



**PROVINCIAL GOVERNMENT OF
MAGUINDANAO DEL SUR**

CITIZEN CHARTER
2023 (3rd Edition)



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I. MANDATE

The Provincial Government of Maguindanao Del Sur is operating by virtue of Republic Act 11550 dated May 27, 2021.

The Provincial Government shall exercise powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within its territorial jurisdictions, the province shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balance 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

Maging pangunahing sentro ng kalusugan, kabuhayan, kaalaman at kapayapaan kung saan ang mamamayan ay produktibo, may kakayahan, nagkakaisa at masayang namumuhay sa isang ligtas na kapaligiran at matatag na kumunidad na may pantay at responsableng pamamahala.

III. MISSION

Layuning mapanatili ang kaunlaran sa pamamagitan ng pagpapatupad ng mga hakbang na tutugon sa kahirapan, pagkakaroon ng isang pantay-pantay at inklusibong pamamahala at pagbibigay ng pangunahing serbisyo, at pagtaguyod ng karampatang katarungang panlipunan.

IV. SERVICE PLEDGE

Guided by the vision and mission of the provincial Government, and in pursuit of the highest quality of service to our fellow Maguinanaoans, we hereby pledge ourselves to serve and attend to our Kababayan, Kapamilya, and the general public, always with

PURE GSM...

P –Peace among employees and to all people we serve in order to bring growth and prosperity.

U –Unity and togetherness always leads to a harmonious and fulfilling life.

R –Reconciliation with people or at least an opportunity to make amends.

E –Empowerment or giving or delegating power or authority to take on more responsibility

G – Gobyernong may

M - Malasakit



S – sa
M - Maguindanao



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Provincial Accountant's Office

Internal Services



1. ISSUANCE OF EMPLOYEES CERTIFICATE OF NET TAKE HOME PAY

Certificate of Net Take Home Pay, Statutory deductions (HDMF, PHIC, & GSIS) and personal loans of provincial officials and employees are given for any legal purpose.

Office or Division	Provincial Accountant's Office				
Classification	Simple				
Type of Transaction	Government to Government				
Who may avail	All				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Request Form (1 original)		Provincial Accountant's Office-Admin Section			
2. Official Receipt (1 original)		Provincial Treasurer's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Filled up Request form	1.1 Receive filled-up request form and record in the logbook.	None	1 minute	Administrative Aide I Administrative Division	
	1.2 Forward request form to personnel in-charge for preparation of documents.		15 minutes	Administrative Aide I Fiscal &Mgt. Division	
	a. Certificate of Net take Home Pay		25 minutes or depends upon the period requested		
	b. Certification of Statutory deductions and personal loans				
2. Pays necessary fees to PTO	2. PTO issue an Official Receipts	100.00 per request	5 minutes	Cashier Provincial Treasurer's Office	
3. Presents Official receipt to PACCO	3.1 Print requested documents. a. Certificate of net take home pay. b. Certificate of statutory deductions and personal loan	None	5 minutes	Administrative Aide I Fiscal &Mgt. Division	
	3.2 Approved/signed requested documents.			Provincial Accountant	
4. Receives the approved requested documents.	4.1 Release the requested documents to	None	2 minutes	Administrative Aide I Administrative Division	



	concerned employee			
TOTAL		100.00	38 minutes	

2. CERTIFICATION OF PHOTOCOPIED/SCANNED FINANCIAL DOCUMENTS

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

Office or Division	Provincial Accountant's Office			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original)		Provincial Accountant's Office-Admin Section		
2. Official Receipt (1 original)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Filled up Request form.	1.1 Receive filled-up request form and records in the logbook.	None	1 minute	Administrative Officer Admin Support Section
	1.2 Forward request form to Provincial Accountant for approval		3 minutes	Administrative Officer
	1.3 If approved, provide/locate the documents requested. If not approved forward clients to concerned offices		2 days	Administrative Assistant II Administrative Aide I
2. Pay the required fees to PTO based on the computation of fees for payment issued by PACCO (if necessary)	2. PTO issues an Official Receipts	100.00 per request.	5 minutes	Cashier Provincial Treasurer's Office
3. Submit official receipt to PACCO (if necessary)	3.1 Receive and check official receipt	None	10 minutes	Administrative Assistant III Administrative Officer V Fiscal &Mgt. Division Provincial Accountant
	3.2 Certify the photocopied			



	/scanned documents			
4. Receives the approved requested documents.	4.1 Release the requested documents to the concerned employee	None	2 minutes	Administrative Aide I Administrative Division
TOTAL		100.00	2 days 21 minutes	

3. ISSUANCE OF PACCO CLEARANCE

PACCO Clearance is issued to employees for retirement, resignation, maternity leave, study leave or travel abroad (Official or Personal).

Office or Division	Provincial Accountant's Office			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original)		Provincial Accountant's Office-Admin Section		
2. Clearance form (4 copies)		Provincial Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Filled up Request form	1.1 Receives filled-up request form, record in the logbook and copies of clearance form	None	1 minute	Administrative Aide I Administrative Division
	1.2 Check unliquidated cash advances		10 minutes	Administrative Assistant III Fiscal &Mgt. Division
	1.3 Check for payables /receivables and / or disallowance	None	30 minutes	Administrative Officer V Fiscal &Mgt. Division
	1.4 Provides computation of fees for payment (if necessary)	Refer to computation	10 minutes	Administrative Assistant III Administrative Officer V Fiscal &Mgt. Division
2. Pay the fees to PTO based on the	2.1 Issue an Official Receipts		5 minutes	Cashier



computation of required fees for payment issued by PACCO (if necessary)				Provincial Treasurer's Office
3. Submit official receipt to PACCO (if necessary)	3.1 Receive and check official receipt	None	10 minutes	Administrative Assistant III Administrative Officer V Fiscal &Mgt. Division
	3.2 Process and approve the clearance			Provincial Accountant
4. Receives the approved requested documents.	4.1 Releases the requested documents to the concerned employee	None	2 minutes	Administrative Aide I Administrative Division
TOTAL			1 hour and 8 minutes	



Provincial Administrator's Office

External Services



1. PREPARATION OF FOREIGN AUTHORITY TO TRAVEL

As requirement of the DILG, authority to travel given to the officials and employees who will travel abroad either on official business/official time to attend capability development activities or learning sessions such as trainings, convention, benchmarking or represent the province in international events.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to the Office of the Provincial Administrator	1.1 Assigned clerk receives the request	None	5 minutes	Administrative Staff
	1.2 The assigned clerk shall record the request and check the completeness of the requirements	None	5 minutes	Administrative Staff
	1.3 The office secretary or assigned clerk shall forward to the personal assistant for review and initial approval.	None	30 minutes	Supervising Administrative Officer
	1.4 If found in order, the Provincial Administrator shall approved and affix his/her signature	None	2 days	Provincial Administrator
	1.5 The administrative staff forward the document to the office of the Provincial Governor.	None	2 minutes	Administrative Staff
2. The requested document shall be forwarded to the Office of the Provincial Governor.	2.1 Release and forward to the Provincial Governor for Final Approval	None	5 minutes	Administrative Staff
TOTAL		NONE	2 Days and 48 minutes	



Provincial Administrator's Office

Internal Services



1. ISSUANCE OF MEMORANDUM ORDER / ENDORSEMENT LETTER / CERTIFICATIONS

Memorandum Orders (MOs) are issuances that provide directives or instructions; prescribe guidelines; and outline processes, operations, activities, workflows, methods and procedures necessary in the implementation of stated policies, goals, objectives, plans and programs.

Endorsement Letter is a statement or action that shows you support or approve of something or someone.

Certification is a formal confirmation that a person, organization or object possesses certain characteristics.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.For Memorandum Order - One (1) original copy of letter request with letterhead from department 2.For Endorsement Letter - Letter of intent and PDS for the personal request and other documents that may needed for verification. - One (1) original copy of 1 st endorsement from the concerned LGUs. 3.For Certification -letter of intent stating the purpose		Requesting party/office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Department liaison officer submits request letter.	1.1 Receives, records in the logbook and checks requirements.	None	5 minutes	Administrative Staff
	1.2 Administrative staff scans recorded documents, and he/she endorses the document to the office secretary for review.	None	5 minutes	Administrative Staff
	1.3 The office secretary forwards the documents to the Provincial Administrator for comments/approval.	None	30 minutes	Supervising Administrative Officer and Provincial Administrator
	1.4 If found in order, the office secretary prepares draft of approval of	None	30 minutes	Supervising Administrative Officer



	requested documents Submits the drafted document to the Provincial Administrator.			
	1.5 The Provincial Administrator approves or disapproves the request.	None	2 days	Provincial Administrator
2. Receives the approved requested document	2.1 The administrative staff releases the approved requested document.	None	2 minutes	Administrative Staff
TOTAL		NONE	2 Days and 72 minutes	

2. APPROVING/DISAPPROVING OF LOAN/LEAVE/ MONETIZATION APPLICATION

Loan Application

These said documents are requested by PLGU Employees for Personal and/or Legal Purpose and GSIS, PAGIBIG HDMF Maturity and Separation Purposes.

Leave Application

A formal request to your employer to take time off from work, such as a day or a few weeks.

Monetization Application

An official or employee who has accumulated at least fifteen (15) days' vacation leave credits shall be allowed to monetize a maximum of ten (10) days' vacation leave. The monetization of vacation leave credits shall be availed of only once a year. The availment can be any month of the year.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	
1. Loan Application -Filled-out Loan Application Form -Certificate of Leave credits	-Land Bank of the Philippines (LBP) -Government Security Insurance System (GSIS) -Office of the Provincial Human Resource and Management (OPHRM)
2. Leave Application	Office of the Provincial Human Resource and Management (OPHRM)



<p>Sick Leave</p> <ul style="list-style-type: none"> - Filled-out Application form (CSC Form No. 6, revised 2020) with affixed signature of the PHRMO and Department Head -One (1) copy of original medical certificate from a doctor if the sick leave is 6 days beyond <p>3. Maternity Leave</p> <ul style="list-style-type: none"> - Filled-out Application form (CSC Form No. 6, revised 2020) -One (1) copy of original medical certificate if pregnant -Clearance 		<p>Hospital/doctor conducted the medical check-up</p> <p>Office of the Provincial Human Resource and Management (OPHRM)</p> <p>OB-Gyne conducted the medical check-up</p>		
<p>4. Monetization Application</p> <ul style="list-style-type: none"> -Filled-out Application form (CSC Form No. 6, revised 2020) with affixed signature of the PHRMO and Department Head -Request Letter approved by the Provincial Governor (If more than 10 days) -Certificate of leave credits 		<p>Concerned employee/office</p> <p>Office of the Provincial Human Resource and Management (OPHRM)</p>		
<p>5.Application for Study Leave</p> <ul style="list-style-type: none"> -Personal Application Letter addressed to the Governor thru HRMO - Filled-out Application form (CSC Form No. 6, revised 2020) -One (1) original copy of Admission Slip from review Center, School or University -One (1) copy of Certificate of No Pending Administrative Charges -Accomplished Clearance Form 		<p>Concerned employee</p> <p>Applicant/ PHRMO</p> <p>Applicant / University</p> <p>Office of the Provincial Legal Officer (OPLO)</p> <p>Concerned office/ PHRMO</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request for approval of documents	1.1 The receiving clerk records and receives the documents.	None	5 minutes	Administrative Staff
	1.2The receiving clerks checks the completeness requirements.			
	1.3 Submits the received documents to the Provincial Administrator for Approval	None	2 minutes	Administrative Staff



2.Receives the approved documents.	2.1 Releases the approved documents Note: Leave Monetization Application shall be forwarded to the Office of the Provincial Governor for final approval.	None	5 minutes	Administrative Staff
TOTAL		NONE	12 minutes	

3. SUBMISSION OF MONTHLY ACCOMPLISHMENT REPORT

A monthly accomplishment report is a routinely prepared status report that summarizes what was accomplished during the previous month. The purpose of an accomplishment report is to demonstrate the reader what your company has accomplished over a period of time.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Four (4) copies of signed monthly accomplishment report 2.One (1) original copy of filled-out daily time record (CSC Form no. 48) – <i>except for consultants</i> 3.Two (2) original copy of authorization letter with photocopy of valid IDs of end-user and authorized personnel (<i>in the absence of end-user</i>) 4.Explanation Letter (<i>if late submission</i>)		Person/office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Monthly Accomplishment Report	1.1 Administrator's Office receives, records in logbook and checks documentary requirement of the requesting party.	None	5 minutes	Administrative Aide
	1.2 Administrative staff scans and record the documents. Once recorded, he/she endorses the document to the	None	10 minutes	Administrative Aide



	Provincial Administrator.			
	1.3 The Provincial Administrator shall approve and affix signature	None	2 days	Provincial Administrator
	1.4 Release a copy of accomplishment report with salary claim stub	None	2 minutes	Administrative Aide
2. Forwarding a copy of accomplishment report to the Office of the Provincial Accountant.	2.1 PACCO will receive the copy of accomplishment reports for their salary liquidation.	None	10 minutes	Office of the Provincial Accountant
TOTAL		NONE	2 Days and 27 minutes	

4. PROCESSING OF NON-FINANCIAL DOCUMENTS FOR APPROPRIATE ACTION.

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

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order -Four (4) copies of travel order with controlled number One (1) copy of Itinerary of Travel One (1) copy of Invitation Letter 2. Post Travel/ Activity Report Two (2) copies of Post Travel/ Activity Reports One (1) original copy of certificate of appearance		Person/office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Travel Order and Post Activity Report	1.1 Administrator's Office receives, records in the logbook and checks documentary requirement of the requesting party.	None	5 minutes	Administrative Aide
	1.2 Administrative staff scans and record the documents.	None	10 minutes	Administrative Aide



	Once recorded, he/she endorses the document to the Provincial Administrator.			
	1.3 The Provincial Administrator shall approve and affix signature.	None	2 days	Provincial Administrator
	1.4 Release a copy of accomplishment report with salary claim stub	None	2 minutes	Administrative Aide
2. Forwarding a copy of accomplishment report to the Office of the Provincial Accountant.	2.1 PACCO will receive the copy of accomplishment reports for their salary liquidation.	None	10 minutes	Office of the Provincial Accountant
TOTAL		NONE	2 Days and 27 minutes	

5. PROCESSING OF FINANCIAL DOCUMENTS FOR APPROPRIATE ACTION.

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

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BAC Resolutions 2. Payroll with Obligation Request 3. Purchase Request		1. Bids and Awards Committee (BAC) 2. Office of the Provincial Budget 3. Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents for approval (Payrolls, PRs, BAC Resolution)	1.1 The Administrative clerk receives and record the documents in the logbook (payroll, PRs and BAC Resolutions)	None	2 minutes	Administrative Aide
	1.2 Segregates financial documents for signature of the Provincial Administrator	None	minutes	Administrative Aide
	1.3 Approved/signed Documents	None	2 minutes	Provincial Administrator



<p>2. Receives approved/signed payrolls, PRs and BAC Resolution</p>	<p>2.1 Releases approved documents (payrolls, PRs and BAC Resolutions)</p> <p>Note:</p> <ul style="list-style-type: none"> • Payroll shall be forwarded to the Office of the Provincial Budget • PRs shall be released to the concerned office • BAC Resolutions shall be release to the BAC Office 	<p>None</p>	<p>5 minutes</p>	<p>Administrative Aide</p>
TOTAL		NONE	19 minutes	



Provincial Budget Office

External Services



1. BUDGET REVIEW

To review and assist the Municipal Budget Officers in their Annual and Supplemental Budgets

Office or Division:	PBO-Assistor and Review Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Budget Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Performance Budget(Municipal) 2. Supplemental Budget 3. Ordinance		1. MLGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Municipal Budget Officers submits Annual/supplemental budget.	1.1 Receives Annual Performance/supplemental budget and record the same in the logbook.	None	3 minutes	Budget Officer II/ Senior Administrative Assistant V
	1.2 Review/examines Annual/Supplemental Budget of the Municipality referred to preliminary review as to completion of budgetary requirements.	None	5 days	Budget Officer II/ Senior Administrative Assistant V
	1.3 Evaluate Annual /Supplemental Budgets as to completion of Allowable appropriation, completeness of Budgetary requirements and correctness of computation based on existing budgetary issuances.	None		Budget Officer II/ Senior Administrative Assistant
	1.4 For non-compliance/ discrepancies and Call the attention of the Municipal Budget Officer	None		Budget Officer IV Budget Officer II Senior Administrative Assistant
	1.5 The Local Finance Committee affix their signature if found in order and in accordance with the law.	None	5 minutes	LFC Members
	Submits reviewed Annual Performance/Supplemental Budget with LFC recommendation to the Sangguniang Panlalawigan for			Sangguniang Panlalawigan Members



	Resolution and Approval			
	TOTAL	NONE	5 Days and 8 Minutes	



Provincial Budget Office

Internal Services



1. BUDGET EXECUTION

Appropriation control and process

Office or Division:	PBO-Coordination and Evaluation Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of Maguindano del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request 2. Payrolls/Disbursement Voucher on P.S./M.O.O.E./Capital Outlay 3. PRs/POs and others		1. Concerned offices/Office of Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits payrolls, disbursement voucher for ObR.	1.1 Receives, encodes and checks payrolls disbursement vouchers on PS, MOOE and Capital Outlay against availability of appropriation/office	None	5 minutes	Administrative Assistant III
	1.2 Print, control and assign number of ObRs on PS, MOOE and Capital Outlay and disbursement vouchers.	None	5 minutes	Administrative Assistant III
	1.3 Forward the payrolls, disbursement vouchers with numbered and controlled ObR to Admin Division for signature of concerned department heads.	None	5 minutes	Administrative Assistant III
2. Returns payrolls, disbursement vouchers duly signed by the concerned department heads	2.1 Receives payrolls and disbursement vouchers with controlled ObR duly signed by the concerned department heads for validation & obligate with complete attachments and as appropriation and for signature of the Provincial Budget		5 minutes	Division Chief
	2.2 Final Review, approval and signature of the Provincial Budget Officer	None	5 minutes	Provincial Budget Officer
3. Receives approved payrolls, vouchers etc.	3.1 Forward approved payrolls, disbursement and vouchers with controlled/validated/obli	None		



	gated ObRs with complete attachments duly signed by the complete Provincial Budget Officer to Administrative Division for release		5 minutes	Administrative Aide I
TOTAL		NONE	30 Minutes	

2. ADMINISTRATIVE SERVICES

Management on the Incoming/Outgoing documents, payrolls and disbursement voucher.

Office or Division:	PBO-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of Maguindanao del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Obligation Request 2. Payrolls/Disbursement Voucher on P.S./M.O.O.E./Capital Outlay 3. PRs/POs and others 		1. Concerned offices/Office of Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits payrolls, disbursement voucher for ObR.	1.1 Receives, encodes records in the logbook all payrolls, disbursement vouchers on PS, MOOE and Capital Outlay, 20% Economic Fund and others.	None	5 minutes	Administrative Assistant II Administrative Aide IV
	1.2 Receives payrolls, disbursement vouchers and forwarded to Coordination Division for ObR.	None	5 minutes	Administrative Assistant II Administrative Aide IV
	1.3 Receives, records in the logbook payrolls disbursement vouchers with numbered/controlled ObRs, forward to concerned offices for signature of the department head.	None	5 minutes	Administrative Aide IV Administrative Aide I
2. Returns payrolls, disbursement vouchers duly signed by the concerned department heads	2.1 Receives, record in the logbook and forward to coordination and evaluation division payrolls, disbursement vouchers with numbered ObRs duly signed by the	None	5 minutes	Administrative Assistant II



	concerned department heads with complete attachments for validation/and to obligate as to appropriation.			Administrative Aide IV
3. The Provincial Accountant receiving the documents for Processing.	3.1 Receives, record in the logbook payrolls, disbursement vouchers with numbered/validated/obligated ObR duly signed by the Provincial Budget Officer, and forward to the Office of the Provincial Accountant	None	5 minutes	Administrative Aide IV Administrative Aide I
	TOTAL	NONE	25 Minutes	



Provincial Disaster Risk Reduction Management Office

External Services



1. PROVISION OF EMERGENCY MEDICAL CARE AND TRANSPORT

Provide emergency medical care and transport services such as pre-hospital care/ first aid, basic life support and patient transport.

Office or Division:		PDRRMO-Operations and Warning Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		1. None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls MDS PDRRMO Operations Center (OpCen) Emergency Hotline.	1.1 Receives call	None	1 minute	Operations and Warning Division <u>MDS-QRT on duty</u>
2. Tell the OpCen on-duty personnel your emergency concern, your name, location, and contact number.	2.1 Records and logs necessary information	None	2 minutes	Operations and Warning Division <u>MDS-QRT on duty</u>
	2.2 Endorses to Rescuers'/ Emergency Quick Response Team (EQRT) Leader		2 minutes	
3. Waits for the response of the OpCen on-duty personnel (if call be dropped).	3.1 Dispatches the Emergency Response Team (ERT)	None	1 minute	Operations and Warning Division <u>MDS-QRT on duty</u>
	3.2 Records time of response.		1 minute	
	3.3 Asks the client if the ERT has arrived at the reported location		1 minute	
	3.4 End call with client			
4. Fills-out the Client Feedback Form.	4.1 Provides emergency medical care; transport and endorse patient to hospital/ medical facility	None	10 minutes	Operations and Warning Division <u>MDS-QRT on duty</u>
	4.2 Informs dispatcher of response time			
	4.3 Gives the Client Feedback Form to be filled out		1 minute	
	4.4 End of Transaction		3 minutes	
TOTAL		NONE	22 Minutes	



2. PROVISION OF STANDBY MEDIC AND FIRETRUCK

Assistance through provision of standby medic and firetruck upon request for augmentation from the province

Office or Division:		PDRRMO-Operations and Warning Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		1. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for standby medic/ firetruck (at least 2-4 weeks before target date) <ul style="list-style-type: none"> In person 	1.1 Receives letter request in person and records in the logbook.	None	1 minute	Administration and Training Division <u>Receiving staff</u>
	1.2 Obtains contact number/details of the client		1 minute	
<ul style="list-style-type: none"> Via email/ Online 	Receives letter request via email/ online with acknowledgement	None	2 minutes	Research and Planning Division
2. Waits for approval of request through call/SMS/ email	2. Informs client to wait for the confirmation of request via SMS or email	None	1 minute	Administration and Training Division / Research and Planning Division
3. Receives feedback of approval/ disapproval of request <ul style="list-style-type: none"> In person/ call Via email/ online <i>If disapproved:</i>	3.1 Endorses letter to the PDRRMO Department Head 3.2 Informs the client of the approval/ disapproval of letter request 3.3 Prepares reply letter/ response to the request 2.4 <i>End of Transaction</i>	None	5 minutes	Administration and Training Division
	<i>If approved:</i>			
4. Notifies the PDRRMO Team on additional information about the activity	4.1 Informs the MDS-Emergency Quick Response Team (EQRT) to prepare needed logistics		5 minutes	Operations and Warning Division
5. Orients the PDRRMO personnel and MDS-EQRT Team Leader on the flow of	5.1 Accomplishes/ Delivers the requested services/ firetruck during the specified date of the activity			



the activity, and the layout of the venue	5.2 Set-up station for standby medic 5.3 Team leader briefs the members, and reiterates their respective tasks 5.4 Team members accomplish their assignments		10 minutes 5 minutes	Operations and Warning Division <u>EQRT Team Leader and Members</u>
6. Accompanies the team on the restoration of their station/ area	6.1 Cleans set-up station/ area 6.2 <i>End of Transaction</i>	None	10 minutes	Operations and Warning Division <u>MDS-EQRT</u>
TOTAL		NONE	38 Minutes	

3. PROVISION OF TECHNICAL ASSISTANCE TO CONDUCT TRAINING ON DISASTER RISK REDUCTION AND MANAGEMENT (DRRM)

Provide technical assistance in the conduct of capacity-building activities on hazards and risk management, first aid, basic life support, patient and incident management, and other related trainings

Office or Division:	PDRRMO-Administration and Training Division			
Classification:	Highly Technical			
Type of Transaction:	G2G G2C G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		1. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for training (at least 4 working weeks before target date) <ul style="list-style-type: none"> • In person • Via email 	1.1 Receives letter request in person and records in the logbook. Receives letter request via email/online with acknowledgement	None	2 minutes	Administration and Training Division <u>Receiving staff</u> Research and Planning Division
2. Waits for approval of request through call/SMS/ email	2.1 Informs client to wait for the confirmation of request via SMS or email	None	1 minute	Administration and Training Division <u>Receiving staff</u>
3. Receives feedback of approval/ disapproval of request <ul style="list-style-type: none"> • In person/ call • Via email/ online 	3.1 Endorses letter to the PDRRMO Department Head	None	10 working days upon receipt of request	Administration and Training Division



<i>If disapproved:</i>	3.2 Informs the client of the approval/ disapproval of letter request		2 minutes	
	3.3 Prepares reply letter/ response to the request 3.4 <i>End of Transaction</i>		2 minutes	
<i>If approved:</i> 4. Notifies the PDRRMO on additional information about the activity (<i>if any</i>) Prepares logistics and administrative requirements for the conduct of training	4.1 Coordinates with the client for the training requirements 4.2 Endorses training information to Training Team 4.3 Prepares needed logistics and training materials	None	1 day	Administration and Training Division
5. Assists the Training Team during the conduct of requested activity on the specified date	5.1 Delivers the requested activity/training during the specified date	None	Specified date of the activity/ event	<u>Training personnel</u>
6. Prepares Certificates of Participation	6.1 Certifies the participants' completion of activity/ training 6.2 <i>End of Transaction</i>		10 minutes	<u>Training personnel</u>
TOTAL		NONE	11 Days and 17 Minutes	

4. PROVISION OF FOOD AND NON-FOOD ITEMS TO VICTIMS OF CALAMITIES OR OTHER DISASTER-RELATED INCIDENTS

Provide food and non-food items (NFI), relief goods, dignity kits and family packs to victims of armed fighting, fire, typhoon, landslide, earthquake, and other related incidents

Office or Division:	PDRRMO-Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		1. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for provision of food and NFIs <ul style="list-style-type: none"> In person 	1.1 Receives letter request in person and records in the logbook.	None	2 minutes	Administration and Training Division <u>Receiving staff</u>



• Via email/online	Receives letter request via email/online			Research and Planning Division
2. Waits for approval of request through call/SMS/ email	2.1. Informs client to wait for the confirmation of request, and schedule of distribution via call, SMS or email 2.2 Endorses documents to Operations and Warning Division for review	None	5 minutes	Administration and Training Division / Research and Planning Division
4. Receives feedback of approval of request, and schedule of distribution via call/ email <i>(If disapproved, end of transaction)</i>	4.1 Informs client of feedback of request, <i>(If disapproved, end of transaction)</i> <i>If Approved:</i> 4.2 Schedules for distribution	None	2 minutes	Administration and Training Division
	4. 3 Prepares the approved requested food and non-food items	None	2 days	Operations and Warning Division
5. Receives food and NFIs	5.1 Releases/ distributes requested items 6.2 End of Transaction	None	1 day	Operations and Warning Division
	TOTAL	NONE	3 Days and 9 Minutes	



Provincial Engineer's Office

External Services



1. LEASE OF HEAVY EQUIPMENTS

Heavy Equipment refers to heavy-duty vehicles specially designed to execute construction tasks, most frequently involving earthwork operations or other large construction tasks.

Office or Division:		Provincial Engineer's Office		
Classification:		Simple		
Type of Transaction:		G2G G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Address to the Governor 2. Original Receipt		1. Requesting Party/LGU 2. Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party submits a request letter addressed to the Provincial Governor thru the office of Provincial Engineering.	1.1 The PEO Administrative Division receives and checks the letter and records in the logbook.	None	10 Minutes	Administrative Aide IV
	1.2 The Administrative Staff scans and records the letter. Once recorded, he/she forwards the letter to the Motor pool Division Chief.	None	10 Minutes	Administrative Aide IV
	1.3 The Motor pool Division Chief then checks the availability of the equipment.	None	1 Days	Engineer IV
	1.4 If available on the requested date, the letter is forwarded to PGO for approval.	None	10 Minutes	Administrative Aide IV
	1.5 IF PGO DISAPPROVES THE REQUEST, END OF TRANSACTION. If PGO approves the request, the approved letter request will be forwarded back to the Provincial Engineering Office		1 Day	Administrative Aide IV
	1.6 Motorpool Administrative Staff records the approved request letter.		5 Minutes	Administrative Aide IV



2. The requesting party will receive a call once the letter is approved.				
3. The requesting party then pays the rental fee to the Provincial Treasurer's Office			- 10 Minutes	Administrative Aide IV
4. The requesting party then gives the Official Receipt to the PEO Motorpool Division Chief	4.1 Motorpool Administrative Division Staff prepares the trip ticket for the equipment and lease of contract.		5 Hours	Administrative Aide IV
	4.2 The Motorpool Division Staff schedules the deployment of the equipment.		1.5Hours	Administrative Aide IV
5. Requesting party reviews and signs the lease of contract.	5.1 Motorpool Division Chief approves the trip ticket and lease of contract.		30 Minutes	Engineer IV
6. Requesting party takes out the leased equipment.				
TOTAL		NONE	2 Days 8 Hours and 15 Minutes	

Rental Fees and Charges

EQUIPMENT TYPE	BRAND	FEES AND CHARGES
1. Excavator	Caterpillar 315	Php 16,000.00
	PC-300	Php 16,000.00
	SANY	Php 18,400.00
2. Backhoe Loader	Komatsu WB975	Php 9,184.00
3. Bulldozer	Komatsu D155A-5	Php 17,270.00
	Caterpillar DBR	Php 17,270.00
	6 Wheeler (Isuzu)	Php 6,665.00
4. Dump Truck	10 Wheeler	Php 8,498.00
	10 Wheeler (FAW)	Php 6,498.00
	Komatsu 6D11A-1	Php 13,765.00
5. Road Grader	XCMG	Php 15,830.00
6. Prime Mover with Low Bed Trailer	Isuzu	Php 16,678.00
7. Todano crane	Nissan (25 Tons)	Php 16,678.00
8. Vibratory Compactor	Catterpillar CS-533C	Php 16,800.00
		Php 19,320.00
9. Wheel Loader	Komatsu WA320-3	Php 15,554.00
	Caterpillar CS-533C	Php 15,554.00
	XCMG	Php 17,887.00
10. Concrete Pump Truck	XCMG	Php 11,127.00
11. Wrecker Truck	12 Wheeler	Php 10,200.00
12. Transit Mixer	XCMG	Php 9,273.00
13. Executive Bus		Php 12,000.00
14. Coaster Bus		Php 6,000.00



Provincial Governors Office
Internal Services



1. ISSUANCE OF MEMORANDUM ORDER / ENDORSEMENT LETTER FOR MEDICAL ASSISTANCE / CERTIFICATIONS

Recommendation Letter is a letter to formally recommend an applicant to a certain agency stating his/her work ethic, proven performance and credentials.

Endorsement Letter for medical assistance formal letter necessary to avail medical assistance from the partner agencies.

Certification posting is a formal confirmation that allows other agencies top post necessary announcement within the Province's Jurisdiction.

Office or Division:	Provincial Governors Office-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Recommendation letter - Letter of intent, Personal Data Sheet and other necessary credentials 2. For Endorsement Letter (Medical Assistance) - letter of intent and PDS for the personal request and other documents that may needed for verification - one (1) original copy of 1 st endorsement from the concerned LGUs 3. For Certification posting -letter of intent stating the purpose		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Department liaison officer submits request letter to the Office of the Provincial Governor	1.1 The Governor's Office receives and checks documentary requirements of the requesting party and records in the logbook.	None	5 minutes	Administrative Staff
	1.2 Administrative staff scans and record the documents. Once recorded, he/she endorses the document to the office secretary.	None	5 minutes	Administrative Staff
	1.3 The office secretary endorses to the Provincial Governor for comments.	None	30 minutes	Supervising Administrative Officer and Provincial Governor
	1.4 The office secretary prepares the Recommendation letter/ endorsement for	None	30 minutes	Supervising Administrative Officer



	medical Assistance / certificate of Posting Once done, the office secretary may put the drafted document at the table of the Provincial Governor			
	1.5 The Provincial Governor affix his/her signature as approved.	None	2 days	Provincial Governor
2. The requesting party receives the approved requested documents	2.1 The administrative staff releases the document requested to the requesting party.	None	2 minutes	Administrative Staff
TOTAL		NONE	2 Days and 75 Minutes	

2. APPROVING/DISAPPROVING OF LOAN/LEAVE/ MONETIZATION APPLICATION

Loan Application

These said documents are requested by PLGU Employees for Personal and/or Legal Purpose and GSIS, PAGIBIG HDMF Maturity and Separation Purposes.

Leave Application

A formal request to your employer to take time off from work, such as a day or a few weeks.

Monetization Application

An official or employee who has accumulated at least fifteen (15) days vacation leave credits shall be allowed to monetize a maximum of ten (10) days vacation leave. The monetization of vacation leave credits shall be availed of only once a year. The availment can be any month of the year.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Loan Application -Filled-out Loan Application Form -Certificate of Leave credits	-Land Bank of the Philippines (LBP) -Government Security Insurance System (GSIS) -Office of the Provincial Human Resource and Management (OPHRM)
2. Leave Application Sick Leave - Filled-out Application form (CSC Form No. 6, revised 2020) with affixed signature of the PHRMO and Department Head	Office of the Provincial Human Resource and Management (OPHRM) Hospital/doctor conducted the medical check-up



<p>-One (1) copy of original medical certificate from a doctor if the sick leave is 6 days beyond</p> <p>3. Maternity Leave - Filled-out Application form (CSC Form No. 6, revised 2020) -One (1) copy of original medical certificate if pregnant -Clearance</p>		<p>Office of the Provincial Human Resource and Management (OPHRM)</p> <p>OB-Gyne conducted the medical check-up</p>		
<p>4. Monetization Application -Filled-out Application form (CSC Form No. 6, revised 2020) with affixed signature of the PHRMO and Department Head -Request Letter approved by the Provincial Governor (If more than 10 days) -Certificate of leave credits</p>		<p>Concerned employee/office</p> <p>Office of the Provincial Human Resource and Management (OPHRM)</p>		
<p>5. Application for Study Leave -Personal Application Letter addressed to the Governor thru HRMO - Filled-out Application form (CSC Form No. 6, revised 2020) -One (1) original copy of Admission Slip from review Center, School or University -One (1) copy of Certificate of No Pending Administrative Charges -Accomplished Clearance Form</p>		<p>Concerned employee</p> <p>Applicant/ PHRMO</p> <p>Applicant / University</p> <p>Office of the Provincial Legal Officer (OPLO)</p> <p>Concerned office/ PHRMO</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits documents for approval (Loan/ Leave Monetization Application Form)	1.1 Governor's Office receives and checks documentary requirements of the requesting party.	None	5 minutes	Administrative Staff
	1.2 Administrative staff scans and record the documents in the logbook. Once recorded, he/she endorses the document to the Provincial Governor	None	2 minutes	Administrative Staff
	1.3 Approved/ Disapproved	None	2 days	Provincial Administrator
2.Receives the approved/disapproved documents	2.1 Releases the approved/disapproved documents	None	5 minutes	Administrative Staff
TOTAL		NONE	2 Days and 17 minutes	



3. PROCESSING OF NON- FINANCIAL DOCUMENTS FOR APPROPRIATE ACTION

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

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order -Four (4) copies of travel order with controlled number One (1) copy of Itinerary of Travel One (1) copy of Invitation Letter 2.Post Travel/ Activity Report Two (2) copies of Post Travel/ Activity Reports One (1) original copy of certificate of appearance		Person/office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letters/request/ document for approval.	1.1 Governor r's Office receives and checks documentary requirement of the requesting party.	None	5 minutes	Administrative Aide
	1.2 Administrative staff reviews and record the documents in the logbook. Once recorded, he/she endorses the document to the Provincial Governor	none	10 minutes	Administrative Aide
	1.3 The Governor or Authorize Representative approve the documents.	None	2 days	Provincial Governor
2. Receives the approved requested documents	2.1 Release the document to the concerned party	None	2 minutes	Administrative Aide
TOTAL		NONE	2 Days and 17 minutes	



4. FINANCIAL DOCUMENTS FOR APPROPRIATE ACTION

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

Office or Division:		Administrative Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. BAC Resolutions 2. Payroll with Obligation Request 3. Purchase Request 		<ol style="list-style-type: none"> 1. Bids and Awards Committee 2. (BAC)Office of the Provincial Budget 3. Concerned Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits financial document	1.1 The receiving clerk receives and records the financial documents	None	5 minutes	Administrative Aide
	1.2 Review and Evaluate the Financial Documents, and if found in order, Forward the documents to the Provincial Governor.	None	10 minutes	Administrative Aide
	1.3 The Governor or Authorized Representative approves the documents.	None	2 days	Provincial Governor
2. Receives the approved documents.	2.1 .Releases the approved documents to concerned office.	None	2 minutes	Administrative Aide
TOTAL		NONE	2 Days and 17 minutes	



Provincial General Services Office

Internal Services



TOTAL	7 minutes
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2. INVENTORY OF MOVABLE PROPERTIES

Service Information: Sec. 156 of COA Circular 92-386 provides for a semi-annual physical inventory of all supplies and property of the local government units, to ascertain the value of movable assets of the Province. A physical inventory is conducted per schedule given to various departments/offices/units/task forces of the Provincial Government of Maguindano Del Sur.

Office or Division	General Services Office
Classification	Highly Technical
Type of Transaction	G2G-Government to Government
Who may avail	Permanent /Plantilla Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inventory Form 2. Acknowledgement Receipt for Equipment (ARE)	1. General Services Office-Records Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notice of inventory-taking activities	1.1 Issuance of schedule of inventory together with the memorandum for various offices/department	None	2 minutes	Admin Aide I
	1.2 Conducts physical inventory of movable properties together with the inventory team	None	2 days	Admin. Aide I
	1.3 Reconciliation of Inventory Report by the Assigned Personnel	None	1 day	Admin. Aide I
	1.4 Preparation of final inventory	None	1 day	Admin. Aide III/Admin. Aide I
2. Signs final inventory report as end-user	2.1 Submit final inventory report.	None	1 day	PGSO
TOTAL			5 days and 2 minutes	



3. RECEIVES AND CONTROL APPROVED PURCHASE REQUEST, CANVASS, PURCHASE ORDER AND INSPECTION & ACCEPTANCE REPORT

Office or Division	General Services Office
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	All Offices of the Provincial Government of Maguindano Del Sur
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request Form 2. Purchase Order with Charge invoice 3. Inspection and Acceptance Report Form 4. Canvass Form	1. General Services Office-Records Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request Form (PR) duly signed by the Requesting Officer	1.1 Receive the PR and review if duly signed by the end-user and initialed by the Budget Officer	None	1 minute	Admin Aide I
	1.2 Assigned number and control date	None	2 minutes	Admin. Aide III
	1.3 Released to client and forward to Bids and Award Committee (BAC) Office for review & approval of the Governor. The BAC office shall prepare supporting documents for procurement and return to the requesting office.	None	1 minute	Admin. Aide III
2. Submit the Canvass Form	2.1 Assigned number and control date	None	2 minutes	Admin. Aide I



	2.2 Facilitate the canvassing of supplies	None	2 minutes	Admin. Aide I
3. Submit the Purchase Order with the charge invoice and Inspection Report (IAR)	3.1 Receive, check and review a copy of the approved PO with charge invoice	None	1 minute	Admin. Aide I
	3.2 Assigned number, fill-up and control date	None	2 minutes	Admin. Aide I
	3.3 Receive and check the copy of IAR.	None	1 minute	Admin. Aide I
	3.4 Assigned number, fill-up and control date.	None	2 minutes	Admin. Aide I
	3.5 Prepare for the signatory by the General Services Officer	None	1 minute	Admin. Aide I
	3.6 Sign the IAR and Canvass by the Dept. Head	None	2 minutes	PGSO
4. Received PO and IAR.	4.1 Release approved copy of PO and IAR.	None	1 minute	Admin. Aide I
TOTAL			18 minutes	

4. REQUEST FOR PROPERTY RETURN/TURN-OVER OF UNSERVICEABLE

Service Information: Properties which are deemed unserviceable and/or excess by concerned departments/offices are returned/turned over to PGSO for proper disposal. Properties that can still be used or needed by other departments/offices will be reissued.

Office or Division	Supply Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	All Offices of the Provincial Government of Maguindanao Del Sur
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Letter from the Department head requesting the turn-over of an unserviceable unit.	1. Provincial General Services Office
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter with list of unserviceable properties for turn-over.	1.1 Receive the letter with list of unserviceable properties	None	1 minute	Admin. Aide I
	1.2 Conduct check of returned unserviceable properties for turn over 1.3 Records in the waste materials report 1.4 Retrieve files of unserviceable properties	None	2 minutes	Admin. Aide IV
2. Received copy of returned/turn-over unserviceable properties.	2.1 Stored unserviceable turn-over properties in the storage room.		5 minutes	Admin. Aide II/ Admin Aide I
TOTAL			8 minutes	

5. REQUEST FOR WASTE MATERIALS REPORT

The Waste Material Report shall be used by the Supply and/or Property Custodian to report waste materials in his/her custody so that they may be properly disposed of and derecognized from books.

Office or Division	General Services Office
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	Permanent/Plantilla Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form 2. All items to be surrendered for waste	1. General Services Office-Supply Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Receive and record request	None	2 minutes	Admin. Aide I



	1.2 Inspect the documents and store the item surrendered	None	5 minutes	Admin. Aide IV
	1.3 SPMD assigned staff prepare Waste Material Report	None	2 minutes	Admin. Aide I
	1.4 Forward to the signatory for approval	None	1 minute	Admin. Asst. II
	1.5 Sign by the Dept. Head	None	2 minutes	PGSO
2. Receive the requested document	2.1 Release documents to requesting party	None	1 minute	Admin. Aide I
TOTAL			13 minutes	

6. REQUEST FOR CERTIFICATE OF CLEARANCE

All personnel who will be resigning, retire or transfer to other government office must be cleared from property accountabilities as prior to processing of separation pay. Serviceable properties maybe transferred to another accountable personnel thru the re-issuance of Property Acknowledgement Receipt (PAR), while unserviceable city owned properties must be returned to the warehouse for checking, recording and proper disposal.

Office or Division	General Services Office
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	Resigned, Retired, Transferred and Family Deceased Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Clearance Request and Transfer of Accountabilities Form with indicated employee whom to transfer. 2. Official Receipt	1. General Services Office-Records Division 2. Provincial Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements to	1.1 Receive the certificate of clearance	None	1 minute	Admin. Aide I



the Records Division				
	2.1 Check the inventory system if there are any properties accountable to the requesting employee. 3.1 Preparation of Clearance to submit for signatory by dept. head/GSO	None	2 minutes	Admin Aide I PGSO
2. Await and receive to give out the approved Clearance	2.1 Records and release of duly signed clearance	None	1 minute	Admin. Aide I
TOTAL			4 minutes	

7. JOB ORDER REQUEST FOR SIMPLE REPAIR OF CAPITOL FACILITIES (Construction, Carpentry, Plumbing, Electrical and Aircon)

Timely implementation of capitol facilities' preventive maintenance procedure to ensure the availability of facilities and to consistently provide a comfortable and healthy working atmosphere to all officials & employees including visiting clients of provincial government offices.

Office or Division	Maintenance Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	All Offices of the Provincial Government of Maguindano Del Sur
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request letter	1.General Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1Receive request letter	None	1 minute	Admin Aide I
	1.2 Officer-in-charge/Maintenance Division head delegates outsourced personnel	None	2 minutes	Admin. Asst. II



	1.3 Assess and evaluate the magnitude repairs or services to done	None	2 minutes	Admin. Asst. II
	1.4 Conduct actual repair or maintenance work	None	1-2 hours	GSO PERSONNEL
TOTAL			2 hours and 5 minutes	



Provincial Human Resource Management Office

External Services



1. RECRUITMENT, SELECTION AND PLACEMENT

The Human Resource is regarded as the valuable asset and backbone of any organization. All applicants will undergo the process of recruitment, selection and placement, to determine and ensure fairness, uniformity and consistency in the selection of the most qualified candidates to the different positions in the province

Office or Division:	Recruitment, Selection and Placement Division			
Classification:	Highly Technical			
Type of Transaction:	G2G G2C			
Who may avail:	Any Interested and qualified applicant/employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application Letter; 2. Fully Accomplished Personal Data Sheet(PDS) (CSC Form 212, Revised 2017); 3. Performance Rating for the last two(2) rating periods if applicable (for promotion and transfer); 4. Photocopy of Certificate of Eligibility/rating/license; and 5. Photocopy of Transcript of Records 		Interested Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up Transaction Slip	1.1 Receives transaction slip and records in the logbook.and forward to Administrative Section	None	5 minutes	Receiving Clerk
2. Interested Applicant applies for the published vacant position shall undergo written examination and/or trade test by the HRMO	2.1 Receives application letter and other pertinent documents	None	5 minutes	Administrative Officer IV(HRMO II)
	2.2 Conducts pre-assessment of application and if found qualified, inform the applicant to submit the required documents needed during HRMPSB Screening.	None	30 minutes	Administrative Officer IV(HRMO II)
	2.3 Applicants who passed the written and/or trade test will be notified by the scheduled HRMPSB		30 minutes	Administrative Officer IV(HRMO II)



3. Qualified Applicants submits requirements needed during HRMPSB screening.	3.1 Reviews the requirements submitted by the applicants.	None	15 minutes	Administrative Officer IV(HRMO II)
4. Qualified applicant reports on the scheduled date for final screening and evaluation.	4.1 HRMPSB conducts interview and final screening of qualified applicant.	None	15 minutes average interview per applicant or depends on the position applied	HRMPSB members
	4.2 HRMPSB secretariat shall prepare report of evaluation HRMPSB results (Comparative assessment) for signature of HRMPSB Chairman and Members and forwarded copy of evaluation results to the Governor for her appropriate action.	None	Maximum of 5 working days from date of screening	Administrative Officer IV(HRMO II)
	4.3 The Governor may select qualified applicant based on the results submitted (Comparative assessment and shortlist of screened applicants.	None	2 working days from receipt of screening results	Local Chief Executive
	4.4 Prepares appointment of selected applicants for approval of the Governor and notify selected applicants to submit the complete required supporting documents as per checklist of requirements for appointment.	None	15 minutes per appointment	Administrative Officer IV(HRMO II)
	4.5 Prepares list of issued appointment approved by the Governor and post the same in the Bulletin Board for information.	None	15 minutes	Administrative Officer IV(HRMO II)
5. Appointee submits complete required documents and affix signature on all back pages of approved appointment (CS Form	5.1 Review and validate the submitted complete required documents of the appointee,	None	30 minutes	Administrative Officer IV(HRMO II)



33-A) for CSC attestation.				
	5.2 Prepares transmittal letter and submits appointment to CSC Field Office for attestation.	None	3 hours	Administrative Officer IV(HRMO II)
	5.3 Takes Action on submitted appointments	None	10 days	CSC-FO/CSC-RO
	5.4 Receives attested appointment from CSC	None	5 minutes	Administrative Officer IV(HRMO II)
6.Appointee receives attested appointment	6.1 Releases original copy of attested appointment to the appointee.	None	5 minutes	Administrative Officer IV(HRMO II)
TOTAL		NONE	17 Days, 6 hours and 7 minutes	



Provincial Human Resource Management Office

Internal Services



1. ISSUANCE OF CERTIFICATE OF LEAVE WITHOUT PAY/LEAVE CREDIT BALANCE AND TRANSFER OF LEAVE CREDITS

These certifications are issued upon request of client/employee for any legal purpose.

Office or Division:		Administrative and Information and Technology Section		
Classification:		Simple		
Type of Transaction:		G2G G2C		
Who may avail:		All current and former employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/Transaction Slip		PHRMO Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up transaction slip	1.1 Receive transaction slip and forward to Administrative Section	None	2 minutes	Receiving clerk
	1.2 Verify Leave Record of employee and update leave balance.	None	5 Minutes	Administrative Aide II
	1.3 Prepare certification requested.	None	5 Minutes	Senior Administrative Assistant V
	1.4 Signs the certification	None	5 Minutes	PHRMO
2. Receives the approved certification.	2.1 Release approved certification as requested.	None	2 minutes	Releasing clerk
TOTAL		NONE	19 minutes	

2. ISSUANCE OF SERVICE RECORD/CERTIFICATE OF EMPLOYMENT/CERTIFICATE OF EMPLOYMENT WITH COMPENSATION.

These certifications are issued upon request of client/employee for any legal purpose.

Office or Division:		Administrative and Information and Technology Section		
Classification:		Simple		
Type of Transaction:		G2G G2C		
Who may avail:		All current and former employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/Transaction Slip 2. Original Receipt		PHRMO Front Desk Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees at the PTO *Make sure to secure	1.1 Issue Official Receipt	Php 100	5 minutes	Treasurer's office



official receipt that will be issued upon payment				
2.Fill-up transaction slip	2.1 Receives transaction slip and Original Receipt and forward to Administrative Section	None	2 minutes	Receiving clerk
	2.2Verify, check and update record requested and prepare 2.1.1 Service Record 2.1.2 Certificate of Employment 2.1.3 Certificate of Employment with compensation	None	30 Minutes	Senior Administrative Assistant V
	2.3 Sign the certification	None	5 Minutes	PHRMO
3.Receive the certification	3.1 Release approved certification as requested	None	2 minutes	Releasing clerk
	TOTAL	Php 100	44 minutes	

3. AUTHENTICATION OF CERTIFIED TRUE COPIES OF OFFICIAL DOCUMENTS

Upon request, the PHRMO prepares and photocopy the requested document/s, and mark it as a certified true copy.

Office or Division:	Administrative and Information and Technology Section			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/Transaction Slip 2. Original Receipt		PHRMO Front Desk Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees at the PTO *Make sure to secure official receipt that will be issued upon payment	1.1 Issue Official Receipt	Php 100	5 minutes	Treasurer's office
2.Fill-up transaction slip	2.1 Receives transaction slip and Original Receipt and forward to Administrative Section	None	2 minutes	Receiving clerk



	2.1 Retrieve documents for photocopy.	None	10 Minutes	Administrative Aide I
	2.3 Stamped the requested photocopied documents as certified true copy.			
	2.4 Sign the certification	None	5 Minutes	PHRMO
3.Receives the certification	3.1 Releases approved certification as requested	None	2 minutes	Releasing clerk
	TOTAL	Php 100	19 minutes	



Provincial Treasurer's Office

External Services



1. INSPECTION COLLECTION OF REAL PROPERTY TAX (BASIC & SEF)

There shall be levied an annual Ad Valorem Tax at the rate of one (1%) percent on the assessed value of real property such as land, buildings, machineries, and other improvements affixed or attached to said real property located within the territorial jurisdiction of the province.

Additionally, there is hereby levied an annual tax of one percent (1%) on the assessed value of Real Property which shall be in addition to the Basic Real Property Tax and the proceeds thereof shall accrue exclusively to Special Educational Fund (SEF).

Office or Division:	PTO- Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	The owner of real property (land, building, machinery) or person having legal interest thereon or their representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Official Receipt of last Payment or Certificate of Payment/ Original Copy or Certified True Copy of Real Property Tax Declaration/ Original or Certified True Copy of Tax Clearance		1. Client's Copy/ Local Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents latest Official Receipt/ Tax Declaration/ Tax Clearance	1.1 Verifies documents and records in the logbook. Generate billing statement from Realty Tax Assessment and Collection System (RTACS)	None	10 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Assistant II
2.Pays to collecting officer the total amount due for payment	2.1 Receives payment for Tax Due and printing of Official Receipt	5 minutes	5 minutes	Local Treasury Operations Officer IV Administrative Assistant VI Administrative Aide IIII
3. Secure copies of delivery receipt and charged invoice signed by PGSO personnel	3.1 Receives payment for Tax Clearance and issue Official Receipt Tax Clearance (Voluntary Offer to Sell) Tax Clearance (Non-Voluntary Offer to Sell)	150.00	5 minutes	Local Treasury Operations Officer IV Administrative Assistant VI Administrative Aide IIII
	3.2 Prepares tax clearance		5 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI



				Administrative Assistant II
	3.3 Forwards tax clearance to the Provincial Treasurer/ Asst. Provincial Treasurer for signature		5 minutes	Administrative Officer V Administrative Assistant II
4.Receives documents from service provider and affixes signature on logbook as proof of receipt	4.1 Releases official receipt and approved Tax Clearance to client		2 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Assistant II Administrative Aide III
TOTAL		As indicated	32 Minutes	

2. COLLECTION OF TRANSFER TAX

Tax on transfer on real property is a tax imposed on the cost of sale or market value of real property whichever is higher for the transfer of the title and ownership of the land.

Office or Division:	PTO- Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Seller/ Donor/ Transferees/ Executor/ Administrator of real property to be transferred or their representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Deed of Sale, donation or any applicable document proving transfer of ownership/ Original Copy of Real Property Tax Declaration/ Tax Clearance or updated tax payment (Official Receipt)		Client's Copy/ Local Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits requirements (Deed of Sale/Donation, Tax Declaration, Tax Clearance)	1.1 Receives and records in the logbook and verifies completeness of requirements	None	5 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Aide III
2.Wait for computation of Tax	2.1 Computes Tax Bill	60% of 1% of the Market Value or Cost of Sale/Donat	5 minutes	Local Treasury Operations Officer IV Administrative Officer V



		ion, whichever is higher		Administrative Assistant VI Administrative Aide III
3.Payment of Tax Due	3.1 Prints Official Receipt	None.	2 minutes	Local Treasury Operations Officer IV Administrative Assistant VI Administrative Aide III
TOTAL		As indicated	12 minutes	

3. COLLECTION OF PROFESSIONAL TAX

Professionals who passed the bar examinations conducted by the Supreme Court, or any board or other examinations conducted by the Professional Regulation Commission (PRC) shall be subject to the professional tax.

Office or Division:	PTO-Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any individual engaging in the exercise or practice of his profession requiring government examination, board or bar exams			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current annual registration card or PRC License		1. Client's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents required documents	1.1 Verifies documents and records in the logbook.	None	15 minutes	Local Treasury Operations Officer IV Administrative Assistant VI Administrative Aide III
2.Pays to collecting officer the total amount due for payment of Professional Tax and receives official receipt	2.1 Receives payment and issues Official Receipt Bracket A (Refer to Revenue Code 2014; Article F, Section 111, page 51) Bracket B (Refer to Revenue Code 2014; Article F, Section 111, page 52)	350.00 250.00	5 minutes	Local Treasury Operations Officer IV Administrative Assistant VI Administrative Aide III
TOTAL		As indicated	15 Minutes	



4. COLLECTION OF FRANCHISE TAX

Tax imposed on any individual/ company/ enterprise enjoying a franchise.

Office or Division:		PTO-Revenue Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Any individual/ company/ enterprise enjoying a franchise		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Financial Statement of the preceding year / Gross sales receipts		1. Client's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents required documents	1.1 Verifies documents and records in the logbook.	None	5 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Aide III
	1.2 Computes Tax Due		5 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Assistant II
2.Pays to collecting officer the total amount due for payment OF Franchise Tax	2.1 Receives payment and issue Official Receipt/s	60% of 1% of the gross annual receipts of the preceding year	5 minutes	Local Treasury Operations Officer IV Administrative Assistant VI Administrative Aide III
	TOTAL	As indicated	15 Minutes	

5. COLLECTION OF ANNUAL FIXED TAX ON DELIVERY TRUCK & VANS AND ISSUANCE OF GOVERNOR'S PERMIT AND STICKER.

Annual fixed tax for every delivery truck, van, or any vehicle either green or yellow plate, used by manufacturers, producers, wholesalers, dealers, suppliers or retailers in doing business within the province.

Office or Division:		PTO-Revenue Division		
Classification:		Simple		
Type of Transaction:		G2C		



Who may avail:		Manufacturers/ producers/ wholesalers/ dealers and retailers or their representatives using delivery trucks, van or any motor vehicle in the delivery or distribution of goods/products.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OR/CR to ensure that the vehicle used is registered		1. Client's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents required documents	1.1 Verifies presented documents and records in the logbook its plate number for immediate identification in the course of doing business within the province.	None	5 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Assistant II
2.Pays to collecting officer the total amount due for payment Tax on Delivery Truck/Vans, Governor's Permit and Sticker	2.1 Receives payment and issue Official Receipt -Annual Fixed Tax on delivery trucks/van -Governor's Permit -Sticker	P 650.00 P 1,000.00 <u>P 300.00</u> P 1,950.00	5 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Assistant II
	2.2 Prepares Governor's Permit for signature of the Provincial Treasurer		3 minutes	Local Treasury Operations Officer IV Administrative Assistant VI Administrative Aide III
	2.3 Forwards Governor's Permit to PGO for approval of the Hon. Governor.		10 minutes	Administrative Officer V Administrative Assistant VI Administrative Assistant II
	2.4 Receives, records and forwards Governor's Permit to Provincial Governor		15 minutes	c/o PGO
	2.5 Returns approved Governor's Permit to Provincial Treasurer's Office		10 minutes	c/o PGO
3. Receives documents released by service provider. Affixes signature to logbook as proof of receipt.	3.1 Releases approved Governor's Permit, Sticker and OR to client.		2 minutes	Administrative Officer V Administrative Assistant VI Administrative Assistant II
TOTAL		P 1,950.00	50 Minutes	



6. COLLECTION OF TAX ON SAND AND GRAVEL AND ISSUANCE OF GOVERNOR'S PERMIT

Taxes and fees imposed to all quarry operators.

Office or Division:		PTO-Revenue Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All quarry operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents from PMRC 2. Delivery Receipt (Duplicate Copy)		1. Client's Copy 2. Provincial's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Presents documents processed by PMRC	1.1 Receives presented documents and records in the logbook. 1.2 .Verify number of cubic meters extracted and prepare billing statement	None	10 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Assistant II
2. Pays to collecting officer the total amount due for payment	2.1 Receives payment and issue Official Receipt Application of Permits A. Commercial/Foreshore/Special B. Industrial C. Gratuitous D. Other Quarry Resources E. Guano <u>Tax Due</u> Materials:	Commercial Filing Fee/ 2,000.00 Processing Fee 500.00 Posting Fee 500.00 Verification Fee 2,500 Tax Clearance Fee 200.00 Permit Fee 1,000.00 Registration Fee 1,000.00 Industrial Filing Fee 2,500.00 Processing Fee 2,000.00 Posting Fee 1,500.00 Verification Fee 2,500.00 Tax Clearance Fee 200.00 Permit Fee 2,500.00 Registration Fee 1,500.00 <u>TAX DUE</u> A. P 50.00/ cu.m	10 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI Administrative Assistant II



	A. Sand & Gravel, Stones, Boulders and clay B. limestone	B. P 20.00/ cu.m		
	2.2 Prepares Governor's Permit for signature of the Provincial Treasurer		10 minutes	c/o PMRC
	2.3 Forwards Governor's Permit to PGO for approval of the Hon. Governor.		10 minutes	c/o PMRC
	2.4 Receives, records and forwards Governor's Permit to Provincial Governor		15 minutes	c/o PGO
	2.5 Returns approved Governor's Permit to Provincial Treasurer's Office		10 minutes	c/o PGO
3. Documents released by service provider. Affixes signature in the logbook as proof of receipt.	3.1 Releases approved Governor's Permit and OR to client.		2 minutes	Administrative Officer V Administrative Assistant VI Administrative Assistant II
TOTAL		As indicated	67 Minutes	

7. COLLECTION OF OTHER FEES AND CHARGES

Other fees and charges for transactions in various offices

Office or Division:	PTO-Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any individual engaged in transaction in various provincial offices, including employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transaction Slip		1. Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.States the type of document/transaction to be paid to the Collecting Officer	1.1 Receives and Records in the logbook. 1.2 Determine the amount to be paid from the Revenue Code	None	5 minutes	Local Treasury Operations Officer IV Administrative Officer V Administrative Assistant VI



				Administrative Assistant II
Pays to collecting officer the total amount due for payment of required document/transaction	Receives payment and issue Official Receipt Certification Fees Authentication Fees Veterinary Health Certificate Loan Documents	100.00 100.00 100.00 100.00	5 minutes	Local Treasury Operations Officer IV Administrative Assistant VI Administrative Assistant II
	TOTAL	As indicated	15 Minutes	



Provincial Tourism Office

External Services



1. REQUEST FOR TOURISM-RELATED INQUIRIES AND INITIATIVES

Any and all services relating to or assisting Tourism Services, Programs, Projects, and Activities, that sustain to the promotion of the same.

Office or Division:	Provincial Tourism Office/Planning and Development			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposals, Plans, Datasheets, and other pertinent documents		1. Requesting Party/LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requests for tourism-related inquiries and initiatives	1. Accepts and records requests in the logbook and processes same for possible actions.	None	5 minutes	Administrative Staff
	1.1 Review the request and if found in order, recommend for approval of the request.	None	10 minutes	Provincial Tourism Officer/Division Chief
	1.2 Tourism Officer Approved the request		5 minutes	Tourism Officer
2. Client receives the approved request.	2.1 Releases the approve request		5 minutes	Administrative Staff
TOTAL		NONE	25 Minutes	

2. REQUEST FOR TOURIST ATTRACTION ASSESSMENT

Any and all services relating to or assisting Tourism Services, Programs, Projects, and Activities, that sustains the promotion of the province.

Office or Division:	Provincial Tourism Office/Planning and Development			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposals, Plans, Datasheets, and other pertinent documents		1. Requesting Party/LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits request for Tourist Attraction Assessment	1.1 Receives and reviews request letter of Intent and records in the logbook.	None	5 minutes	Administrative Staff
	1.1 Reviews the request, recommends for approval.	None	1 day	Tourism Officer
	1.2 The Tourism Officer approves the request.		10 minutes	Provincial Tourism Officer/Division Chief
2. Client receives the approved request.	1.3 Releases the approved request.		5 minutes	Administrative Staff
TOTAL		NONE	1 Day and 20 Minutes	

3. TECHNICAL ASSISTANCE

Provision of technical assistance on tourism statistics, trainings and marketing services for walk-in clients.

Office or Division:	Provincial Tourism Office/Planning and Development			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	LGUs/Tourism officers Planning Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form 2. Information needed		1. Requesting Party/LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for the training needs	1.1 The receiving clerk receives and records the request in the logbook.	None	5 minutes	Administrative Staff
2. Coordinates with the Planning division and assist in the preparation for the training	2.1 Discuss the importance of the request for training needs. If found in order and meritorious. The requesting agency shall be notified for the proposed preparation of training schedule.	None	8 hours	Provincial Tourism Officer/ Supervising Tourism Operations Officer
3. Receives the approved request either personally or thru email.	3.1 Releases the approved request either personally or email.		5 minutes	Administrative Staff
TOTAL		NONE	8 Hours and 10 Minutes	



4. REQUEST FOR TOURISM INFORMATION ASSISTANCE CENTER(TIAC) VISIT

The Tourism Information and Assistance Center's function shall be to provide information to tourists and visitors such as tourism sites and potentials, cultural properties and heritage, accommodation establishments, and other tourism-related concerns. An informative and strategic tourism center is essential to be able to display cultural properties and tourism products.

Office or Division:	Provincial Tourism Office/Marketing and Promotion			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party/LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to avail of TIAC visit	1.1 Receives and records the letter request in the logbook..	None	3 minutes	Administrative Staff
	1.2 Coordinate with concerned division and if found in order, conducts museum tour.	None	7 minutes	Administrative Staff
2. Proceeds to the Museum and avail for the tour	2.1 Provides museum tour service		45 minutes	Division Chief/Tourism Officer
	TOTAL	NONE	55 Minutes	

5. FINANCIAL ASSISTANCE SERVICES/FESTIVAL CELEBRATION

An office that is ready to assist LGUs in celebration of their respective festival and anniversaries.

Office or Division:	Provincial Tourism Office/Marketing and Promotion			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	MLGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Recommendation of the grant of financial assistance 3. Approved Letter Request		1. Requesting Party/LGU 2. Provincial Tourism Office 3. Provincial Governor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request	1.1 Receives letter request and record the	None	2minutes	Administrative Staff



	same in the record books			
	1.2 Checks letter request and if found in order, recommend for approval of the Governor	None	5 minutes	Provincial Tourism Officer
2. Leaves the contact number & wait for call	2.1 Sends a letter for approval	None	3 minutes	Administrative Staff
	2.2 Request approved and recommend for voucher preparation	None	5 minutes	Provincial Governor
	2.3 Prepare voucher	None	10 minutes	Administrative Staff
	2.4 Facilitates processing of financial assistance voucher	None	6 working days	Administrative Staff
	2.5 Advise client through SMS/call to proceed to PTOURISM Office	None	3 minutes	Administrative Staff
3. Sign in the Logbook and receives the approved request.	3.1 Releases the approved request.	None	2 minutes	Administrative Staff
	TOTAL	NONE	6 Days and 30 Minutes	

6. REQUEST FOR PERFORMING ARTS ENSEMBLE

Presented were the best of local performances in music, and dances that were enjoyed by *performing arts* enthusiasts, artists, and attendees. .

Office or Division:	Provincial Tourism Office			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party/LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to avail of the performance	1.1 Receives & records letter request	None	5 minutes	Administrative Staff
	1.2 Reviews the request and conduct preliminary interview	None	30 minutes	Provincial Tourism Officer/Division Chief
2. Waits for the request to be processed	2.1 Coordinates and facilitates the availability of the performers	None	1 day	Tourism Officer
3. Receives the approved request.	3.1 Releases the approved request.	None	1 hour	Administrative Staff



	TOTAL	NONE	1 Day, 1 Hour and 35 Minutes
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7. ACCOMMODATE INQUIRIES ON TOURISM/CULTURAL ACTIVITIES OF THE PROVINCE

Accommodate inquiries on Tourism/Cultural Activities of the province. .

Office or Division:		Provincial Tourism Office		
Classification:		Simple		
Type of Transaction:		G2G G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party/LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits inquiry on Tourism/Cultural Activities	1.1 Accommodate inquiries and concerns about tourism/cultural activities and records in the logbook.	None	5 minutes	Administrative Staff
2. Receives Schedule of Tourism/Cultural activities	2.1 Presents the schedule of tourism/cultural Activities	None	10 minutes	Tourism Officer
3. Fill out the Customer Rating Form		None		
TOTAL		NONE	15 Minutes	

8. REQUEST FOR TOUR GUIDING SERVICES TO HISTORICAL PLACES IN THE PROVINCE

Schedule and assist tour guiding services. .

Office or Division:		Provincial Tourism Office		
Classification:		Simple		
Type of Transaction:		G2G G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party/LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter Request for Tour and tour guiding services to historical places	1.1 Receives, records in the logbook and assess letter request.	None	5 minutes	Marketing and promotion personnel
2. Waits for the approval of the request	2.1 If found in order, approves the letter request to tour.	None	5 minutes	Provincial Administrator/



				Head of Tourism Services
	2.2 Checks the availability of the date requested	None	5 minutes	Marketing and promotion personnel
	2.3 File the approved letter request		3 minutes	Administrative Staff
3. Registration of tourist/visitors	3.1 Assist client	None	5 minutes	Marketing and promotion personnel
4. Tour Proper	4.1 Conduct tour by assigned tour guide.	None	1 day	Marketing and promotion personnel
5.Fill out client satisfaction feedback	5.1 Assist client	None	5 minutes	Administrative Staff
	TOTAL	NONE	1 Day and 28 Minutes	



Persons with Disability Affairs Office

External Services



1. AID TO PERSON WITH DISABILITY

Persons with disability may request for the augmentation support of their assistive devices through the Focal Person on Persons with Disability.

Office or Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons With Disability Bonafied Resident of Maguindanao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Referral Letter		1. Requesting Party 2. MSWDO/Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and complete requirements to PDAO.	1.1 Receives and record in the logbook and assesses the completeness of documents	None	5 minutes	Receiving Clerk
2. Attends interview with Social Welfare Assistant (Medical Constitution Results etc.)	2.1 Assessment and determination of Intervention	None	2 hours	Administrative Staff
3. Work with the PDAO Officer	3.1 Implementation of Intervention/Provision of Assistance	None	Maximum of 2 months of working relationship	PDAO
	TOTAL	NONE	2 Months, 2 Hours and 5 Minutes	



Office of the Provincial Planning and Development Coordinator

External Services



1. REQUEST FOR DEVELOPMENT PLAN

Development Plans provide links between the people and government, it identifies community issues and concerns and provide interventions and enforce policies to address it.

Office or Division:		OPPDC / PLANS AND PROGRAM DIVISION		
Classification:		Simple		
Type of Transaction:		G2G G2C		
Who may avail:		LGUs,NGOs, NGAs or other authorized individual groups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter request addressed to the PPDC/ Assistant PPDC	1.1 Receives the letter request for recording in the logbook.	None	3 Minutes	Admin. Aide I
2.Proceed to Planning Division	2.1 Seeks approval from the PPDC	None	5 Minutes	PPDC,
	2.2 Once approved, verify availability of plans being requested	None	15 Minutes	Admin. Aide I
	2.3 Reproduction of available requested document such as PDPFP, ELA, PCIP,	None	1Hour	Admin. Aide I
	2.4 After reproduction of the available requested document, Planning Division staff to present the requested document for review to the Planning Division Head	None	30 Minutes	Planning Officer IV
3.Received requested document	3.1 Releasing of requested document		2 Minutes	Releasing Clerk
TOTAL		NONE	1 Hour and 55 Minutes	

2. REQUEST FOR VARIOUS MAPS, DATA AND SHAPE FILES

Request for various Maps, Data, and Shape files for planning purposes

Office or Division:		OPPDC / PLANS AND PROGRAM DIVISION		
Classification:		Simple		
Type of Transaction:		G2G G2C		
Who may avail:		LGUs,NGOs, NGAs or other authorized individual groups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submits letter request to the PPDC	1.1 The Administrative Division forwards the letter of request to the PPDC for approval	None	3 Minutes	Administrative Aide I
2.Proceed to Planning and Program Division	2.1 Upon PPDC Approval, the same request will be forwarded to the Planning Division	None	3 minutes	Administrative Division
	2.2 If Maps, data and shapefiles is/are available, it will immediately provide to the client	None	30 minutes	Administrative Assistant VI
	2.3 If map/s is/are to be created with the availability of data.	None	5 days	Administrative Assistant VI
3.Receives requested document	3.1 Releasing of requested document		2 Minutes	Releasing Clerk
TOTAL		NONE	5 Days and 41 Minutes	

3. REVIEW OF ANNUAL MLGU GAD PLAN AND BUDGET

Review of Annual Gender and Development Plan of the Municipalities of Maguindanao del Sur

Office or Division:	OPPDC / PLANS AND PROGRAM DIVISION			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MLGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party/MLGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.MLGU uploads GAD Plan and Budget and GAD Accomplishment report to the portal	1.1 Assigned Staff to check the uploaded documents to the portal	None	5 minutes	Administrative Aide I
2.Proceed to Planning and Program Division	2.1 Planning and Program Division will review the uploaded document 2.1.1 If compliant, PPDC will sign the endorsement of the submitted GAD and Budget to MILG and will be uploaded to the GAD Portal 2.1.2 If non-compliant endorse the	None	1 day	PPDC Planning Officer



	GAD Plan Budget to the concerned MLGUs within summary of findings for the revision/enhancement			
	2.2 Uploading of Endorsement Letter to the assigned staff	None	5 minutes	Administrative Aide I
	TOTAL	NONE	1 Day and 10 Minutes	

4. PROVISION OF TECHNICAL SERVICES ON THE DEVELOPMENT PLANS AND MAPS

Provision of Technical Services on the Development of Plans and Maps

Office or Division:	OPPDC / PLANS AND PROGRAM DIVISION			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	LGUs,NGOs, NGAs or other authorized individual groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Letter Request to the PPDC	1.1 Administrative Division receives the Letter Request and forward to the Plan and Program Division	None	5 Minutes	Administrative Aide I
2.Proceeds to Planning and Program Division	2.1 Discusses the extent of assistance needed and Check availability of Mappers and Planners	None	30 minutes	Planning Officer IV Admin. Asst. VI
	2.2 Seek approval from the PPDC for the assistance requested	None	30 minutes	PPDC
3.Signing the terms of reference	3.1 Prepare terms of reference	None	3 Hours	Plans and Program Division
4.Received date on technical assistance	4.1 Provide technical assistance on the agreed date		2 Minutes	Releasing Clerk
	TOTAL	NONE	4 hours and 7 Minutes	



5. REQUEST FOR STATISTICAL DATA/INFORMATION

The Project Information Management Division (PIMD) involves generation, processing, storage and retrieval of sectoral planning information through the conduct of continuing studies and research, hence, the maintenance of the database. In addition, feedback information collected through monitoring and evaluation of the impacts of programs and project implementation well as its effect to development.

Office or Division:	OPPDC / PROJECT MONITORING INFORMATION DIVISION			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	LGUs,NGOs, NGAs or other authorized individual groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Letter Request Address to the PPDC	1.1 Receives the letter request for recording in the logbook.	None	5 Minutes	Administrative Aide I
2.Wait for reproduction of the available requested documents	2.1 Upon the approval of the PPDC, PIMD to prepare the reproduction of requested document/s	None	1 Hour	Project Evaluation Officer
	2.2 After reproduction, PPDC Checks the available requested data	None	30 minutes	PPDC
3 Receive copy of the requested statistical data	3.1 Release the requested statistical data	None	5 Minutes	Releasing Clerk
	TOTAL	NONE	1 hour and 40 Minutes	

6. PROVISION OF TECHNICAL SERVICES ON THE DEVELOPMENT PLANS AND MAPS

Provisions of Technical Services in the development of Ecological Profile(EP), Accomplishment Reports and other LGU promotional collaterals

Office or Division:	OPPDC / PROJECT MONITORING INFORMATION DIVISION			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	LGUs,NGOs, NGAs or other authorized individual groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request Addressed to the PPDC	1.1 Receive the letter request for recording	None	2 Minutes	Administrative Aide I
2. Wait for the approval of the requested technical service/s	2.1 Assess and approved the request of technical service/s	None	5 Minutes	PPDC
	2.3 PIMD to prepare the needed materials for technical service	None	1 Hour	Project Evaluation Officer
	2.4 Review the materials needed for technical services		30 minutes	Project Evaluation Officer
	2.5 Approved materials for technical services		5 Minutes	PPDC
3 Receive copy of the requested statistical data	3.1 Release the approved letter requested for technical service/s on record	None	2 Minutes	Releasing Clerk
	TOTAL	NONE	1 hour and 44 Minutes	

7. REVIEW OF OPCR AND DPCR

To evaluate and assess the progress of PPAs implemented and to measure employees' performance.

Office or Division:	OPPDC / PLAN AND PROGRAM DIVISION			
Classification:	Complex			
Type of Transaction:	G2G G2C			
Who may avail:	All current and former employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal and OPCR and DPCR		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OPCR, DPCR with transmittal addressed to PPDC.	1.1 Receives the OPCR, DPCR for recording.	None	3 Minutes	Administrative Aide I
2. Proceed to PIMD	2.1 PIMD will review the OPCR and DPCR	None	5 days	Project Evaluation Officer IV
	2.3 After review DPCR and OPCR, forward to PPDC for signature	None	20 minutes	PPDC
3. Proceed to the Provincial Governor	3.1 After signing by the PPDC. The DPCR and		5 days	Provincial Governor office



office and Admin. Office for approval.	OPCR forwarded to Provincial Governor office and Admin. Office for approval.			and Admin. Office
	3.2 After the Provincial Governor office and Admin. Office, OPPDC furnish a copy of signed OPCR and DPCR to PHRMO		5 Minutes	Administrative Aide I
	TOTAL	NONE	10 days and 28 Minutes	



Office of the Provincial Agriculturist

External Services



1. EXTENSION SERVICES/TECHNICAL ASSISTANCE

To provide technical know-how in all aspects of clients/farmers in farm situation activities and other agricultural-related concerns.

To help improve the competitiveness of farming communities through capacity building, seminars, and training for the beneficiaries

Office or Division:		Office of the Provincial Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who may avail:		All Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1.From Clientele/ Farmer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the OPAG staff, sign in the logbook	1.1 Interview the clientele/farmer	None	5 minutes	<ul style="list-style-type: none"> • Administrative Staff
2. Fill-up and submits request form for technical assistance	2.1 Receives and records the filled up request. Call the attention of program coordinator(s) or personnel concerned	None	5 minutes	<ul style="list-style-type: none"> • Administrative Staff
3. Talk to the Program coordinator(s)/other personnel.	3.1 Consult the Agriculture Staff on: <ul style="list-style-type: none"> • Farm related Multi-Sectoral issues and concerns • Farm problems • Recommended crops to be planted 	None	15 minutes	<ul style="list-style-type: none"> • Supervising Agriculturist • Senior Agriculturist • Agricultural Technologist
	3.2 Discuss to the clientele/farmer re: farm condition and other agricultural related concerns.	None	15 minutes	<ul style="list-style-type: none"> • Supervising Agriculturist • Senior Agriculturist • Agricultural Technologist
	3.3 Finalize the schedule, setting reference for technical services/assistance and prepare Memorandum of Agreement for monitoring, evaluation and validation.	None	5 minutes	<ul style="list-style-type: none"> • Provincial Agriculturist • Supervising Agriculturist • Senior Agriculturist • Agricultural Technologist



4. Receives approval for project implementation and technical assistance/services.	4.1 Provide technical services and recommendations on farm related issues/concerns or any farm problems.	None	2 Days	<ul style="list-style-type: none"> • Provincial Agriculturist • Supervising Agriculturist • Senior Agriculturist • Agricultural Technologist
TOTAL		NONE	2 Days and 45 minutes	

2. DISTRIBUTION OF AGRICULTURAL INPUTS, PLANTING MATERIALS AND LIVELIHOOD PROJECTS

To provide high quality agricultural inputs, planting materials and livelihood projects to the beneficiaries to help them to uplift their lives.

Assist beneficiaries to develop their potentials in improving their economic self-reliance through good quality agricultural inputs, planting materials and livelihood projects.

Office or Division:	Office of the Provincial Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1.From Clientele/ Farmer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the OPAg staff, sign in the logbook	1.1 Interview the clientele/farmer	None	5 minutes	<ul style="list-style-type: none"> • Administrative Staff
2. Fill-up and submits request form <ul style="list-style-type: none"> • Planting Materials • Agricultural Inputs • Livelihood Projects 	2.1 Receives and records the filled up request for Orientation/Briefing to the Clientele/Farmer on: <ul style="list-style-type: none"> • Planting Materials • Agricultural Inputs • Livelihood Projects 	None	20 minutes	<ul style="list-style-type: none"> • Provincial Agriculturist • Supervising Agriculturist • Agricultural Technologist
	2.2 Conduct assessment, evaluation and site validation prior to the distribution for approval of the Provincial Agriculturist	None	2 days	<ul style="list-style-type: none"> • Provincial Agriculturist • Supervising Agriculturist • Agricultural Technologist



3. Receives approval for project implementation	3.1 If found in order, provide distribution of services needed	None	1 hour	<ul style="list-style-type: none"> • Provincial Agriculturist • Farm Foreman • Nursery Personnel • Supervising Agriculturist • Agricultural Technologist
TOTAL		NONE	2 Days, 1 Hour and 25 Minutes	

3. NUTRITION SERVICES

To capacitate the women's provision on specific program related to different nutrition activities and to identify the strengths and weaknesses present in an individual's health through nutrition counseling.

Office or Division:	Office of the Provincial Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. From Clientele/ Farmer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the OPAg staff, sign in the logbook	1.1 Interview the clientele	None	5 minutes	<ul style="list-style-type: none"> • Administrative Staff
2. Fill-up and submits request form for Nutrition Services	2.1 Receives and records the filled up request. Call the attention of PNAO/Nutrition Action Officer concerned	None	20 minutes	<ul style="list-style-type: none"> • Administrative Staff
3. Consult with the Nutrition Program Coordinator(s)/other concerned personnel	3.1 Discuss with the nutrition program services and related concerns regarding program implementation	None	30 minutes	<ul style="list-style-type: none"> • Provincial Agriculturist • Provincial Nutrition Action Officer
	3.2 Finalize the plan/schedule for implementation. As the case maybe or as needed prepare Memorandum/Travel Order for services.	None	5 minutes	<ul style="list-style-type: none"> • Administrative Staff
4. Receives approval for project implementation	4.1 Provide nutrition services and recommendations	None	2 days	<ul style="list-style-type: none"> • Provincial Agriculturist



	on nutrition related issues/concerns.			<ul style="list-style-type: none">• Provincial Nutrition Action Officer
TOTAL		NONE	2 Days and 1 Hour	



Office of the Provincial Internal Auditor Services

Internal Services



1. CONDUCT OF ENTRY AND EXIT CONFERENCE FOR THE FISCAL YEAR'S APPROVED ANNUAL WORKING AUDIT PLAN.

Execution of the audit is initiated with an entry conference to discuss the focus, requirements, and timelines of the audit. The entry conference sets the tone of the audit. The initial conference aims to discuss the plans for the conduct of the audit, as well as to obtain the audited entity's views and expectations for the overall framework for the conduct of the audit. Matters arising from the entry conference must be written and recorded, and should be considered during the conduct of the engagement planning.

Office or Division:	Provincial Internal Auditor			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Provincial Governor, All Department Heads Concerned			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memorandum from the Provincial Governor pertaining to the Conduct of Entry Conference.			1. Office of the Provincial Governor.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for tourism-related inquiries and initiatives	1.1. Receives copy of the Memorandum from the Provincial Governor;	None	5 minutes	Internal Auditor I (OAD/MAD)
	1.2. Conducts Technical Team Meeting to discuss the execution of the Entry Conference for the current fiscal year;	None	30 minutes	Internal Auditor III (OAD/MAD)
	1.3. Issues a Planning Memorandum to set out the details of audits and staffs assigned;	None	15 minutes	Provincial Internal Auditor
	1.4. Sends Audit Notification Memorandum to auditee;	None	30 minutes	Internal Auditor I (OAD/MAD)
	1.5. Sends a memorandum and invite All concerned Department Heads to attend the Entry Conference;	None	30 minutes	Internal Auditor I (OAD/MAD)
	1.6. Conducts Entry Conference proper;	None	1 day	All OPIAS personnel
	1.7. Sets probable date for the fiscal year's Exit Conference;		5 minutes	Provincial Internal Auditor
	1.8. Sends a memorandum to invite All concerned	None	30 minutes	Internal Auditor I (OAD/MAD)



	Department Heads to attend the Exit Conference;			
	1.9. Conduct of Exit Conference proper	None	1 Day	All OPIAS personnel
	TOTAL	NONE	2 Days, 2 Hours, and 25 Minutes	

2. CONDUCT OF COMPLIANCE, MANAGEMENT, OR OPERATIONS AUDIT.

The OPIAS, upon the approval of the Provincial Governor, shall conduct Internal Audit to provide assurance that the provincial government's risk management, governance, and internal control processes are operating effectively.

Office or Division:	Operations Audit Division (OAD) / Management Audit Division (MAD)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Provincial Governor, Provincial Engineer, All Department Heads Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved Annual Work Plan or Audit Memorandum from the Provincial Governor. 2. Office Order on the Creation of Audit Team 3. Audit Engagement Plan 4. Audit Report 		<ol style="list-style-type: none"> 1. Office of the Provincial Governor. 2. OPIAS 3. OPIAS 4. OPIAS 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnish copy of the approved Annual Work Plan and/or Audit Memorandum signed by the Provincial Governor	1.1. Receives copy of the Approved Annual Work Plan and/or Audit Memorandum; and record in the logbook.	None	3 Minutes	Internal Auditor I (OAD/MAD)
	1.2. Conducts Technical Team Meeting to discuss the execution of the approved Annual Work Plan and/or Audit Memorandum;		1 Day	Internal Auditor III (OAD/MAD)
	1.3. Assigns an Internal Audit Team for the conduct of Pre-audit ground works;		5 Minutes	Provincial Internal Auditor
	1.4. Issues an Office Memorandum for the creation of an Internal Audit Team for a particular audit engagement;		10 Minutes	Provincial Internal Auditor Internal Auditor III (OAD/MAD) Internal Audit Team assigned



	1.5. Preparation of an Audit Engagement Plan;		4 Hours	
	1.6. Conduct of Audit Milestones (E.g. Data Gathering, Walk Through, Interview, Validation, Processing of data into information, and assessment/ evaluation);		30 Days	Internal Audit Team assigned
	1.7. Preparation of Audit Report;		5 Days	Internal Auditor I (OAD/MAD)
	1.8. Submission of Audit Report to the Provincial Governor.		5 Minutes	
	TOTAL	NONE	36 Days, 4 Hours and 23 Minutes	

3. CONDUCT OF SUPPLIERS PERFORMANCE EVALUATION AND IMPLEMENTATION OF CONTRACTOR'S PERFORMANCE EVALUATION SYSTEM (CPES) ON INFRASTRUCTURE PROJECTS.

To provide insight on the quality of output, delivery of service/product from external contractors/suppliers and evaluate Suppliers and/or Contractors to determine their compliance to contracts with the provincial government.

Office or Division:	Operations Audit Division (OAD) / Management Audit Division (MAD)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Provincial Governor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> List of awarded contracts with suppliers and list of awarded infrastructure projects in the provincial government. Contract Documents (On Infrastructure Project) Contract Documents (On Suppliers) 		<ol style="list-style-type: none"> All concerned offices Office of the Provincial Engineer All concerned offices 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnish copy of the list of awarded contracts with suppliers and list of awarded infrastructure projects in the provincial government.	1.1. Receives copy of the list of awarded contracts with suppliers and list of awarded infrastructure projects; and records in the logbook.	None.	5 Minutes	Internal Auditor I (OAD/MAD)
		None.	2 Minutes	Internal Auditor I (OAD/MAD)



	1.2. Endorses the copy to the provincial internal auditor;	None.	30 Minutes	Internal Auditor III (OAD/MAD)
	1.3. Conducts CPES Technical Meeting;	None.	5 Minutes	Provincial Internal Auditor
	1.4. Issues an Office Memorandum for the conduct of evaluation;	None.	10 Minutes	Internal Auditor I (OAD/MAD)
	1.5. Prepares and send formal communication to concerned office/personnel;	None.	5 Days	Provincial Internal Auditor
	1.6. Conducts On-site or Off-site evaluation;	None.	5 Minutes	Technical Team Assigned
	1.7. Schedules conduct of Exit Meeting with the contractor/supplier and office concerned;	None.	4 Hours	Provincial Internal Auditor
	1.8. Conducts CPES Exit Meeting;	None.	1 Day	Internal Auditor III (OAD/MAD)
	1.9. Prepares Report on the evaluation conducted;		10 Minutes	Internal Auditor I (OAD/MAD)
	1.10. Submits Report to the Provincial Governor for his/her information and appropriate action.			
	TOTAL	NONE	6 Days, 5 Hours, and 7 Minutes	



Office of the Provincial Veterinarian

External Services



1. REGULATORY SERVICES/ISSUANCE OF VETERINARY HEALTH CERTIFICATE

a. Livestock Traders(cattle, carabao, swine and horse)

Services includes availment of veterinary health certificate for transport of livestock animal for breeding and commercial purposes.

Office or Division:	OPVET-Livestock and Poultry Division			
Classification:	Simple			
Type of Transaction:	G2C G2B			
Who may avail:	Livestock Traders(cattle, carabao, swine and horse)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certificate of ownership of poultry/ livestock animals 2. Certificate of transfer of ownership of large animals 3. Mayor's business permit 4. Livestock handler's permit 5. Police clearance 6. Result of blood samples for (ASF, Surra, EIA) 7. Shipping Permit 		<ol style="list-style-type: none"> 1. Municipal Licensing Office 2. Municipal Licensing Office 3. Municipal Licensing Office 4. DA region XII 5. Police Office 6. RADDL 7. Quarantine Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Visits the OPVET Office	1.1 Assiststhe clients	None	1 Minute	Veterinarian II/Assistant Desk Officer
2.Register in the visitor's logbook	2.1 Giving of requirements in getting a veterinary health certificate	None	1 Minute	Veterinarian II/Assistant Desk Officer
3.Submission of supporting documents	3.1 The Veterinarian II shall check the supporting documents of the client which include the credentials, vaccination history and laboratory examination of animal	None	1 Minute	Veterinarian II
4.Filling of Application Form	4.1 The Veterinarian II shall give the application form to be filled up by client	None	1 Minute	Veterinarian II
5.Paying of Veterinary Health Certificate	5.1 The client shall pay for the veterinary health certificate at the Provincial Treasurer's Office.	100.00	5 Minutes	Provincial Treasurer's Desk Officer/Cashier I
6.Present the Receipt	6.1 Inputting of the details on the veterinary helath certificate.	None	1 Minute	Veterinarian II/Assistant Desk Officer



7.Receives Veterinary Health Certificate	7.1 The printing, approval, affixing of the OPVET seal and releasing of veterinary health certificate shall be done by Veterinarian II.	None	1 Minute	Vetrinarian II
8.Logbook entry	8.1 Recording of data in the logbook.	None	1 Minute	Veterinarian II/Assistant Desk Officer
9.Fill up Client Satisfactory Feedback	9.1 Receive Client satisfactory Feedback	None	1 Minute	Veterinarian II/Assistant Desk Officer
TOTAL		Php 100	13 Minutes	

2. REGULATORY SERVICES/ISSUANCE OF VETERINARY HEALTH CERTIFICATE FOR TRANSPORT

a. Poultry, Duck Farmers and Game Fowl enthusiasts

Services includes availment of veterinary health certificate for transport of livestock animal for breeding and commercial purposes.

Office or Division:	OPVET-Regulatory Division			
Classification:	Simple			
Type of Transaction:	G2C G2B			
Who may avail:	Poultry, Duck Farmers and Game Fowl Enthusiasts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Mayor's/Business Permit 2. Livestock Handler's Permit 3. Result of Blood Samples(Avian Influenza) 4. NCD Vaccination Card 5. Shipping Permit 		<ol style="list-style-type: none"> 1. Municipal Licensing Office 2. Municipal Licensing Office 3. RADDL 4. Veterinarian/Livestock Technician 5. Quarantine Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the visitor's logbook and submits Request letter	1.1 Records request letter and giving of requirements in getting a veterinary health certificate	None	1 Minute	Assistant Desk Officer/Administrative officer
2. Submission of supporting documents	2.1 The Veterinarian II shall check the supporting documents of the client which include the credentials, vaccination history and laboratory examination.	None	1 Minute	Assistant Desk Officer/Administrative Officer
3. Filling of Application Form	3.1 The Veterinarian II shall give the application form to be filled up by client	None	1 Minute	Provincial Veterinarian II/Veterinarian II/Agriculturist II



4. Paying of Veterinary Health Certificate	4.1 The client shall pay for the veterinary health certificate at the Provincial Treasurer's Office.	1-200 Heads=2 00.00	3 Minutes	Veterinarian II/Agricultural Technician II
5. Presents the Receipt	5.1 Inputting of the details on the veterinary health certificate.	None	2 Minutes	Veterinarian II/Agricultural Technician II/RADDL
7. Receives Veterinary Health Certificate	7.1 The printing, approval, affixing of the OPVET seal and releasing of veterinary health certificate shall be done by Veterinarian II.	None	2 Minutes	Veterinarian II/Agricultural Technician II
8. Updates the OPVET office for monitoring	8.1 Head of infected dog submitted for laboratory examination		2 Minutes	Veterinarian II/RADDL
9. Fill up Client Satisfactory Feedback	9.1 Receives Client Satisfactory Feedback		2 Minutes	Veterinarian II/Agricultural Technician II/RADDL
TOTAL		200	14 Minutes	

b. For Transport of Pet Animals

Services includes availment of veterinary health certificate for transport of pet animals.

Office or Division:	OPVET-Regulatory Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pet Animal Vaccination Card 2. Official Receipt		1. Veterinary 2. Provincial Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the OPVET Office and submits request	1.1 Records the request in the logbook and assist the client	None	1 Minute	Assistant Desk Officer/Administrative officer
2. Discuss the details of requests/Give the necessary data	2.1 Refers to the Veterinarian II/Agricultural technician III History taking for (deworming, vitamin supplementation, Iron injection and other routine services	None	3 Minute	Assistant Desk Officer/Administrative Officer
3. Paying of Veterinary Health Certificate	3.1 The client shall pay for the veterinary health certificate at the	1 to 200 heads=200 .00	5 Minutes	PTO Cashier



	Provincial Treasurer's Office			
4. Presentation of Receipt	4.1 Inputting of the details on the veterinary health certificate for approval	None	2 Minutes	Veterinarian II
5. Receives the approved requested health certificate	5.1 Releases the approved health certificate	None	2 Minutes	Veterinarian II
6. Fill up Client Satisfactory Feedback	6.1 Receives Client Satisfactory Feedback	None	3 Minutes	Veterinarian II/Agricultural Technician II
	TOTAL	200.00	16 Minutes	

c. ISSUANCE OF VETERINARY HEALTH CERTIFICATE (Livestock and Poultry Farmers, Duck, Quail, Chicken Eggs and Balut)

Services include availment of Veterinary Health Certificate for transport animals and eggs for livelihood breeding purposes.

Office or Division:	OPVET-Livestock and Poultry Division			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	Livestock and Poultry farmers, Duck, Quail, Chicken Eggs and Balut			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Result of blood samples(Avian Influenza)		RDDL		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OPVET Office and submits Request and Register in the logbook	1.1 Records the request in the logbook and assist the clients.	None	1 Minute	Veterinarian II/Assistant Desk Officer
	1.2 Gives necessary requirements in getting a veterinary health certificate	None	2 Minutes	Assistant Desk Officer/Administrative Officer
2. Submission of Supporting Documents	2.1 The Veterinary shall check the necessary supporting documents submitted by client to include credentials, vaccination history and laboratory examination	None	3 Minutes	Provincial Veterinarian/Veterinarian II
3. Paying of Veterinary Health Certificate	3.1 The client shall pay for the veterinary health certificate at the Provincial Treasurer's Office	100.00	3 Minutes	Provincial Treasurer's Desk Officer/Cashier I



4. Present the receipt	4.1 Inputting of the details on the veterinary health certificate and other necessary data	None	2 Minutes	Veterinarian II/Assistant Desk Officer
5. Receive Veterinary Health Certificate	5.1 The printing, approval, affixing of the OPVET seal and releasing of veterinary health certificate	None	5 Minutes	Veterinarian II
6. Fill up Client Satisfactory Feedback	6.1 Receive Client Satisfactory Feedback	None	2 Minutes	Veterinarian II/Assistant Desk Officer
TOTAL		Php 100	18 Minutes	

3. ANIMAL HEALTH SERVICES (WALK IN/HOUSE TO HOUSE/BARANGAY)

Services includes animal health program to the Province from contracting animal disease with economic and public health importance to enter in the province.

Office or Division:	OPVET-Livestock and Poultry Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Livestock and Poultry farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client presence Animals				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OPVET Office	1.1 Assists the clients	None	2 Minutes	Assistant Desk Officer/Administrative Officer
2. Registers in the visitor's logbook	2.1 Endorses the client to the Veterinarian II/Agricultural Technician II.	None	2 Minutes	Assistant Desk Officer/Administrative Officer
3. Discuss the details of requests/Give the necessary data needed for proper diagnosis	3.1 Refers to the Veterinarian II/Technician for history and data collection.	None	5 Minutes	Veterinarian II/Agricultural Technician
4. Presentation of animals. Assist the Veterinarian II/Agricultural Technician if necessary	4.1 Advise the farmer to wait at the site for proper medication and actual rendering of services.	None	5 Minutes	Veterinarian II/Agricultural Technician II
5. Fill up Client Satisfaction Feedback	5.1 Receives Client Satisfaction Feedback		2 Minutes	Veterinarian II/Agricultural Technician II
TOTAL		100.00	16 Minutes	



a. Routine Services /Vitamins/Deworming and Iron Administration (Walk in/House to house/Barangay)

These services provides administration of biologics to increase animal vigor and prophylaxis for occurrence of animal disease.

Office or Division:		OPVET-Livestock and Poultry Division		
Classification:		Simple		
Type of Transaction:		G2B, G2C		
Who may avail:		Livestock and Poultry farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client presence Data of animals				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OPVET Office	1.1 Assists the clients	None	2 Minutes	Assistant Desk Officer/Administrative Officer
2. Registers in the visitor's logbook	2.1 Endorses the client to the Veterinarian II/Agricultural Technician II.	None	2 Minutes	Assistant Desk Officer/Administrative Officer
3. Discuss the details of requests/Give the necessary data needed for proper diagnosis	3.1 Refers to the Veterinarian II/Technician II. History taking for(deworming, vitamin supplementation, Iron injection and other routine services	None	5 Minutes	Veterinarian II/Agricultural Technician
4. Wait at the site and assist the Veterinarian II/Agricultural Technician II	4.1 Prescribes the necessary drugs for the services	None	5 Minutes	Veterinarian II/Agricultural Technician II
5. Fill up Client Satisfaction Feedback	5.1 Receives Client Satisfaction Feedback		2 Minutes	Veterinarian II/Agricultural Technician II
TOTAL		None	16 inutes	

4. ANIMAL DISEASE PREVENTION AND CONTROL

a. Anti-rabies(Walk-in)

These services provides administration of anti-rabies vaccines that will help animal system to develop protection against rabies disease.

Office or Division:		OPVET-Regulatory and Control Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Pet Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client presence				



2. Vaccination Card 3. Pet Animal		2. Provincial Veterinarian/Veterinarian II		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OPVET Office	1.1 Assists the clients	None	2 Minutes	Assistant Desk Officer/Administrative Officer
2. Registers in the visitor's logbook	2.1 Endorses the client to the Veterinarian II/Agricultural Technician II.	None	2 Minutes	Assistant Desk Officer/Administrative Officer
3. Discusses the details of requests	3.1 Assesses the health condition of the animal	None	5 Minutes	Veterinarian II/Agricultural Technician
4. Presentation of pets to the Veterinarian	4.1 Vaccination of animals	None	3 Minutes	Veterinarian II/Agricultural Technician II
5. Receives Vaccination Card	5.1 Release Vaccination Card		2 Minutes	Veterinarian II/Agricultural Technician II
6. Update the OPVET for monitoring	6.1 Head of infected dog submitted for laboratory examination	None	3 Hours	Veterinarian II/RADDL Staff
7. Fill up Clients Satisfaction Feedback	7.1 Receives Clients Satisfaction Feedback		None	Veterinarian II/Agricultural Technician II
TOTAL		None	3 Hours and 14 Minutes	

b. ANTI-RABIES(HOUSE TO HOUSE/BARANGAY)

These services provides administration of anti-rabies vaccines that will help animal system to develop protection against rabies disease.

Office or Division:	OPVET-Regulatory and Control Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Pet animal		1. Municipal Hall/Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OPVET Office	1.1 Assists the clients	None	2 Minutes	Assistant Desk Officer/Administrative Officer
2. Registers in the visitor's logbook	2.1 Endorse the client to the Veterinarian II/Agricultural Technician II and receives and records	None	2 Minutes	Assistant Desk Officer/Administrative Officer



	request letter in the logbook.			
3. Presentation of Request Letter	3.1 Endorse the client to the Provincial Veterinarian	None	5 Minutes	Assistant Desk Officer/Administrative Officer
4. Coordination/Scheduling	4.1 The Provincial Veterinarian/Veterinarian II shall coordinate with the Municipal Agriculturist for the vaccination schedule on their area	None	7 Days	Veterinarian II/Agricultural Technician II
5. Receives Vaccination Card	5.1 Releases Vaccination Card		2 Minutes	Provincial Veterinarian/Veterinarian II/Agricultural Technician II
6. Update the OPVET for monitoring	6.1 Head of infected dog submitted for laboratory examination	None	3 Hours	Veterinarian II/RADDL Staff
TOTAL		None	7 Days, 3 Hours and 11 Minutes	

5. ANIMAL DISEASE SURVEILLANCE (BLOOD COLLECTION OF ANIMALS)

These services includes blood collection of animals, especially for African Swine Fever (ASF), dog head sample collection and animal fecal sample for regular diagnostic analysis identification.

Office or Division:	OPVET-Livestock and Poultry Division			
Classification:	Simple			
Type of Transaction:	G2B, G2C and G2G			
Who may avail:	Livestock Farmers/Game Fowl Enthusiast/Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client presence 2. Letter request 3. Transport media 4. Animals		1. Regional Animal Disease Diagnostic (RADDL) 2. Laboratory (Transport Media)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OPVET Office	1.1 Assists the clients	None	2 Minutes	Assistant Desk Officer/Administrative Officer
2. Registers in the visitor's logbook	2.1 Endorses the client to the Veterinarian II/Agricultural Technician II.	None	2 Minutes	Assistant Desk Officer/Administrative Officer
3. Assist the Veterinarian II/Agricultural Technician II during the collection	3.1 Collection of samples/Recording data	None	2 Hours and 30 Minutes	Veterinarian II/Agricultural Technician



4. Submission of samples to RADDL	4.1 Receiving and processing of samples	None	1 Day	RADDL Staff
5. Request result from OPVET	5.1 Release of result from RADDL/OPVET		1 Day	RADDL Staff
6. Fill up Client Satisfaction Feedback	Receive Client Satisfaction Feedback	None	2 Minutes	Veterinarian II/Agricultural Technician II
TOTAL		None	2 days, 2 hours and 36 Minutes	

6. ANIMAL WELFARE SERVICES/CASTRATION/SPAYING/MINOR SURGERIES FOR DOGS AND CATS(WALK-IN)

This program includes information dissemination campaign that promotes animal welfare and responsible pet ownership. The services also aim to reduce and control dogs and cat population through scientific approach such as spay and neuter.

Office or Division:	OPVET-Livestock and Poultry Division			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client presence 2. Pet animals				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registers in the visitor's logbook	1.1 Gives consent form for surgery	None	2 Minutes	Assistant Desk Officer/Administrative Officer
2. Discuss the details of request	2.1 Record the client and patients basic information	None	2 Minutes	Veterinarian II
3. Fill-up and sign consent form Wait until surgery procedures done and until the full recovery from the sedation Follow all the instruction and advise given by a licensed veterinarian	3.1 preparation of the patient and surgeon 3.2 Surgery proper 3.3 Post-operative care 3.4 Releasing of fixed animals	None	1 Hour	Provincial Veterinarian/Veterinarian II/Agricultural Technician II
4. Fill up Client Satisfaction Feedback	4.1 Receive Client Satisfaction Feedback	None	2 Minutes	Veterinarian II/Agricultural Technician II
TOTAL		None	1 hour and 6 Minutes	



7. VETERINARY QUARANTINE SERVICES

This service prevents the entry of emerging diseases in the province especially African Swine Fever (ASF).

Office or Division:		OPVET-Livestock and Poultry Division		
Classification:		Simple		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		Livestock Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate 2. FDA Certificate 3. DTI Certificate 4. NMIS 5. Shipping Permit		1. Veterinary Office 2. FDA 3. DTI 4. NMIS 5. Veterinary Quarantine Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stops all public and private transport vehicles	1.1 Checks all the vehicles	None	24 Hours	Provincial Veterinarian/Veterinarian II
2. Roll down the windows	2.1 Checks the baggage area	None	24 Hours	Provincial Veterinarian/Veterinarian II
3. Submits all pork and pork by products for check up	3.1 Opens and checks the baggage Confiscates all products if necessary	None	24 Hours	Provincial Veterinarian/Veterinarian II
4. Submits all pertinent papers to the Veterinarian II	4.1 Check properly all papers presented	None	24 Hours	Provincial Veterinarian/Veterinarian II
5. Present all meat vans and transport vehicle for disinfection	5.1 Disinfection of vehicles		24 Hours	Provincial Veterinarian/Veterinarian II
TOTAL		None	5 Days	

8. LIVESTOCK DEVELOPMENT DIVISION

A. ARTIFICIAL INSEMINATION/CARABAO/CATTLE AND GOAT (BARANGAY)

These service includes improvement of genetic potential of farm animals.

Office or Division:		OPVET-Livestock and Poultry Division		
Classification:		Simple		
Type of Transaction:		G2B, G2C		
Who may avail:		Livestock Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OPVET Office	1.1 Assists the client	None	2 Minutes	Public Assistance/Desk



				Officer/Veterinarian II
2. Registers in the visitor's logbook	2.1 Discuss the details of request to the Agricultural Technician II	None	2 Minutes	Public Assistant Desk Officer/Administrative Staff
3. Submission of supporting documents	3.1 The Agricultural Technician II shall check the supporting documents of the client which include the credentials, vaccination history and laboratory examination	None	5 Minutes	Agricultural Technician II
4. Wait at the site	4.1 Coordination /Scheduling	None	3 Minutes	Agricultural Technician II
5. Assists the Agricultural Technician II	5.1 The Agricultural Technician II shall go to the area on schedule and have an on-site artificial insemination, that is, if the carabao/cattle was found in-heat, but if not then it will be injected with hormone for estrus synchronization	None	30 Minutes (depending on the distance of the site)	Agricultural Technician II
6. Update the Agricultural Technician for monitoring	6.1 Total percentage of successfully inseminated carabaos is monitored after calving(11 months)	None	4 Days	Agricultural Technician II
7. Fill up Client Satisfaction Feedback	Collection of Client Satisfaction Feedback	None	2 Minutes	Agricultural Technician
TOTAL		None	4 Days and 44 6Minutes	



Provincial Assessors Office

External Services



1. REQUEST FOR ISSUANCE OF NEW TAX DECLARATION

Tax Declaration is a document that reflects the value of real property (Land, Building/Improvement or Machinery) for purpose of Real Property Tax, assessed against the owner/taxable person or entity, as authorized under Local Government Code (RA 7160).

The Owner's Copy of a tax declaration is issued upon registration of transfer of ownership of real property from previous owner, or upon declaration of new building or Improvement and machinery.

Office or Division:	PASSO-EVALUATION & ASSESSMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All MDS Real Property Owner/Tax Payers, Buyers and Government-Non-Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Present Photocopy of title/TD or real property tax receipt and other reference of property identification for assessment and appraisal 2. Additional requirements for authorized representative requesting. 3. Owner's authorization letter/SPA. 4. Photocopy of Valid ID 		1. Requesting Party (CLIENTS)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register/Check in the logbook and fill up request form	1.1 Receives and records in the logbook and direct them to responsible person	None	3 minutes	Administrative Aide I
2.Submits requirements	2.1 Receive, check and validate the documents declared	None	2 minutes	Admin staff Division Administrative Aide I
	2.2 Evaluate and examine the documents being presented	None	10 minutes	Valuation and Examination Division Local Assessment Operations Officer IV
3.Wait for verification and record	3.1 Verify to previous declaration Books or General Revision if not yet revised.	None	10 minutes	Administrative Assistant VI
	3.2 For approval	None	3 minutes	Provincial Assessor
4.Payment of TD	4.1 Treasury Department	None	5 minutes	PTO



5.Receives requested new tax declaration	5.1 Release request after payment	None	2 minutes	Admin staff Division Administrative Aide I
TOTAL		NONE	35 inutes	

2. 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-Gverment to Citizen			
Who may avail:	Taxpayers, Banks, Gov't. Agencies and other Lending Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy mortgage/bail bond /lien documents or its cancellation documents		1. Mortgage- banks, credit unions, mortgage lenders, mortgage, brokers, and other mortgage companies		
CLIENTS 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	Administrative Assistant VI
2.Proceed to the Provincial Treasurer's Offices (PTO) for payment of service fee	3. 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	None	3 Minutes	PTO
3.Go back to Provincial Assessor's Office and present the OR	3. Annotate the FAAS (Filed Appraisal and Assessment Sheet), TD (Tax Declaration and the Mortgage/liens/bail bond Or its documents Cancellation documents)	None	30 Minutes	Local Assessment Operations Officer IV
	3.1 Annotate the soft copy of FAAS/TD in the computer		5 Minutes	Local Assessment Operations Officer IV
	3.2 Review/Check/Initial		5 Minutes	



	and forward the requested documents to the authorized officer 3.3 Approved/Sign the documents		2 Minutes	Administrative Assistant VI Provincial Assessor
4.Receive the requested annotation cancellation	4. Release the pertinent documents	None	6 Minutes	Administrative Assistant VI
	TOTAL		56 Minutes	



OVG, SP, OSSP
External Services



1. LEGISLATIVE SERVICES

Request for copy of approved Resolution/Ordinance

Office or Division:		OSSP		
Classification:		Simple and Complex		
Type of Transaction:		G2G		
Who may avail:		MLGUs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party/LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter requesting copy of approved resolution/ ordinance stating the purpose of the request.	1.1 Receiving clerk receives the letter request and records in the logbook.	None	2 minutes	Administrative Aide II
	1.2 Stamps received the original copy and duplicate copy.	None	2 minutes	Administrative Aide II
	1.3 Returns to client, client copy of the letter with signature if received with date and time.	None	2 minutes	Administrative Aide II
	1.4 Logs request into the record book.	None	5 minutes	Administrative Aide II
	1.5 Receiving clerk refers to the Secretary/Board Secretary for clearance/authority	None	2 minutes	Board Secretary II
	1.6 Forward to record section for retrieval as to the date of passage of resolution/ordinance assigned/number.	None	15 minutes	Administrative Aide II
	1.7 Refer to SP Secretary for authentication/certification	None	2 minutes	SP Secretary
	1.8 Returns documents requested to receiving/releasing clerk ready for release.	None	1 minute	Administrative Aide II
2.Client receives copy of approved Resolution/Ordinance, affixes signature as proof of receipt and fill up clients satisfaction form.	2.1 Releases to client duly approved and authenticated copy of requested documents.	None	2 minutes	Administrative Aide II
TOTAL		NONE	33 minutes	



2. ACCREDITATION OF CSO

To approve the operation of the Annual or Supplemental Budget of municipalities in the Province of Maguindanao.

Office or Division:	OVG, SP and OSSP			
Classification:	Highly Technical			
Type of Transaction:	G2G G2C			
Who may avail:	NGOs/CSOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit 15 copies of the following: 1. Letter of Application signifying intention for accreditation 2. Duly accomplished application form for accreditation 3. Board resolution signifying intention for accreditation 4. Certificate of Registration 5. List of current officers and members 6. Original Sworn Statement 7. Annual accomplishment report 8. Financial Statement 9. Copy of the minutes of the latest meeting of the organization 10. Profile indicating purpose and objective of the organization		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter of application signifying intention for accreditation	1.1 Receives Documents and records in the logbook.	None		Administrative Aide II
	1.2 Checks the completeness of the documents. (If incomplete, return documents to the client and give checklist of the lacking documents.)	None		Asst. Secretary to the SP
	1.3 Include in the Agenda for first reading	None		Board Secretary II
	1.4 Deliberate in session for referral.	None		SP
	1.5 Transcribes & prepares the proceedings	None		Administrative Assistant V
	1.6 Takes down notes & prepare the minutes	None		Board Secretary II



	1.7 Conducts Committee Meeting/Hearing	None		SP
	1.8 Prepares Committee Report	None		SP Personal Secretaries
	1.9 Includes in agenda to deliberate in session for second reading	None		Board Secretary II
	1.10 Transcribe & prepare the proceeding	None		Administrative Assistant V
	1.11 Prepare the minutes	None		Board Secretary II
	1.12 Includes in agenda to deliberate in session for third & final reading (if needed)	None		Board Secretary II
	1.13 Transcribes & prepares the proceeding	None		Administrative Aide II
	1.14 Prepares the minutes	None		Board Secretary II
	1.15 Prepares draft of resolution	None		Sangguniang Panlalawigan
	1.16 Encodes and prints final draft of the Resolution	None		Administrative Assistant V
	1.17 Signing of resolution for certification	None		Secretary to the SP
	1.18 Assists in Signing of resolution for attestation	None		Asst. Secretary to the SP
	1.19 Prepares Endorsement to governor for approval	None		Asst. Secretary to the SP
	1.20 Signs the endorsement addressed to the Governor	None		Secretary to the SP
	1.21 Input dry seal to the resolution	None		Administrative Assistant V
	1.21. Endorses the resolution to concerned offices	None		Secretary to the SP
2. Receives the approved resolution for accreditation.	22. Releases the approved resolution.	None		Administrative Aide II
	TOTAL	NONE		30 Days



**Office for Provincial Legal
External Services**



1. PROVISION OF LEGAL TECHNICAL ASSISTANCE

The Provincial Legal Officer advises the Officials (Governor, Vice Governor and Members of the Sangguniang Panlalawigan, Department Heads, Mayors, Vice Mayors, Sangguniang Bayan Members and Barangay Officials) on legal matters concerning contract, resolution, ordinances, MOA, MOU and other similar documents.

Office or Division:	Office of the Provincial Legal			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All officials of the Province			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party submits legal documents	1.1 Receives submitted legal documents and record the same in the logbook.	None	5 minutes	Receiving Clerk
	1.2 The receiving clerk conducts preliminary evaluation on the documents	None	30 minutes	
	1.3 Forwards to the researcher to conduct research	None	5 minutes	
	1.4 The researcher prepares legal opinion based on the research.	None	1day	Legal Staff
	1.5 Forwards to the Provincial Legal Officer the researches/legal opinion for evaluation.	None	5 minutes	Legal Staff
	1.6 As case maybe, if in order, releases the legal opinion/evaluation to the requesting party.	None	30 minutes	Legal Officer/Legal staf
2. Receives the Legal Documents	2.1 Releases the legal documents to the requesting party.	None	5 minutes	Legal Staff
	TOTAL	NONE	1 Days, 1 Hour and 20 Minutes	

2. LEGAL ADVISE AND OTHER LEGAL SERVICES

The Provincial Legal Officer resolves and/or recommends legal advices to all walk-in clients needing legal advice and services.

Office or Division:	Office of the Provincial Legal
Classification:	Simple
Type of Transaction:	G2G G2C



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires from the administrative support staff, as to the availability of the Provincial Legal Officer and register in the logbook.	1.1 The administrative support staff interviews the client.	None	5 minutes	Administrative support staff
	1.2 Assists clients and refer to Provincial Legal Officer	None	5 minutes	Administrative support staff
	1.3 The Provincial Legal Officer, conducts preliminary evaluation.	None	1 hour	Provincial Legal Officer
	1.4 Renders appropriate advices and recommendations to clients.	None	1 hour	Provincial Legal Officer
TOTAL		NONE	2 Hours and 10 Minutes	

3. ADMINISTERING OATH AND PREPARATION OF AFFIDAVITS

The Provincial Legal Officer resolves and/or recommends legal advices to all walk-in clients needing legal advice and services.

Office or Division:		Office of the Provincial Legal		
Classification:		Simple		
Type of Transaction:		G2G G2C G2B		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers on client's logbook and submit any valid ID and CTC	1.1 Assists client	None	30 seconds	Administrative support staff
	1.2 Interviews client	None	10 minutes	Administrative support staff
	1.3 Prepares Affidavit and other legal documents		1 hour	Administrative support staff
2. Signs affidavit or other documents	2.1 Signs Legal documents as administering officer.	None	5 minutes	Provincial Legal Officer
3. Receives legal documents and affixes	3.1 Releases legal documents, issues feedback form.	None	3 minutes	Administrative support staff



signature in the logbook.				
4.Fill up feedback form and drop it to the box			1 minute	
	TOTAL	NONE	1 Hour, 16 Minutes and 30 seconds	



Office for Senior Citizens Affairs

External Services



1. HOSPITALIZATION ASSISTANCE TO SENIOR CITIZENS

Providing Hospitalization Assistance to Senior Citizens.

Office or Division:		Provincial Governor's Office-Office for Senior Citizens Affairs		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Senior Bonafied Resident of Maguindano del Sur		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Bill 2. Clinical Abstract; or Medical Certificate		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Senior Citizen or nearest kin shall submits the requirements at the OSCA/PGO..	1.1 Receives and records in the logbook. 1.2 Assesses completeness of documents	None	5 minutes	Receiving Clerk
2. Processing of Hospitalization Assistance/referral.	2.1 Assessment and Approval of the Hospitalization Assistance.	None	30 minutes	Executive Assistant IV/OSCA Chairman
3. Receive Referral Letter/Hospitalization Assistance.	3.1 Release of Referral Letter/Hospitalization Assistance.	None	2 minutes	Administrative Staff
TOTAL		NONE	37 Minutes	

2. PROVIDE ASSISTIVE DEVICE TO SENIOR CITIZENS

Provide Assistive devices for the elderly include canes, crutches, walkers, and wheelchairs

Office or Division:		Provincial Governor's Office-Office for Senior Citizens Affairs		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Senior Bonafied Resident of Maguindano del Sur		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Senior Citizen or nearest kin shall submit the requirements at the OSCA/PGO..	1.1 Assess completeness of documents	None	5 minutes	Receiving Clerk
2.Processing of Hospitalization Assistance	2.1 Assessment and Approval of the Assistive Device	None	20 minutes	Executive Assistant IV/OSCA Chairman
3.Receive Assistive Device	3.1 Release of Assistive Device.	None	2 minutes	Administrative Staff
TOTAL		NONE	27 Minutes	



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



	<p>Upon evaluation, the ARTA Focal Point Person shall start the investigation and forward the complaint to the concerned office for their explanation.</p> <p>The ARTA Focal Point Person shall prepare and submit report to the Provincial Governor for appropriate action.</p> <p>The ARTA Focal Point Person shall officially give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact 083-228-7708</p>
Contact Information of CCB, PCC, ARTA	ARTA:complaints@arta.gov.ph 8478 5093 PCC:8888 CCB:0908-881-6565(SMS)



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT NUMBER
Provincial Accountants Office	Provincial Capitol, Buluan, Maguindanao	0975-3686631
Provincial Administrators Office	Provincial Capitol, Buluan, Maguindanao	0960-6846075
Provincial Budget Office	Provincial Capitol, Buluan, Maguindanao	0916-789-4567
Provincial Disaster Risk Reduction Management Office	Rajah Buayan Silongan Peace Center	0955-6386684
Provincial Engineers Office	Provincial Capitol, Buluan, Maguindanao	0967-580-5231
Provincial Governors Office	Provincial Capitol, Buluan, Maguindanao	0916-427-8313
Provincial General Services Office	Provincial Capitol, Buluan, Maguindanao	0926-275-0756
Provincial Human Resource Management Office	Provincial Capitol, Buluan, Maguindanao	0965-381-0381
Provincial Treasurers Office	Provincial Capitol, Buluan, Maguindanao	0919-0035412
Provincial Tourism Office	Negosyo Center, Buluan, Maguindanao	0905-465-3282
Person with Disability Affairs Office	Provincial Capitol, Buluan, Maguindanao	0917-594-9975
Office of the Provincial Planning and Development Coordinator	Provincial Capitol, Buluan, Maguindanao	0975-197-1744
Office of the Provincial Agriculturist	Provincial Capitol, Buluan, Maguindanao	0997-430-2551
Office of the Provincial Internal Auditor Services	Provincial Capitol, Buluan, Maguindanao	0927-440-3199
Office of the Provincial Veterinarian	Provincial Capitol, Buluan, Maguindanao	0966-629-6743
Provincial Assessor Office	Provincial Capitol, Buluan, Maguindanao	0935-154-1895
OVG, SP, and OSSP	Talayan, Maguindanao	0969-007-0991
Office of the Senior Citizens Affairs	Provincial Capitol, Buluan, Maguindanao	0917-1439862
Office of the Provincial Legal	Provincial Capitol, Buluan, Maguindanao	0936-063-0037