENT SATISFACTION MEASUREMENT (CSM) HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!



DIRECTORIES

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