

A G A Y - A Y A T
K A D A K A Y O
A M I N



PROVINCIAL GOVERNMENT OF LA UNION

CITIZEN'S CHARTER

GOD-LOVING
PEOPLE-ORIENTED
ACCOUNTABLE
COMMITTED

TRANSFORMATIVE
GOVERNANCE

PROGRESS



MANDATE

The Provincial Government of La Union is mandated to provide the delivery of basic services to its constituents with utmost commitment, dedication and transparency for good governance. It also commits to respond to the call as well as abide by the spirit of the Local Government Code where the Local Chief Executive is mandated to address the needs of its constituency with excellence as the sole standard in the performance of executive functions.

VISION

La Union: The Heart of Agri-Tourism in Northern Luzon by 2025.

MISSION

To be the catalyst for sustainable and inclusive development that improves the quality of life of our people.

SERVICE PLEDGE

La Union, as catalyst and agent for change, and an advocate and enabler for sustainable and inclusive development, shall leverage its agricultural and inherent strengths as the driving power for tourist arrivals and agripreneur start-ups and investments.

With sustained Peace and Order, Good Financial House Keeping, Competitiveness and Business Friendliness, Social Protection, Environmental and Disaster Management, and Good Governance, La Union shall be "The Heart of AGRI-TOURISM in Northern Luzon by 2025".

The Provincial Government of La Union shall effectively and eddiciently plan and maintain its Quality Management System (ISO 9001:205) in compliance with its regulatory requirements, and shall always aim for customer satisfaction that is guaranteed by continual improvement.

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FINANCIAL STABILITY SECTOR

PROVINCIAL GOVERNMENT
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OFFICE OF THE PROVINCIAL BUDGET OFFICER

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1. Certifies to the existence of appropriation for the Expenditure

OFFICE OR DIVISION:	Office of the Provincial Budget Officer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G - Internal Service			
WHO MAY AVAIL:	PGLU Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase request (3 copies) 2. Certification on Appropriations Funds and Obligations of Allotment (CAFOA) (6 copies)		1. Prepared by the End-User 2. Prepared by the End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall proceed to the Guard on duty at the entrance of Capitol Building for registration.	The Guard on duty shall check the body temperature of the client, the client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (take note of the date, time, purpose, etc).	None	5 Minutes	Guard on duty
2. The client shall submit the Purchase Request for approval (3 copies) to the designated window.	The person in charge will forward the approved Purchase Request to the Office of the Provincial Treasurer.	None	10 Minutes	Provincial Budget Staff Unit
3. The client shall fill out the customer feedback form.	The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	3 Minutes	Administrative Unit
End of transaction (Note: attached complete required documents for the request)				
Total		None	18 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall proceed to the Guard on duty at the entrance of Capitol Building for registration	The Guard on duty shall check the body temperature of the client, the client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (take note of the date, time, purpose, etc).	None	5 Minutes	Guard on duty
2. The client shall submit the CAFOA for approval (6 copies) to the designated window.	The person in charge will forward the approved CAFOA to the Office of the Provincial Treasurer after its approval, so the person in charge shall inform the client to follow up the approved CAFOA at the said office.	None	10 Minutes	Provincial Budget Staff Unit
3. The client shall fill out the customer feedback form.	The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	5 Minutes	
End of transaction (take note on the required attachments)				
Total		None	20 minutes	



2. Submission of copies of Annual and Supplemental Budget of the 19 Municipalities and 1 City endorsed by the Sangguniang Panlalawigan

OFFICE OR DIVISION:		Office of the Provincial Budget Officer		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2G - External Service		
WHO MAY AVAIL:		Local Government Units (19 Municipalities and 1 City)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copies of Annual/Supplemental Budget (Annual Investment Program, Disaster Plan, GAD Plan, Peace and Order Plan, Appropriation Ordinance and Supplemental Annual Investment Program)			1. Prepared by different LGUs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will proceed to PBO Office and register in the logbook and disinfect (use of alcohol or sanitizer provided in the office).	The person in charge will assist the client in registering and disinfecting.	None	3 Minutes	Administrative Staff Unit
2. The client shall submit the copies of Annual/ Supplemental Budget for approval to the designated window .	The person in charge will forward the approved Review Letter at the Sangguniang Panlalawigan Office after its approval, and also the person in charge shall inform the client to follow up the approved Review Letter after 14 working days to the Sangguniang Panlalawigan.	None	Annual Budget/Supplemental Budget within 14 working days	Municipal Staff Unit
3. The client shall fill out the customer feedback form.	<input checked="" type="checkbox"/> The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	5 Minutes	
End of transaction (Note: take note on the required attachments)				
Total		None	14 Days and 8 Minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the main door of Office of Provincial Budget Officer.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 271/211.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located beside the Office of the Provincial Budget Officer.</p> <p>Complaints may also be file thru:</p> <p>PBO: Tel No. :(072) 242-5550 loc. 271/211 Email :pglu_pbo@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email :govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email :csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email :complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>



How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 271/211.</p>
Contact Information of the Office of the Provincial Budget Officer	<p>MS. CATHERINE E. FRANCO Provincial Budget Officer Provincial Capitol Bldg., Aguila Road, Barangay II, City of San Fernando, La Union e-mail: pglu_pbo@launion.gov.ph Tel No.: (072) 242-5550 loc. 211</p> <p>MS. GENELEN B. NISPEROS Supervising Administrative Officer Provincial Capitol Bldg., Aguila Road, Barangay II, City of San Fernando, La Union e-mail: pglu_pbo@launion.gov.ph Tel No.: (072) 242-5550 loc. 271</p>



OFFICE OF THE PROVINCIAL ACCOUNTANT

PROVINCIAL GOVERNMENT
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1. Processing of Disbursement Vouchers and Payrolls (paid thru Check, Cash and ATM payroll account)

OFFICE OR DIVISION:		OFFICE OF THE PROVINCIAL ACCOUNTANT		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G - Government to Government		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall proceed to the guard on duty at the entrance of Capitol Building for registration.	Shall check body temperature of the client, spray alcohol or sanitizer on the hand of the client, instruct the client to use the foot bath before entering the Capitol Building premise and enforce the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 - 2 minutes	Guard on Duty
2. Shall sanitize hands before and after signing in the logbook.	Shall require the client to sanitize hands before and after signing in the logbook for contract tracing purposes.	None	1 - 2 minutes	Administrative Unit- Receiving Clerk
3. Shall transact at the designated window and submit Disbursement Vouchers and Payrolls (DV) with complete attachment of documents.	Shall receive the Disbursement Vouchers (DV) and Payrolls from the Liaison Officer of the concerned office/unit/ hospital.	None	1 - 2 minutes per voucher	Administrative Unit- Receiving Clerk
	Shall review the supporting documents to determine the completeness of the attached documents and correctness of data in the DV, if complete, approve the record in the DDES and affix initial signature.	None	a. For Infra – 3 to 5 hours per voucher if complete attachments	Internal Control Unit- Management and Audit Analyst

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Otherwise indicate in the accounting stub the lacking documents needed or documents to be revised, if any, and forward the same to the Administrative Unit-Releasing Clerk.		b. For Purchases under Small Value Procurement, Salaries, Utilities and Financial Assistance – 5 to 20 minutes per voucher if complete attachments. c. For Purchases under Competitive Bidding – 30 minutes to 2 hours per voucher if complete attachments.	
	Shall review and certify that supporting documents are complete and proper.	None	1 - 10 minutes per voucher	Provincial Accountant
	Shall record the approved DV in the releasing logbook while for DV with lacking documents in the returned logbook.	None	1 - 2 minutes per voucher	Administrative Unit - Releasing Clerk
4.a. Acknowledge receipt of the approved DV by signing in the Logbook.	a. Shall forward the approved financial transactions (for check and cash) to the Office of the Provincial Treasurer - Review Unit for the certification as to the availability of funds.	None	1 - 5 minutes	Administrative Unit - Releasing Clerk
4.b. Acknowledge receipt of the approved DV by signing in the Logbook.	b. Shall forward the approved financial transactions (for ATM payroll accounts) to the Administrative Unit – Payroll Clerk for the preparation of ATM Registries.	None	1 - 5 minutes	Administrative Unit - Releasing Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.c. Acknowledge receipt of the returned DV by signing in the Logbook.	c. Shall forward the returned financial transactions to the originating office for completion of lacking attachments.	None	1 - 5 minutes	Administrative Unit - Releasing Clerk
Total		None	11 minutes - 6 hours	

2. Processing of ATM Registries for Salaries and Wages and other Personnel Benefits

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ACCOUNTANT			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G - Government to Government			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall proceed to the guard on duty at the entrance of Capitol Building for registration.	Shall check body temperature of the client, spray alcohol or sanitizer on the hand of the client, instruct the client to use the foot bath before entering the Capitol Building premise and enforce the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 - 2 minutes	Guard on Duty
2. Shall sanitize hands before and after signing in the logbook.	Shall require the client to sanitize hands before and after signing in the logbook for contract tracing purposes.	None	1 - 2 minutes	Administrative Unit- Receiving Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Shall transact at the designated window and submit Certified Disbursement Vouchers and Payrolls (DV) (PGLU Offices/Units/Hospitals).	Shall receive the Disbursement Vouchers (DV) and Payrolls for ATM Registries from the Administrative Unit – Releasing Clerk and Liaison Officers of the concerned office/unit/hospital.	None	1 - 2 minutes per DV or Payroll	Administrative Unit - Payroll Clerk
	Shall prepare ATM Registries using the Financial Data Entry System (FINDES) of Landbank of the Philippines (LBP).	None	30 minutes - 3 hours per registry	Administrative Unit- Payroll Clerk
	Shall review and certify the ATM Registries.	None	5 minutes - 10 minutes per registry	Provincial Accountant
4. Acknowledge receipt of the approved DV by signing in the ATM Registry.	Shall forward the approved ATM Registries to the Office of the Provincial Treasurer - Cash Unit for the preparation of Bank Advice.	None	1 - 2 minutes	Administrative Unit- Payroll Clerk
Total		None	37 minutes - 3 hours	

3. Issuance of Certificate of Clearance on Cash Accountability

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ACCOUNTANT
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall proceed to the guard on duty at the entrance of Capitol Building for registration.	Shall check body temperature of the client, spray alcohol or sanitizer on the hand of the client, instruct the client to use the foot bath before entering the Capitol Building premise and enforce the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 - 2 minutes	Guard on Duty
2. Shall sanitize hands before and after signing in the logbook.	Shall require the client to sanitize hands before and after signing in the logbook for contract tracing purposes.	None	1 - 2 minutes	Administrative Unit- Receiving Clerk
3. Shall transact at the designated window and submit Clearance Form on Cash Accountability (PGLU Offices/Units/ Hospitals).	Shall receive and record the name and reason of employee securing clearance in the logbook.	Clearance Fee Php 25.00	1 - 2 minutes per Clearance	Administrative Unit- Receiving Clerk
	Shall review and check unliquidated cash advances, loan balances and relevant information of employee in the Personnel Management Information System (PMIS), Electronic New Government Accounting System (e-NGAS) and other accounting records.		30 minutes - 2 hours per Clearance	Guard on Duty
	Shall certify and approve clearance for cash accountability and obligations.		1 - 10 minutes per Clearance	Provincial Accountant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Acknowledge receipt of the Certified Clearance Form by signing in the Logbook.	Shall record in the logbook and release Certified Clearance Form and sign by the Liaison Officer.		1 - 2 minutes	Administrative Unit- Releasing Clerk
Total		Clearance Fee Php 25.00	33 minutes - 2 hours	

4. Preparation of Statement of Remittance

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ACCOUNTANT
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall proceed to the guard on duty at the entrance of Capitol Building for registration.	Shall check body temperature of the client, spray alcohol or sanitizer on the hand of the client, instruct the client to use the foot bath before entering the Capitol Building premise and enforce the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 - 2 minutes	Guard on Duty
2. Shall sanitize hands before and after signing in the logbook.	Shall require the client to sanitize hands before and after signing in the logbook for contract tracing purposes.	None	1 - 2 minutes	Administrative Unit- Receiving Clerk
3. Shall transact at the designated window and submit copies of Payroll and Disbursement Voucher (OPAcc - Admin Unit - Payroll Officer).	Shall receive copy of Final Payroll and Disbursement Voucher.	None	1 -2 minutes	Accountability Unit - Remittance Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Shall prepare remittance list in the portal and print remittance list.	None	4 hours - 2 days	Accountability Unit - Remittance Clerk
	Shall review and certify remittance list.	None	1 - 10 minutes	Provincial Accountant
	Shall prepare the Disbursement Voucher for remittance.	None	1 - 5 minutes	Accountability Unit - Remittance Clerk
4. Acknowledge receipt of the Disbursement Voucher.	Shall forward the disbursement voucher to the Internal Control Unit for review and certification.	None	1 - 2 minutes	Accountability Unit - Remittance Clerk
Total		None	4 hours - 2 days	

5. Preparation of Financial Statements

OFFICE OR DIVISION:		OFFICE OF THE PROVINCIAL ACCOUNTANT		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G - Government to Government		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall proceed to the guard on duty at the entrance of Capitol Building for registration.	Shall check body temperature of the client, spray alcohol or sanitizer on the hand of the client, instruct the client to use the foot bath before entering the Capitol Building premise and enforce the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 - 2 minutes	Guard on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Shall sanitize hands before and after signing in the logbook.	Shall require the client to sanitize hands before and after signing in the logbook for contract tracing purposes.	None	1 - 2 minutes	Administrative Unit- Receiving Clerk
3. Shall transact at the designated window and forward paid Disbursement Vouchers, Payrolls and other financial transactions. (PTO - Cash Unit)	Shall prepare journal entry voucher by fund and record all transactions using the electronic new government accounting system (e-NGAS).	None	5 minutes - 1 hour per JEV	Accountability Unit - Accountant, Bookkeeper
	Shall review the journal entries and approve using the e-NGAS.	None	2 - 5 minutes per JEV	Provincial Accountant
	Shall verify the balances of General Ledgers and Subsidiary Ledgers as basis for correcting entries if necessary.	None	5 - 10 minutes per JEV	Accountability Unit-Accountant
	Shall generate and print Financial Statements.	None	1 - 4 hours	Accountability Unit - Accountant
	Shall certify the correctness of Financial Statement.	None	1 - 2 hours	Provincial Accountant
4. Acknowledge receipt of the Financial Statements.	Shall submit the Financial statements to COA, DBM, Finance, LFC, SP, Vice Governor and OPG.	None	10 - 30 minutes	Administrative Unit - Liaison Officer
Total		None	24 minutes - 8 hours	



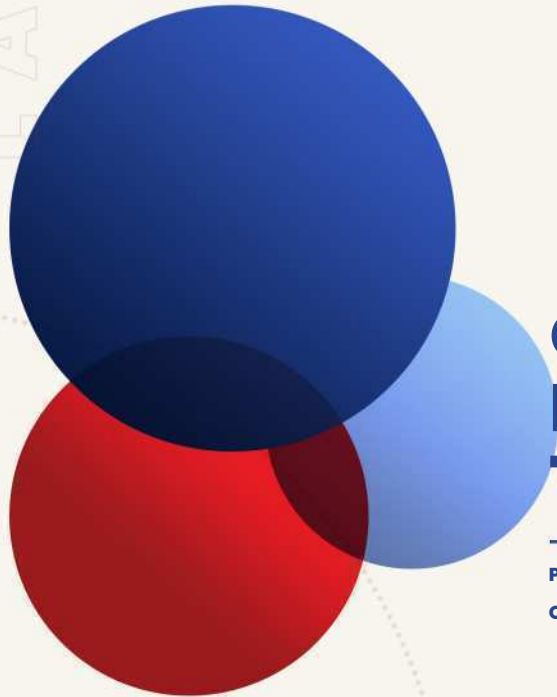
Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at Receiving Area.
How feedback is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Feedback Box, complies and records all feedback forms collected.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer or take action within three (3) days upon the receipt of the feedback.</p> <p>The action taken is then relayed to the client.</p> <p>For queries and follow-up, client may contact (072) 607-4707 or (072) 242-5550 local 278.</p>
How to file a complaint?	<p>Answer the client complaint form and dropt it at the box located at the Receiving Area.</p> <p>Complaints may also be filed thru following telephone numbers indicating the name of the person being complained, incident and evidence.</p> <p>OPAcc: Tel. Nos.: (072) 607-4707; (072) 242-5550 loc 278 Email Add: pglu_accounting@launion.gov.ph</p> <p>Office of the Governor: Tel. No.: (072) 888-3608 Email Add: gov.pacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No.: (072) 700-5643 Email Add: csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No.: (02) 8478-5091 Email Add: complaints@arta.gov.ph</p> <p>Office of the President - National Citizens Complaint Hotline: Tel. No.: 8888</p>

<p>How complaint is processed?</p>	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Feedback Box, complies and records all feedback forms collected.</p> <p>The complaint shall be evaluated and a report shall be made for the conduct of investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be taken.</p> <p>The action taken is then relayed to the client.</p> <p>For queries and follow-up, client may contact (072) 607-4707 or (072) 242-5550 local 278.</p>
<p>Contact Information of LUPTO</p>	<p>ATTY. ALBERT F. PADILLA, CPA Provincial Accountant</p> <p>MS. MARITES M. TAOPO Administrative Officer V / Acting SAO</p> <p>1st Floor, Provincial Capitol Bldg., Office of the Provincial Accountant, Barangay II, City of San Fernando, La Union Email Add: pglu_accounting@launion.gov.ph Tel No.: (072) 607-4707</p>

LA UNION



OFFICE OF THE PROVINCIAL TREASURER

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. REQUISITION OF ACCOUNTABLE FORMS

- Accountable Forms are official receipts, etc. and community tax certificates.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL TREASURER
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government
WHO MAY AVAIL:	Municipal Treasurers, National Government Agencies, Public Schools, Government Hospitals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issuance Slip (RIS).	1. Prepared by the requisitioning office and approved by the Head of Agencies, Local Chief Executives or Mayors, Chief of Hospitals.
2. Payment of Accountable Forms (Check and/or Cash).	2. Prepared by the requisitioning office.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty
2. Present Requisition & Issuance Slip (RIS).	Receive duly signed RIS. Cost the Accountable Forms requisitioned.	None	5 minutes	Accountable Forms Officer
3. Pay the cost of accountable forms at Cash Receipts Unit.	Accept payment of accountable forms and issued official receipt. Forward the RIS with Official Receipt to the Provincial Treasurer for signature.	See Table 1.0	10 minutes	Collecting Officer Provincial Treasurer or authorized signatory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the accountable forms requisitioned.	Release the accountable forms requisitioned.	None	1 minute per booklet	Accountable Forms Officer
Total		Depends on the volume of accountable forms requisitioned.	17 minutes	

1.0 Accountable Forms Fees

Description (Personalized/Specialized)	Form Number	Unit Price (Inclusive of 10% Handling Fee)
Official Receipt with Logo RP seal	A.F. No. 51	₱129.80
Certificate of Record of Transfer of Large Cattle	A.F. No. 52	₱242.00
Certificate of Ownership of Large Cattle	A.F. No. 53	₱209.00
Marriage License	A.F. No. 54	₱302.50
Real Property Tax Receipt	A.F. No. 56	₱203.50
Slaughter Permit and Fee Receipt	A.F. No. 57	₱143.00
City/Municipal Burial Permit and Fee Receipt	A.F. No. 58	₱143.00
Cash Ticket @ P2.00	A.F. No. 55D	₱115.50
Cash Ticket @ P5.00	A.F. No. 55E	₱115.50
Community Tax Certificate (Individual)	CTC No. 0016	₱82.50
Community Tax Certificate (Corporation)	CTC No. 0017	₱121.00
Note: Unit price may increase upon notice of the authorized printery.		



2. CLAIMING OF CHECKS

- Checks representing payments to concerned payees

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL TREASURER
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2G-Government to Citizens G2B-Government to Business Entity
WHO MAY AVAIL:	Concerned payees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual Beneficiaries (Financial Assistance)/Scholars: -Identification Card of Payee -Identification Card of Authorized Representative and Authorization Letter or Special Power of Attorney (SPA) from the Payee (if applicable) Suppliers/Contractors/Government Agencies/Corporations/Associations: -Identification Card of the Payee -Official Receipt -Sales Invoice (if applicable) -Identification Card of Authorized Representative and Authorization Letter or SPA from the Payee (if applicable)	-Valid ID's issued by various Government and Private agencies/Schools -Lawyer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty
2. Present Identification Card/ Authorization Letter or SPA.	Verify the documents presented.	None	2 minutes	Disbursing Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the check/s from the disbursing officer. Issue Official Receipt/Sales Invoice (if applicable).	Release check/s to the claimant.	None	5 minutes	Disbursing Officer
Total		None	8 minutes	

3. REQUISITION OF SAND AND GRAVEL DELIVERY RECEIPTS

- Sand and Gravel Delivery Receipts are used by permit holders to log their extraction of quarry materials for proper monitoring of Sand and Gravel Tax.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL TREASURER
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2B-Government to Business Entity
WHO MAY AVAIL:	Sand and Gravel Permit Holders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Permit Holder -Approved Mayor's permit to operate -Approved Governor's permit -Environmental Compliance Certificate (ECC) -Government Issued ID of the Owner -Special Power of Attorney (SPA) and Government Issued ID of the Authorized Representative (if applicable) Existing Permit Holder -Updated Abstract of Collection (10% of Fair Market Value) Payment of Delivery Receipts (Check and/or Cash).	-Office of the Mayor where the quarry site is located -Office of the Provincial Governor thru Environmental & Natural Resources Unit -Department of Environmental and Natural Resources (DENR) -Various Government agencies -Lawyer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty
2. Submit requirements.	Validate the required documents submitted by the new permit holder. Receive the abstract of collections and record the remittances in the respective ledger of the existing permit holder.	None	5 minutes	Validating Officer
3. New Permit Holder: Pay deposit and requisition of delivery receipts. Existing Permit Holder: Pay Sand and Gravel Tax (previous or current extraction), related costs, if any and delivery receipts.	Accept payment of Sand and Gravel Tax and new requisition of delivery receipts and issue Official Receipts.	An amount equivalent to 25% of the total volume applied for and approved as indicated in the permit of the new permit holder. Sand and Gravel Tax is 10% of the Fair Market Value of the extracted quarry materials. P80.00 per booklet of Delivery Receipt. (Price may increase upon notice of the authorized printery.)	5 minutes	Collecting Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to Administrative Unit to receive the delivery receipts. Present Official	Prepare and process Requisition Issuance Slip (RIS) for signature of the Provincial Treasurer or authorized officer and release delivery receipts.	None	5 minutes	Administrative Officer
Total		None	16 minutes	

4. SECURING OF TAX CLEARANCE

- Tax Clearance is a requirement needed when renewing business permit in the respective

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL TREASURER
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2B-Government to Business Entity G2C-Government to Citizen
WHO MAY AVAIL:	Registered Individuals/Business engaged in practices requiring payment of Provincial Taxes.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> -Identification Card of client -Identification Card of authorized representative and authorization letter of Special Power of Attorney (SPA) from the payee (if applicable) -Filled out Application for Mayor's Permit 	<ul style="list-style-type: none"> -Various Government/Private agencies -Lawyer if SPA is needed -LGU (Office of the Mayor) or request form from partner offices requiring such

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present the request form from partner offices/filled out Application for Mayor's Permit along with other requirements needed.	Verify the documents.	None	5 minutes	Verifying Officer
3. Proceed to Cash Receipts Unit and pay the Tax Clearance.(Pay unpaid tax and related cost, if any)	Accept the payment and forward the Official Receipt (OR) to Revenue Operations Unit.	Php 25.00	3 minutes	Collecting Officer
	Process the request for signature of the Provincial Treasurer and update client's ledger.		5 minutes	Processing/Validating Officer
4. Receive the Tax Clearance from Revenue Operations Unit.	Release the Tax Clearance requested.	None	2 minutes	Issuing Officer
Total		Php 25.00	16 minutes	

5. SECURING PERMITS

- Permit is a requirement needed when the operation/business is requiring payment of Provincial Taxes.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL TREASURER
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2B-Government to Business Entity G2C-Government to Citizen
WHO MAY AVAIL:	Registered Individuals/Businesses engaged in operations requiring payment of Provincial Taxes and their Fees and Charges.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Newly Registered Individuals/Businesses: -Identification Card of client -Government issued Identification Card of the authorized representative and Special Power of Attorney (SPA) from the payee (if applicable) -Approved Mayor's Permit to Operate	-Various Government/Private agencies -Lawyer if SPA is needed -LGU (Office of the Mayor) or request form from partner offices requiring such

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Existing Permit Holder: -Updated tax payments -Approved Mayor's Permit to Operate -Provincial Treasurer's Office Tax Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty
2. Present the approved Mayor's Permit along with other requirements needed.	Verify the documents.	None	5 minutes	Verifying Officer
3. Proceed to Cash Receipts Unit and pay the corresponding permit fee. (Pay unpaid tax and related cost, if any).	Accept the payment and forward the Official Receipt (OR) to Revenue Operations Unit.	See Table 2.0	3 minutes	Collecting Officer
	Process the request for signature of the Provincial Treasurer and update client's ledger.		5 minutes	Processing/Validating Officer
4. Receive the Provincial Sticker from Revenue Operations Unit.	Release the Provincial Sticker.	None	2 minutes	Issuing Officer
Total		None	16 minutes	



2.0 Permit Fee

Name	Amount
1. Business of Printing and Publication	Php 300.00
2. Business with Franchise	Php 500.00
3. On proprietors, lessors, or operators of Amusement places	Php 500.00
4. On manufacturers, producers, wholesalers of, or dealers or retailers in distilled spirits, fermented liquors, softdrinks, cigars and cigarettes, and other products delivering their products to sales outlets, or selling to consumers, whether directly or indirectly within the Province using delivery trucks/vans..	Php 300.00
5. On the extraction of Sand and Gravel and other Quarry materials: a. Quarry Permit, Commercial Sand and Gravel, Special Industrial Sand and Gravel, Exclusive Sand and Gravel, Government Gratuitous, and Special Pebble; b. Industrial Sand and Gravel c. Mineral Ore Export and Ore Transportation *Additional fee (Sec.37, No.2): Inspection/Verification Fee	Php 1,000.00 Php 1,500.00 Php 500.00 Php 500.00
6. On manufacturers or producers, wholesalers of the other products not mentioned above.	Php 300.00
**Additional costs (Sec.149): for items 1-6 (a) Application Fees (b) Provincial Sticker (1 each delivery truck/van as Annual Fixed Tax)	Php 100.00 Php 25.00

PAYMENT OF PROVINCIAL TAXES (BUSINESS), FEES & CHARGES

- Under Ordinance No. 115-2017 otherwise known as the 2017 Revenue Code of the Province of La Union, Sec. 12 states that all local taxes, fees or charges shall be collected by the Provincial Treasurer, or his duly authorized deputies.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL TREASURER
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2B-Government to Business Entity G2C-Government to Citizen
WHO MAY AVAIL:	Various Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Newly Registered Individuals/Businesses: -Identification Card of client -Government issued Identification Card of the authorized representative and Special Power of Attorney (SPA) from the payee (if applicable) -Approved Mayor's Permit to Operate	-Various Government/Private agencies -Lawyer if SPA is needed -LGU (Office of the Mayor) or request form from partner offices requiring such

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Existing Permit Holder: -Updated tax payments -Approved Mayor's Permit to Operate ----- New Professionals: -PRC ID Renewal: -PRC ID -Official Receipt of payment from the previous year			-Professional Regulation Commission	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty
2. Present the approved Mayor's Permit for business entities along with other requirements needed. For Professionals, present OR as proof of payment for the previous year.	Verify the documents.	None	5 minutes	Verifying Officer
3. Proceed to Cash Receipts Unit and pay the corresponding tax. (Pay unpaid tax and related cost, if any)	Accept the payment and forward the Official Receipt (OR) to Revenue Operations Unit.	See Table 3.0	3 minutes	Collecting Officer
3. Proceed to Cash Receipts Unit and pay the corresponding tax. (Pay unpaid tax and related cost, if any)	Accept the payment and forward the Official Receipt (OR) to Revenue Operations Unit.	See Table 3.0	3 minutes	Collecting Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(Forward the Official Receipt to Revenue Operations Unit to update existing records and register new records)	None	5 minutes	Updating Officer
4. Receive the Official Receipt.	Issue Official Receipt.	None	2 minutes	Updating Officer
Total			16 minutes	

3.0 Tax

Type	Fee
1. Business of Printing and Publication (Publisher or Printer) (Sec.15-18 of the 2017 Revenue Code of the Province of La Union)	55% of 1% of the gross annual receipts for the preceding calendar year.
2. Business with Franchise (Sec.19-27 of the 2017 Revenue Code of the Province of La Union)-Conferred to private individuals, persons, corporations exercising a right, privilege affected with public interest	55% of 1% of the gross annual receipts realized during the preceding calendar year.
3. On the extraction of Sand and Gravel and other Quarry materials (Sec.28-39 of the 2017 Revenue Code of the Province of La Union)	10% of the Fair Market Value (FMV) per cubic meter of sand, gravel and other quarry materials.
a. Ordinary earth	P100/cu.m.
b. Rivermix	P150/cu.m.
c. Screened Sand	P200/cu.m.
d. Screened Gravel	P250/cu.m.
e. Boulders	P350/cu.m.
f. Pebbles & other decorative stones	PP380/cu.m.
g. Limestone, Silica	P330/cu.m.
h. Magnetite	P2,000/mt.ton
i. Other metallic materials	P1,000/mt.ton
4. Practice of Profession (Sec.40-47 of the 2017 Revenue Code of the Province of La Union)	P300 every year
40(a) Lawyers, Accountants, Engineers (Chemical, Civil, Electrical, Electronics and Communication, Geodetic, Metallurgical, Mining, Aeronautical, Mechanical, Marine), Marine Officers, Second Officers, Desk Officers, Engine Officers, Chemists, Dentists, Geologists, Architects, Naval Architects, Optometrists, Pharmacists, Physicians, Veterinarians/Veterinary Medicine	
40(b) Not mentioned in (A)	P200 every year
5. Proprietors, lessors, or operators of Amusement places (Sec.48-56 of the 2017 Revenue Code of the Province of La Union)	10% of the gross receipts from admission fees & from the purchased price or rental rates



Type	Fee
6. Business engaged in sale/lease or disposition of Videograms (Sec.57-60 of the 2017 Revenue Code of the Province of La Union)	10% of the purchase price or rental rates for every sale/lease or disposition of such
7. For each delivery truck or van, or any used or maintained by manufacturers or producers,wholesalers or dealers or retailers (Sec.61-63 of the 2017 Revenue Code of the Province of La Union)	
a. To transport liquor,softdrinks,cigars and other similar products whether directly or indirectly within the Province.	P500.00/truck
b. To transport other than above mentioned such as dry goods, canned/packed/frozen foods,etc.	P300.00/truck
c. On the extraction, transport or sale of Sand and Gravel & other mineral resources, lumber, hardware & other construction materials:	
-With 10 or more wheeler	P500.00/truck
-With less than 10 wheeler	P300.00/truck



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

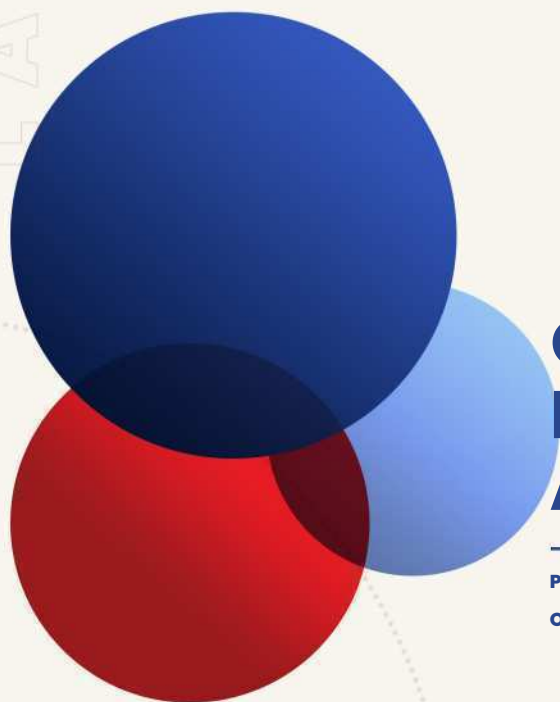
How to send a feedback?	Answer the client feedback form and drop it at the box located beside the Office of the Provincial Treasurer.
How feedback is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 264/265</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located beside the Office of the Provincial Treasurer.</p> <p>Complaints may also be file thru:</p> <p>PTO: Tel No. :(072) 242-5550 loc. 264/265 Email : pto_lu@yahoo.com.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following: Name of person being complained Incident Evidence</p>



<p>How complaint is processed?</p>	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 264/265</p>
<p>Contact Information of the Office of the Provincial Treasurer</p>	<p>MS. JANET D. MOLINA Acting Provincial Treasurer Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: pto_lu@yahoo.com.ph Tel No.: (072) 242-5550 loc. 265</p> <p>MS. ANNA MAY N. SAQUING Supervising Administrative Officer Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: pto_lu@yahoo.com.ph Tel No.: (072) 242-5550 loc. 264</p>



LA UNION



OFFICE OF THE PROVINCIAL ASSESSOR

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. ISSUANCE OF COMPUTER-GENERATED COPY OF TAX DECLARATION (TD) – NEWLY APPROVED

- For NEWLY APPROVED transaction issued as owners copy and issued as to the status of the property either with encumbrances or clear of any encumbrances for BIR, for Registration of document, for loan, for reference and/or legal purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen			
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Authorization/Special Power of Attorney/ Identification card (Photocopy)			1. Newly Declared Owner or previous owner 2. Legal Counsel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Proceed to the cashier and pay the corresponding fee.	2. Receive payment and issue Official Receipt (OR).	PHP 100.00 per copy	5 minutes	Local Revenue Collecting Officer I (LRCO-I) Revenue Collection Clerk I (RCC-I) Ticket Checker (TC-I)
3. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	3. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub. 3.1. Forward request slip to the Assessment Records Management Unit (ARMU). 3.2. Review and verify the Tax Declaration (TD).	None	19 minutes	Administrative Staff Statistician I Local Assessment Operations Officer I (LAOO-I) Assessment Clerk II (AC-II)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.3. Print the TD, stamp Certified Printed Copy (CPrC) and affix initial.</p> <p>Note: If an encumbrance does not exist in the system trace back series of TDs for verification.</p> <p>3.4. Review and affix initial on the printed/machine copy of TD.</p> <p>3.5. Get the TD from ARMU and forward to PAss/APAss.</p> <p>3.6. Final review and affix signature on the printed machine copy of TD.</p> <p>3.7. Get the printed machine copy of duly signed TD and record the transaction.</p>	None		<p>Statistician I</p> <p>Administrative Staff</p> <p>Provincial Assessor (PAss)/ Assistant Provincial Assessor (APAss)</p> <p>Administrative Staff</p>
4. Receive the requested document/s at Counter 4.	4. Release the Tax Declaration to the client.	None	3 minutes	Administrative Staff
Total		Php 100.00	39 minutes	



2. ISSUANCE OF COMPUTER-GENERATED COPY OF TAX DECLARATION (TD)

- Issued as to the status of the property either with encumbrances or clear of any encumbrances for BIR, for Registration of document, for loan, for reference and/or legal purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX – If client request of more than one (1) tax declaration and verification process up to the series of 1948.
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration 2. Latest tax receipt 3. Authorization/Special Power of Attorney/ Identification card (photocopy) 4. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Municipal Treasurer's Office 3. Real Property Owner 4. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue Official Receipt (OR).	PHP 100.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1 Forward request slip to the Assessment Records Management Unit (ARMU).	None		
	4.2 Review and verify the Tax Declaration (TD).		4 minutes.	Statistician I LAOO-I AC-II
	4.3 Print the TD, stamp Certified Printed Copy (CPrC) and affix initial.			
	4.4 Review and affix initial on the printed/machine copy of TD.		2 minutes	Statistician I
	4.5 Get the TD from ARMU and forward to PAss/APAss.		5 minutes	Administrative Staff
	4.6 Final review and affix signature on the printed machine copy of TD.		2 minutes	PAss/APAss
	4.7 Get the printed machine copy of duly signed TD and record the transaction.		2 minutes	Administrative Staff
5. Receive the requested document/s at Counter 4.	5. Release the Tax Declaration to the client.	None	3 minutes	Administrative Staff
Total		Php 100.00	45 minutes	



3. ISSUANCE OF CERTIFIED PHOTOCOPY (CPhC) OF PROPERTY RECORD FORM (PRF)

Issuance of Certified Photocopy for legal purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX – If client request of more than one (1) tax declaration and verification process up to the series of 1948.
TYPE OF TRANSACTION:	G2G-Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue Official Receipt (OR).	PHP 100.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub. 4.1 Forward request slip to the ARMU.	None	5 minutes	Administrative Staff Statistician I LAOO-I AC-II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Review and verify the PRF.	None		
	4.3 Photocopy the PRF. Stamp CPhC and affix initial.		2 minutes	Statistician I
	4.4 Review and affix initial on the photo copy of PRF.		5 minutes	Administrative Staff
	5. Get the TD from ARMU and forward to PAss/APAss.		2 minutes	PAss/APAss
	5.1 Final review and affix signature on the printed machine copy of TD.		2 minutes	Administrative Staff
	5.2 Get the printed machine copy of duly signed TD and record the transaction.			
5 Receive the requested document/s at Counter 4.	6. Release the Tax Declaration to the client.	None	3 minutes	Administrative Staff
Total		Php 100.00	46 minutes	

4. ISSUANCE OF PLAIN PHOTOCOPY OF PROPERTY RECORD FORM (PRF)

Issuance of Certified Photocopy for reference purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX – If client request of more than one (1) tax declaration and verification process up to the series of 1948.
TYPE OF TRANSACTION:	G2G-Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)			1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive OR and record the OR number.	PHP 25.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1. Forward request slip to the ARMU.		2 minutes	Statistician I LAOO-I AC-II
	4.2. Retrieve/pull out the PRF.		3 minutes	
	4.3. Photocopy the PRF		5 minutes	Administrative Staff
	4.4. Get the plain copy of PRF from ARMU and record Review and affix initial on the photo copy of PRF.		2 minutes	
5. Receive the requested document/s at Counter 4.	5. Release the PRF to the client.		3 minutes	Administrative Staff
Total		PHP 25.00	42 minutes	

5. ISSUANCE OF CERTIFIED PHOTOCOPY (CPhC) OF FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS)

Issuance of Certified Photocopy for reference and/or legal purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2G-Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive OR and record the OR number.	PHP 100.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and issue tracking no. to the control slip and issue claim stub. 4.1 Forward request slip to the ARMU.	None	5 minutes	Administrative Staff Statistician I LAOO-I AC-II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Retrieve/pull out and photocopy the FAAS.	None		
	4.3 Stamp CPhC and affix initial.		2 minutes	Statistician I
	4.4 Review and affix initial on the FAAS.		2 minutes	PAss/APAss
	4.5 Final review and affix signature on the FAAS.		5 minutes	Administrative Staff
	4.6 Get the duly signed FAAS and record the transaction.			
5. Receive the requested document/s at Counter 4.	5. Release the document/s to the client.	None	3 minutes	Administrative Staff
Total		Php 100.00	44 minutes	

6. ISSUANCE OF PLAIN PHOTOCOPY OF FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS)

Issuance of Plain Photocopy for reference purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION		
CLASSIFICATION:	SIMPLE		
TYPE OF TRANSACTION:	G2G-Government to Government G2B- Government to Business G2C- Government to Citizen		
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)		1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Get the number card and Letter Queue Card and give it to the person-in-charge.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive OR and record the OR number.	PHP 25.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1 Forward request slip to the ARMU.		1 minute	Statistician I LAOO-I AC-II
	4.2 Retrieve/pull out the FAAS.		1 minute	
	4.3 Photocopy the FAAS.		5 minutes	Administrative Staff
	4.4 Get the FAAS and record the			
5. Receive the requested document/s at Counter 4.	5 Release the Tax Declaration to the client.		3 minutes	Administrative Staff
Total		PHP 25.00	37 minutes	



7. ISSUANCE OF CERTIFIED PHOTOCOPY (CPHC) OF SUPPORTING DOCUMENTS

Issuance of Certified Photocopy for any legal, reference, BIR and/or loan purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive OR and record the OR number.	PHP 100.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub. 4.1 Forward request slip to the ARMU.	None	5 minutes 5 minutes	Administrative Staff Statistician I LAOO-I AC-II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Retrieve/pull out the FAAS, stamp.	None		
	4.3 Photocopy the document, stamp CPhC and affix initial.		2 minutes	Statistician I
	4.4 Review and affix initial on the FAAS.		5 minutes	Administrative Staff
	4.5 Get the document from ARMU and forward to Pass/APAss.		2 minutes	PAss/APAss
	4.6 Final review and affix signature on the FAAS.		2 minutes	Administrative Staff
	4.7 Get the duly signed FAAS and record the transaction.			
5. Receive the requested document/s at Counter 4.	5. Release the document/s to the client.	None	3 minutes	Administrative Staff
Total		Php 100.00	46 minutes	

8. ISSUANCE OF PLAIN PHOTOCOPY OF SUPPORTING DOCUMENTS

- Issuance of Plain Photocopy for reference.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 25.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1 Forward request slip to the ARMU.		2 minutes	Statistician I LAOO-I AC-II
	4.2 Retrieve/pull out the needed document.		5 minutes	
	4.3 Photocopy the needed document.		5 minutes	Administrative Staff
5. Receive the requested document/s at Counter 4.	5. Release the Tax Declaration to the client.		3 minutes	Administrative Staff
Total		PHP 25.00	42 minutes	

9. ISSUANCE OF CERTIFIED PHOTOCOPY (CPhC) OF OLD TAX DECLARATION (TD)

Issuance of Certified Photocopy for legal, refence and/or BIR purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX - If client request of more than one (1) tax declaration and verification process up to the series of 1948.
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 100.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub. 4.1. Forward request slip to the ARMU.	None	5 minutes 7 minutes	Administrative Staff Statistician I LAOO-I AC-II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Review and verify the TD.	None		
	4.3. Photocopy the document, stamp CPhC and affix initial.		2 minutes	Statistician I
	4.4. Review and affix initial on the photocopy of TD.		5 minutes	Administrative Staff
	4.5. Get the document from ARMU and forward to Pass/APAss.		2 minutes	PAss/APAss
	4.6. Final review and affix signature on the photocopy of Td.		2 minutes	Administrative Staff
	4.7. Get the duly signed TD and record.			
5. Receive the requested document/s at Counter 4.	5. Release the document/s to the client.	None	3 minutes	Administrative Staff
Total		Php 100.00	48 minutes	

10. ISSUANCE OF PLAIN PHOTOCOPY OF OLD TAX DECLARATION

- Issuance of Plain Photocopy for reference purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION				
CLASSIFICATION:	SIMPLE				
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen				
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)</td><td>1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 25.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1 Forward request slip to the ARMU.		2 minutes	Statistician I LAOO-I AC-II
	4.2 Retrieve/pull out TD.		4 minutes	
	4.3 Photocopy the TD.		5 minutes	Administrative Staff
	4.4 Get the plain copy of TD and record.			
5. Receive the requested document/s at Counter 4.	5. Release the Tax Declaration to the client.		3 minutes	Administrative Staff
Total		PHP 25.00	41 minutes	



11. ISSUANCE OF CERTIFIED PHOTO COPY (CPhC) OF TAX MAP (TM)/ TAX MAP CONTROL ROLL (TMCR)

- Issuance of Certified Photocopy for legal, refence and/or BIR purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 100.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub. 4.1. Forward request slip to the TMU.	None	5 minutes 5 minutes	Administrative Staff Draftsman I AC-II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Received the request and verify the PIN in the system and pull out maps.	None	10 minutes	Draftsman I AC-II
	4.3. Photocopy and stamp CPhC on TM/TMCR and affix initial.		1 minutes	TM-II TM-I
	4.4. Verify the photocopy of TM/TMCR.		3 minutes	Draftsman I AC-II
	4.5. Record in the logbook and forward to Counter 4.		2 minutes	Administrative Staff
	4.6. Receive the TM/TMCR and forward to PAss/APAss.		2 minutes	PAss/APAss
	4.7. Final review and affix signature on TM/TMCR.		2 minutes	Administrative Staff
	4.8. Get the duly signed TM/TMCR and record.			
5. Receive the requested document/s at Counter 4.	5. Release the document/s to the client.		3 minutes	Administrative Staff
Total		PHP 100.00	60 minutes	

12. ISSUANCE OF PLAIN COPY OF TAX MAP (TM)/TAX MAP CONTROL ROLL (TMCR)

Issuance of Plain Photocopy for reference purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Tax Declaration 2. Authorization/Special Power of Attorney/ Identification card (Photocopy) 3. Letter request of owner or Legal counsel (if the requestor is not the owner)			1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 25.00 per copy	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1. Forward request slip to the TMU.		10 minutes	Draftsman I AC-II
	4.2. Received the request and verify the PIN in the system and pull out maps.		10 minutes	Draftsman I AC-II
	4.3. Photocopy and stamp CPhC on TM/TMCR and affix initial.		1 minutes	TM-II TM-I
	4.4. Verify the photocopy of TM/TMCR.		3 minutes	Draftsman I AC-II
	4.5. Record in the logbook and forward to Counter 4.		2 minutes	Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.6. Get the duly signed TM/TMCR and record.			
5. Receive the requested document/s at Counter 4.	5. Release the document/s to the client.	None	3 minutes	Administrative Staff
Total		Php 25.00	56 minutes	

13. CERTIFICATION OF TOTAL LANDHOLDINGS

- Issuance of certification for annulment of marriage, BIR and DAR purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX – for the reason that all properties must be verified in the system
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. TD 2. Certification of total landholdings from MAO 3. Affidavit of Total Landholdings 4. Authorization/Special Power of Attorney/Identification card (Photocopy) 5. Letter request of owner or of Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 100.00 per copy + PHP 30.00 (documentary stamp)	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1. Forward request slip to the ARMU.		5 minutes	Statistician I LAOO-I AC-II
	4.2. Review and verify in the system for the Total land holdings of the declarant.			
	4.3. Print Certification of Total Land Holdings and affix initial.		2 minutes	Statistician I
	4.4. Review and affix initial on the Certification of Total Land Holdings.			
	4.5. Get Certification from ARMU and forward to PAss/APAss.		5 minutes	Administrative Staff
	4.6. Final review and affixed signature on the Certification of Total Land Holdings.		2 minutes	PAss/APAss
	4.7. Get the Certification of Total Land Holdings signed and record the transaction.		2 minutes	Administrative Staff
5. Receive the requested document/s at Counter 4.	5. Release the Certification of Total Land Holdings to client.	None	3 minutes	Administrative Staff
Total		Php 130.00	46 minutes	

14. CERTIFICATION OF NON-ENCUMBRANCE

- Issuance for legal and/or loan purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX - If client request of more than one (1) tax declaration and verification process up to the series of 1948.
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration 2. Authorization/Special Power of Attorney/Identification card (Photocopy) 3. Letter request of the owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 100.00 per copy + PHP 30.00 (documentary stamp)	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub. 4.1. Forward request slip to the ARMU.	None	5 minutes 5 minutes	Administrative Staff Statistician-I LAOO-I AC-II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.2. Review and verify in the system the TD of the declarant.</p> <p>4.3. Print Certification of Non-Encumbrance and affix initial.</p> <p>Note: If an encumbrance does not exist in the system trace back series of Tax Declarations (TDs) for verification.</p> <p>4.4. Review and affix initial on the Certification of Non-Encumbrance.</p> <p>4.5. Get Certification from ARMU and forward to PAss/APAss.</p> <p>4.6. Final review and affix signature on the Certification of Non-Encumbrance.</p> <p>4.7. Get the duly signed Certification of Non-Encumbrance and record the transaction.</p>	None	<p>2 minutes</p> <p>5 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p>Statistician I</p> <p>Administrative Staff</p> <p>Provincial Assessor (PAss)/ Assistant Provincial Assessor (APAss)</p> <p>Administrative Staff</p>
5. Receive the requested document/s at Counter 4.	5. Release the Certification of Non-Encumbrance to client.	None	3 minutes	Administrative Staff
Total		Php 130.00	46 minutes	

15. CERTIFICATION OF NON-IMPROVEMENT

- Issuance for BIR purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX - for the reason that all improvement thereon must be verified in the system
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. TD 2. Certification of non-improvement from MAO 3. Authorization/Special Power of Attorney/Identification card (photocopy) 4. Letter request of the owner or Legal counsel (if the requestor is not the owner) 5. Affidavit of Non-Existing Improvement 	<ol style="list-style-type: none"> 1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 100.00 per copy + PHP 30.00 (documentary stamp)	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub. 4.1. Forward request slip to the ARMU.	None	5 minutes 5 minutes	Administrative Staff Statistician-I LAOO-I AC-II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.2. Review and verify in the system the TD of the declarant.</p> <p>4.3. Print Certification of Non-Encumbrance and affix initial.</p> <p>Note: If an encumbrance does not exist in the system trace back series of Tax Declarations (TDs) for verification.</p> <p>4.4. Review and affix initial on the Certification of Non-Encumbrance.</p> <p>4.5. Get Certification from ARMU and forward to PAss/APAss.</p> <p>4.6. Final review and affix signature on the Certification of Non-Encumbrance.</p> <p>4.7. Get the duly signed Certification of Non-Encumbrance and record the transaction.</p>	None	<p>2 minutes</p> <p>5 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p>Statistician I</p> <p>Administrative Staff</p> <p>Provincial Assessor (PAss)/ Assistant Provincial Assessor (APAss)</p> <p>Administrative Staff</p>
5. Receive the requested document/s at Counter 4.	5. Release the Certification of Non-Encumbrance to client.	None	3 minutes	Administrative Staff
Total		Php 130.00	46 minutes	

16. CERTIFICATION WITH IMPROVEMENT

- Issuance for BIR purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX- for the reason that all improvement thereon must be verified in the system
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. TD 2. Authorization/Special Power of Attorney/Identification card (Photocopy) 3. Letter request of the owner or Legal counsel (if the requestor is not the owner)	1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 100.00 per copy + PHP 30.00 (documentary stamp)	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub. 4.1. Forward request slip to the ARMU.	None	5 minutes 5 minutes	Administrative Staff Statistician-I LAOO-I AC-II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Review and verify in the system.	None		
	4.3. Print Certification with Improvement and affix initial.			
	4.4. Review and affix initial on the Certification with Improvement.		2 minutes	Statistician I
	4.5. Get Certification from ARMU and forward to PAss/APAss.		5 minutes	Administrative Staff
	4.6. Final review and affix signature on the Certification with Improvement.		2 minutes	PAss/APAss
	4.7. Get the duly signed Certification with Improvement and record the transaction.		2 minutes	Administrative Staff
5. Receive the requested document/s at Counter 4.	5. Release the Certification with Improvement to client.	None	3 minutes	Administrative Staff
Total		Php 130.00	46 minutes	

17. CERTIFICATION OF NO REAL PROPERTIES

- Issuance of certification for annulment of marriage, BIR and DAR purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX – for the reason that all properties must be verified in the system
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. TD 2. Authorization/Special Power of Attorney/Identification card (Photocopy) 3. Letter request of the owner or Legal counsel (if the requestor is not the owner) 4. Affidavit of No Real Properties			1. Municipal Assessor's Office 2. Real Property Owner 3. Legal Counsel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 100.00 per copy + PHP 30.00 (documentary stamp)	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1. Forward request slip to the ARMU.		5 minutes	Statistician-I LAOO-I AC-II
	4.2. Review and verify in the system.			
	4.3. Print Certification of No Real Properties and affix initial.			
	4.4. Review and affix initial on the Certification of No Real Properties and affix initial.		2 minutes	Statistician I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.5. Get Certification from ARMU and forward to PAss/APAss.	None	5 minutes	Administrative Staff
	4.6. Final review and affix signature on the Certification of No Real Properties.		2 minutes	PAss/APAss
	4.7. Get the duly signed Certification of No Real Properties and record the transaction.		2 minutes	Administrative Staff
5. Receive the requested document/s at Counter 4.	5. Release the Certification of No Real Properties to client.	None	3 minutes	Administrative Staff
Total		Php 130.00	46 minutes	

18. ANNOTATION OF MORTGAGES

- Upon request of clients, banks, and private institutions.
- Annotated Mortgage below PhP 100,000.00 = PhP 100.00
100,000.00-500,000.00 = PhP 300.00
Above 500,000.00 = PhP 500.00

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX- If client's request is more than one (1) tax declaration
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/ indirectly involved in Real Estate Transactions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Real Estate Mortgage Contract duly registered 2. Certified Printed Copy of Tax Declaration 3. Photocopy of Title if any	1. Rural Banks or Private Institutions 2. Registry of Deeds 3. Provincial Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	see above fees	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1. Forward request slip to the ARMU.		10 minutes	Statistician-I LAOO-I AC-II
	4.2. Review and verify in the eRPT system and annotate mortgage in the system/FAAS or PRF.			
	4.3. Review and affix initial on the REMC.		2 minutes	Statistician I
	4.4. Get request from ARMU and record.		5 minutes	Administrative Staff
5. Receive the requested document/s at Counter 4.	5. Release the TD with annotation and REMC copy to client.		3 minutes	Administrative Staff
Total		see above fees	47 minutes	



19. CANCELLATION OF MORTGAGES

Upon request of clients, banks, and private institutions.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION			
CLASSIFICATION:	COMPLEX- If client's request is more than one (1) tax declaration			
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen			
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cancellation/Discharge of REMC duly registered 2. Owner's copy of TD 3. Photocopy of Title if applicable			1. Rural Banks or Private Institutions 2. Registry of Deeds 3. Municipal Assessor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number card and Letter Queue Card and give it to the person-in-charge.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip then give back the slip for payment of fees to the Cashier.	None	5 minutes	Administrative Staff
3. Proceed to the cashier and pay the corresponding fee.	3. Receive payment and issue OR.	PHP 100.00 per TD	5 minutes	LRCO-I RCC-I TC-I
4. Proceed to Counter 2 (regular transactions) or 3 and submit request slip together with the O.R.	4. Receive OR and record the OR number and amount and issue tracking no. to the control slip and issue claim stub.	None	5 minutes	Administrative Staff
	4.1. Forward request slip to the ARMU.		3 minutes	Statistician-I LAOO-I AC-II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Review, verify and cancel annotation of mortgage in the previous tax declaration and eRPT system. 4.3. Get request from ARMU and record.	None	5 minutes	Administrative Staff
5. Receive the requested document/s at Counter 4.	5. Release the TD with cancelled annotation together with the copy of cancellation of mortgage or CPrC of TD if requested.	None	3 minutes	Administrative Staff
Total		Php 100.00	41 minutes	

20. ANNOTATION OF ADVERSE CLAIM, LIS PENDENS, AGREEMENT OF ROAD RIGHT OF WAY, BAILBOND, NOTICE OF LEVY/TAX LIEN, HOLD IN ABEYANCE, ETC.

- Upon request of clients, Municipal Trial Court and Regional Trial Court for legal purposes.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX - If client's request is more than one (1) tax declaration
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Letter Request 2. Copy of Adverse Claim (Registered) 3. Lis Pendens, Bailbond (Registered) 4. Agreement of Road Right of Way 5. Latest copy of Tax Declaration 6. Latest Tax Receipt if needed 7. Photocopy of ID 8. Authorization/SPA 9. Birth Certificate, Death Certificate if needed 	<ol style="list-style-type: none"> 1. Notary Public 2. Municipal/Regional Trial Court 3. Registry of Deeds



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Administrative Unit and present the transaction needed.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip.	None	5 minutes	Administrative Staff
3. Submit request slip.	3. Receive the request slip and duly registered document Record and indicate tracking number, give back the slip for payment of fees to the Cashier – Cash Receipt Unit.	None	5 minutes	Administrative Staff
4. Proceed to the cashier and pay the corresponding fee.	4. Receive payment and issue OR.	PHP 100.00 per TD	5 minutes	LRCO-I RCC-I TC-I
5. Go back to the Administrative Unit and submit request slip together with the OR.	5. Receive OR and record the OR number and amount then return it back to the client.	None	5 minutes	Administrative Staff
	5.1. Forward the documents with the request slip to Pass/APAss for comment and approval.		2 minutes	Administrative Staff
	5.2. Review and recommend action to be taken on the request. Note: If approved, request will be forwarded to the ARMU for annotation.		30 minutes	Pass/APAss/SAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3. If disapproved and with complex problem, prepare a letter to concerned client to be approved by Pass and return with corresponding notice for compliance.	None		
	5.4. Review, verify and annotate in the TD (eRPT System)/FAAS or PRF and record in the logbook.		5 minutes	Statistician I LAOO-I AA-II
	5.5. Get the request from ARMU and record.		5 minutes	Administrative Staff
6. Receive the copy of the TD with annotation from AU.	6. Release TD with annotation to client.	None	5 minutes	Administrative Staff
Total		PHP 100.00	77 minutes	

21. CANCELLATION OF ADVERSE CLAIM, LIS PENDENS, BAILBOND, NOTICE OF LEVY/TAX LIEN, HOLD IN ABEYANCE

- Upon request of clients, Municipal Trial Court and Regional Trial Court

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	COMPLEX - If client's request is more than one (1) tax declaration
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request 2. Copy of Cancellation of Adverse Claim (Registered)	1. Notary Public 2. Municipal/Regional Trial Court



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
3. Court Decision with Certificate of Finality (Registered) 4. Latest copy of TD 5. Latest Tax Receipt if needed 6. Photocopy of ID			3. Registry of Deeds	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Administrative Unit and present the transaction needed.	1. Interview the client on the transaction needed and provide the request slip.	None	12 minutes	Administrative Staff
2. Fill out the request slip.	2. Assist if needed in filling out the request slip.	None	5 minutes	Administrative Staff
3. Submit request slip.	3. Receive the request slip and duly registered Cancellation of Adverse Claim, etc. Record and indicate tracking number, give back the slip for payment of fees to the Cashier – Cash Receipt Unit.	None	3 minutes	Administrative Staff
4. Proceed to the cashier and pay the corresponding fee.	4. Receive payment and issue OR.	PHP 100.00 per TD	5 minutes	LRCO-I RCC-I TC-I
5. Go back to the Administrative Unit and submit request slip together with the OR.	5. Receive OR and record the OR number and amount then return it back to the client.	PHP 100.00 per TD	3 minutes	Administrative Staff
	5.1. Forward the documents with the request slip to Pass/APAss for comment and approval.		2 minutes	Administrative Staff
	5.2. Review and recommend action to be taken on the request.		3 minutes	PAss/APAss/SAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: If approved, request will be forwarded to the ARMU for cancellation.</p> <p>5.3. If disapproved and with complex problem, prepare a letter to concerned client to be approved by Pass and return with corresponding notice for compliance.</p> <p>5.4. Review, verify and cancel the annotations on the TD (eRPT System)/FAAS or PRF and record in the logbook.</p>	None	10 minutes	Statistician I LAOO-I AA-II
6. Receive the copy of the TD with cancelled annotation.	6. Release TD with cancelled annotation or CPrC with clear of any encumbrances if requested.	None	5 minutes	Administrative Staff
Total		PHP 100.00	46 minutes	

22. REVIEW AND APPROVAL OF ASSESSMENT TRANSACTIONS

For the processing of assessment transactions as to the transfer of ownership and revision of tax declaration as stated below.

OFFICE OR DIVISION:	PROVINCIAL ASSESSOR'S OFFICE/ PROVINCIAL TREASURER'S OFFICE - CASH RECEIPTS DIVISION
CLASSIFICATION:	HIGHLY TECHNICAL - If client's request is more than one (1) transaction
TYPE OF TRANSACTION:	G2G- Government to Government G2B- Government to Business G2C- Government to Citizen
WHO MAY AVAIL:	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. TRANSFER OF OWNERSHIP - Letter request of the owner with endorsement of Municipal Assessor - Transfer Fee Receipt - Current Tax receipt/ Cert. issued by Municipal Treasurer - Certified Printed Copy of latest Tax Declaration issued by OPass - Mode of Conveyance duly registered at ROD. - Cert. Electronic copy of Title from ROD, if any - BIR Certification of Authorizing Registration (CAR) others: -Tax Map Maintenance/ Blue Print copy of sketch plan - Special Power of Attorney - Affidavit of Publication (If Deceased Owner)</p> <p>2. REVISION 2.1. UNKNOWN OWNER - Letter request of the owner with endorsement of Municipal Assessor - Field investigation report of Municipal Assessor - Copy of current Tax Declaration/ Property Record Form - Current tax receipt/Certification issued by the Municipal Treasurer - BL Form V-37/Cadastral Map/Tax Map Maintenance - Affidavit of ownership with conformity of adjacent boundary owners attested by Barangay Captain</p> <p>2.2. OMITTED/UNREVISED TAX DECLARATION - Letter request of the owner with endorsement of Municipal Assessor - Field investigation report of Municipal Assessor - Copy of current Tax Declaration/ Property Record Form - Current tax receipt/Certification issued by the Municipal Treasurer - BL Form V-37/Cadastral Map/Tax Map Maintenance</p> <p>2.3. RECLASSIFICATION - Letter request with endorsement of Municipal Assessor - Investigation Report of the Municipal Assessor - Field validation by the PAO Inspection team if needed - Zoning Certificate of CLUP duly approved by the SB of the municipality - Copy of Tax Declaration of land and its structure, if necessary - Clearance from DENR or DAR from Agricultural to any kind of classification - SB Resolution for reclassification of big areas - Current Tax receipt/ Certification issued by Municipal Treasurer</p>	<ol style="list-style-type: none"> 1. Declared owner 2. Municipal Assessor 3. Provincial Treasurer 4. Municipal Treasurer 5. Provincial Assessor 6. Registry of Deeds 7. BIR 8. Notary Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2.4. CONSOLIDATION/ SUBDIVISION</p> <ul style="list-style-type: none"> - Letter request of the owner/ endorsement of MA - Agreement of Subdivision/ Partition - Certified Electronic copy of Title from ROD/MA, if any - Blue print copy of Consolidation/ Subdivision plan/ Sketch plan - Tax Map Maintenance - Current Tax receipt/ Certification issued by MT <p>3. DECLARED NEW TAX DECLARATION</p> <p>3.1. Unregistered Land</p> <ul style="list-style-type: none"> - Letter request with endorsement of MA - Investigation Report from MA - Affidavit of Ownership attested by the Barangay Captain with conformity of the boundary owners duly registered - Barangay Council Resolution attesting and conforming the ownership of the declarant duly registered - Certified BL Form V-37 - Affidavit of Waiver duly notarized, if any - Sketch Plan with Community Environment and Natural Resources Office (CENRO) Certificate of alienable & disposable - Field Validation by the OPASS Inspection Team, if necessary <p>3.2. Titled Land</p> <ul style="list-style-type: none"> - Letter request with endorsement of MA - Certified Electronic copy of Title issued by the ROD - Tax Map Maintenance <p>3.3. Building (Residential, Agricultural, Commercial, Industrial, Special Classes)</p> <ul style="list-style-type: none"> - Letter request endorsement of MA - Building Permit, if any - Certificate of Occupancy, if any - Floor Plan - Field Validation by the OPAss Inspection team, if needed - Picture of the building - Latest TD of the lot - Latest tax receipt of the lot <p>3.4. Machineries</p> <ul style="list-style-type: none"> - Letter request with endorsement of Municipal Assessor - Book value/ Financial statement to include receipts/ acquisition cost, machinery descriptions & life sworn statement - Machine lay-out (for big plants/ factories) -Picture of the Building -Latest Tax Declaration of the Lot -Latest Tax Receipt of the Lot 	



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
4. DEMOLISHED BUILDINGS or NON-OPERATIONAL BUSINESS ESTABLISHMENTS: <ul style="list-style-type: none"> - Letter request with endorsement of MA - Certified Printed copy of TD wherein "Cancelled for being demolished" was annotated thereon from MA's - Current Tax receipt/ Certification issued by MT - Certification from Barangay Captain - Certificate of Demolition 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the prepared FAAS and supporting documents to Counter I.	1. Receive and check applicable transactions from the different MA/s and Walk-in Clients.	None	8 minutes	Administrative Staff
	2. Record in the Electronic Real Property Taxation (eRPT) system and issue control/tracking number.	None	15 minutes	Administrative Staff
	3. Print Routing Slip and batch receiving copy.	None	5 minutes	Administrative Staff
	4. Attach routing slip and endorse to concerned ARMU staff.	None	7 minutes	Administrative Staff
	5. Receive and attach previous Property Record Form (PRF) or FAAS.	None	5 minutes	ARMU Staff
	6. Receive, record, validate and verify records from the system and the previous PRF or FAAS.	None	15 minutes	Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: (1) If an encumbrance does not exist in the system, trace back from the PRF/FAAS to series of TD's for verification down to series 1948; (2) Attach pending notes if record has annotations or encumbrances.	None		
	7. Review and affix signature in the FAAS.	None	5 minutes	Statistician-I/ LAOO-I
	8. Record and forward transaction to TMU.	None	3 minutes	AAss-II/ AA-II
	9. Receive and verify from the TMCR in the eRPT system, and sketch on the TM as to the correctness of PIN, boundaries, lot numbers and area. If the documents and hard copy of FAAS in the eRPT system is verified and correct affix initial on applicable transaction. Note: In case of inconsistencies in the TMCR and TM, attach pending notes.	None	30 minutes	TMU TM-II TM-I Draftsman-I AC-II
	10. Record and forward assessment transaction to the Assessment Standard Examination Unit (ASEU)/Property Valuation and Examination Unit (PVEU).	None	2 minutes	TM-II TM-I Draftsman-I AC-II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	11. Receive and record assessment transaction and forward to the assigned examiner.	None	5 minutes	ASEU/PVEU AA-III
	12. Review and evaluate FAAS and relevant/required documents. Note: In case of errors in the market value (MV) computation and inconsistencies in the document, attach pending notes.	None	30 minutes	LAOO-IV LAOO-I AA-III
	13. Encode and assign Tax Declaration Number in the Electronic Real Property Taxation (eRPT) System.	None	5 minutes	ASEU/PVEU Staff
	14. Make final review in the eRPT system and determine the accuracy of the computed values based on the 2008 SMV. • If verified, complete and correct, affix initials on applicable transaction.	None	30 minutes	LAOO-IV LAOO-I AA-III
	15. Record and forward documents to the Administrative Unit.	None	2 minutes	ASEU/PVEU Staff
	16. Receive and record the transaction, and segregate the pending and for approval transactions.	None	10 minutes	Administrative Unit Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: The segregated pending transaction shall be forwarded to PAss/APAss for review/recommendation to be endorsed to MA/Walk-in clients for compliance.	None		
	17. Review the hard copy of FAAS and check data in the eRPT system. • If the documents and hard copy of FAAS in the eRPT system is verified and correct, affix initial in the FAAS and forward to PAss for approval.	None	20 minutes	APAss
	18. Review and approve transaction then affix signature in the FAAS. Note: In the absence of PAss, forward documents to APAss for review and approval.	None	10 minutes	PAss APAss
	19. Encode in the eRPT system the date of approval of the Provincial Assessor and forward to the ARMU.	None	10 minutes	Administrative Staff
	20. Receive and print of New Tax Declaration and issuance of Notice of Assessment with the attached documents and forwarded to Admin Unit.	None	10 minutes	ARMU Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	21. Forwarded to PAss/APAss for signature of the Notice of Assessment and Tax Declaration.	None	2 minutes	ARMU Staff
	22. Affix signature in the Tax Declaration and Notice of Assessment.	None	2 minutes	Pass/ APAss
	23. Get the signed Notice of Assessment with attached documents and forwarded to ARMU.	None	5 minutes	Administrative Staff
	24. Receive and segregate the documents for filing and release to client/Municipal Assessor (MA).	None	10 minutes	ARMU Staff
2. Receive approved Field Assessment Appraisal Sheet, Tax Declarations and other supporting documents.	1. Update new Tax Declaration number in the record book. 2. Release approved Field Assessment Appraisal Sheet, Tax Declarations and other supporting documents.	None	5 minutes	Administrative Staff
Total		None	4 hours & 11 minutes	

NOTE:

Allowable period for extension due to unusual, unavoidable and highly technical circumstances: Maybe extended for another 20 days (Section 9(b) (1) of R.A. 11032); In case there are inconsistencies found in the transaction, same will be endorsed back to the Municipal Assessor for compliance.

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the Provincial Assessor's Office- Assistance Desk.
How feedback is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 700-4783.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the Provincial Assessor's Office- Assistance Desk.</p> <p>Complaints may also be filed thru telephone at</p> <p>OPASS: Tel No. :(072) 700-4783 Email : acacho@launion.gov.ph</p> <p>OPG: Tel No. :(072) 888-3608/ (072) 888-6035 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>



How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 700-4783.</p>

GLOSSARY OF TERMS

AA	Administrative Aide
AAss	Administrative Assistant
AC	Assessment Clerk
APAss	Assistant Provincial Assessor
ARMU	Assessment Records Management Unit
ASEU	Assessment Standard Examination Unit
BIR	Bureau of Internal Revenue
BL Form	Bureau of Lands Form
CAR	Certification of Authorizing Registration
CENRO	Community Environment and Natural Resources Office
CPhC	Certified Photo Copy
CPrC	Certified Printed Copy
DAR	Department of Agrarian Reform
eRPT	Electronic Real Property Taxation
FAAS	Field Appraisal and Assessment Sheet
G2B	Government to Business
G2C	Government to Citizen
G2G	Government to Government
LAOO	Local Assessment Operations Officer

GLOSSARY OF TERMS	
LRCO	Local Revenue Collection Officer
MA	Municipal Assessor
MT	Municipal Treasurer
OPAss	Office of the Provincial Assessor
OR	Official Receipt
Pass	Provincial Assessor
PIN	Property Identification Number
PRF	Property Record Form
PVEU	Property Valuation Examination Unit
RCC	Revenue Collection Clerk
REMC	Real Estate Mortgage Contract
ROD	Registry of Deeds
SAO	Supervising Administrative Officer
TC	Ticket Checker
TD	Tax Declaration
TM	Tax Mapper
TM	Tax Map
TMCR	Tax Map Control Roll
TMU	Tax Mapping Unit



ECONOMIC DYNAMISM AND COMPETITIVENESS SECTORS

PROVINCIAL GOVERNMENT
OF LA UNION

LA
UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



LA UNION PROVINCIAL TOURISM OFFICE

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

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1. TOURIST ASSISTANCE

Assistance for tourists for itineraries, accommodation and general inquiry on tourism

OFFICE OR DIVISION:		LA UNION PROVINCIAL TOURISM OFFICE (LUPTO) TOURIST ASSISTANCE DESK		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C - Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-in, Clients are required to use the foot bath, have their temperature checked, hands sanitized, and register in the Client Logbook or present their NAPANAM QR Code in the lobby, before proceeding to the Tourist Assistance Desk.	1. Tourist Assistant (TA) on duty to assist and orient the client on the services being offered with compliance to health and safety protocols (Maintaining Social Distancing and Always Wearing of Face Mask and Face Shield).	None	1 minute	Tourist Assistant
2. Client chooses type of service and to fill out request slip.	2. TA to give request slip take note the service needed/requested by the client.	None	3 minutes	Tourist Assistant
2.1. For Request of Tourism Data	2.1. TA to provide tourism data needed/requested including but not limited to tourism master plans, tourism statistics, and other tourism-related data.			
2.2 For Tour Itineraries	2.2 TA presents prepared tour itinerary and orients them on the various destinations and tour guide directory.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.3. For Accommodation Assistance	2.3. TA presents various accommodation establishment and contact details.	None		Tourist Assistant
2.4. For General Tourist Destination	2.4. TA assists and orients clients on the various destinations/ attractions in the province.			
3. Client Receives Service and fills-out the Customer Feedback Form and drops it at the Customer Feedback Box located at the Tourist Assistance Desk.	3. Tourist Assistant presents the Customer Feedback Form.	None	3 minutes	Tourist Assistant
Total		None	7 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the Customer Feedback Form and drop it at the designate drop box located at the Tourist Assistance Desk.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU) opens the Customer Feedback Box and compiles and records all feedbacks submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback. The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-9692.</p>
How to file a complaint?	<p>Answer the Customer Feedback Form and drop it at the Customer Feedback Box located at the Tourist Assistance Desk.</p> <p>Complaints may also be file thru telephone at</p> <p>La Union Provincial Tourism Office (LUPTO): Tel No. :(072) 607-9692 Email: tourism@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>Civil Service Commission (CSC) Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>Anti-Red Tape Act (ARTA) Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>

How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU) opens the Customer Feedback Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072).</p>
Contact Information of LUPTO	<p>MR. ADAMOR L. DAGANG Provincial Information Officer/Tourism Officer - Designate Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union Email: tourism@launion.gov.ph Tel No.: (072) 607-9692</p> <p>MR. GABRIEL M. MENDOZA Administrative Officer, LUPTO Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: tourism@launion.gov.ph Tel No.: (072) 607-9692 / 242-5550 loc. 286</p>



OFFICE OF THE PROVINCIAL AGRICULTURIST

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD-LOVING
PEOPLE-ORIENTED
ACCOUNTABLE
COMMITTED



1. PROVISION OF MACHINERIES/EQUIPMENT

Technical assistance in providing farm machineries/tools/Equipment to clients.

OFFICE OR DIVISION:		Office of the Provincial Agriculturist		
CLASSIFICATION:		Highly- Technical		
TYPE OF TRANSACTION:		G2G- Government to Government G2C – Government to Citizen		
WHO MAY AVAIL:		Associations, Cooperatives, LGU's and Barangays		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients to proceed to the guard for logbook registration.	Guards on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No facemask, No face shield, No entry" policy.	None	3 minutes	Guard on duty
2. Submits request letter to the Office of the Governor (OPG).	Inform the clients that it would take within 1 to 3 days for the approval of the request.	None	5 minutes	OPG Staff
	Received endorsement or routing slip from the OPG.	None	2 minutes	OPAg Administrative Staff
3. Wait for a call or text as to the availability of the requested units.	OPAg receives and records the forwarded approved request letter/resolution from the Office of the Provincial Governor with attached routing slip signed by the Provincial Agriculturist.	None	1 day	OPAg Liaison Officer /Admin. Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submits Summary of Requested Farm Machineries/Tools/Equipment to OPG as a reference for the preparation of Purchase Request signed by Provincial Agriculturist.	None	10 minutes	Liaison Officer
4. Waits a call or text for the schedule of site validation.	Coordinates with the clients thru Call/Text/Social Media for the schedule of validation.	None	5 minutes	AEU Technical Staff
	Conduct site validation.	None	3 days	AEU Technical Staff
	Prepares and submits validation report.	None	2 days	AEU Technical Staff
	OPAg to prepare Masterlist of proponents.	None	10 minutes	AEU Technical Staff
	Submits Masterlist of Proponents to OPG.	None	1 day	Liaison Officer
	Prepares Release Order.	None	10 minutes	Coordinator/AEU Technical Staff
	Informs client thru call/text about the release of requested units.	None	1 day	Coordinator/AEU Technical Staff
5. Pick-up/haul and receive approved items.	Checks items is in good condition and releases the same.	None	1 day	Coordinator/AEU Technical Staff
6. Fills-up Customer Feedback form (CFF).	Informs and appraises the client on how to fill-up CFF and drop the same at the Suggestion/Complaint Box.	None	10 minutes	Guard on duty
Total		None	9 days and 55 minutes	



2. FARMERS INFORMATION AND TECHNOLOGY SERVICES (FITS) CENTER AND TECHNICAL ADVICES

Provision of Information, Education and Communication (IEC) materials

OFFICE OR DIVISION:		Office of the Provincial Agriculturist		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the guard for logbook registration.	Guards on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	3 minutes	Guard on duty
2. Registers in the FITS logbook.	Entertains and interview the walk-in client/s about the requested FITS-IEC materials.	None	5 minutes	FITS Coordinator
	Provides a brief lecture about the requested IEC materials.	None	20 minutes	FITS Coordinator
3. Receives the IEC materials and answer the client feedback form.	Releases and records the IEC materials requested by the walk-in client/s.	None	5 minutes	FITS Coordinator
4. Fills-up Customer Feedback form (CFF).	Informs and appraises the client on how to fill-up CFF and drop the same at the Suggestion/ Complaint Box.	None	10 minutes	Guard on Duty
Total		None	43 minutes	

3. SOIL SAMPLE ANALYSIS

Technical assistance in the collection of soil samples for fertilizer recommendation to client.

OFFICE OR DIVISION:	Office of the Provincial Agriculturist			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
SOIL SAMPLE			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the guard for logbook registration.	Checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No facemask, No face shield, No entry" policy.	None	3 minutes	Guard on duty
	Interview the client and record information required.	None	10 minutes	Technical Staff
2. Submits soil sample.	Receives soil sample for soil analysis.	None	5 minutes	Farmworker II/ Technical Staff
3. Waits for the call of the representative of the Provincial Agriculturist.	Pulverizes and air-dry soil sample.	None	5 days	Farm Worker II/ Technical Staff
	Conducts soil laboratory testing and chemical analysis and compute fertilizer recommendation.	None	1 day	Technical Staff/ Officer
	Encodes the result of soil analysis & review for correction and affix signature.	None	15 minutes	Computer Encoder
	Reviews and take note of the results and recommendation of soil analysis and issues appropriate action to be taken.	None	1 day	Technical Staff/ Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inform the client, thru SMS/mobile call of soil recommendation.	None	5 minutes	Senior Agriculturist/ Agriculturist II
4. Receives the result of soil analysis and recommend appropriate fertilizer.	Release result of soil analysis and recommended fertilizer to the client.	None	10 minutes	Farm Worker II/ Technical Staff
5. Fills-up Customer Feedback form (CFF).	Informs and appries the client on how to fill-up CFF and drop the same at the Suggestion/ Complaint Box.	None	10 minutes	Guard on duty
Total		None	6 days, 1 hour and 8 minutes	

4. CROP PEST INCIDENCE

Technical assistance in identifying Crops Pest and Disease Analysis and provide recommendation and their control.

OFFICE OR DIVISION:	Office of the Provincial Agriculturist			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PEST INCIDENT REPORT			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds the guard for logbook registration.	Checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No facemask, No face shield, No entry" policy.	None	3 minutes	Guard on duty
2. Submits pest incident report.	Receives and records pest incident report in the Pest Monitoring Report Logbook.	None	5 minutes	Crops and soils Unit Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conducts interview to the client with observance of social distancing.	None	10 minutes	Senior Agriculturist/ Agriculturist II
3. Waits for a call or text for the schedule of field inspection.	Informs client on the actual field inspection schedule for identification of pest incidence.	None	10 minutes	Integrated Pest Management Coordinator
	Conducts actual field inspection and provide control and recommendation for chemical control in coordination with DA-RCPC.	None	1 day/ municipality	Integrated Pest Management Coordinator
	Follow up client as to the status of incidence thru call or text after 5 days.	None	5 days	Integrated Pest Management Coordinator
	Conduct actual field inspection after 3-5 days if there is no improvement in the application of pesticide and recommend further pest control measures.	None	1 day/ municipality	Integrated Pest Management Coordinator
4. Fills-up Customer Feedback form (CFF).	Inform and Apprised the client on how to fill-up CFF and drop the same at the Suggestion/ Complaint Box.	None	10 minutes	Guard on duty
Total		None	7 days and 38 minutes	



5. PROVISION OF AGRICULTURAL INPUTS (Release of Seedling Materials)

Technical assistance in the validation of site for the release of seedling materials.

OFFICE OR DIVISION:	Office of the Provincial Agriculturist			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2G-Government to Government G2C - Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Letter to the Office of the Provincial Governor.	Checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No facemask, No face shield, No entry" policy.	None	3 minutes	Guard on duty
	Receives and records request letter with feedback form and attach routing slip signed by the Provincial Governor and forward it to the Office of the Provincial Agriculturist.	None	1 day	OPG Staff
	Receives and records the approved request letter from the Office of the Provincial Governor with attached routing slip.	None	10 minutes	Liaison Officer /Admin. Staff
2. Wait for a call or text for the schedule of site validation.	Receives and records the request and schedule site visit/validation.	None	10 minutes	OPAg Crops & Soils Unit staff
	Conducts site visit/validation and personal interview and prepare validation report.	None	10 minutes	Liaison Officer /Admin. Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Informs the client for recommendation based on site validation results.	None	5 minutes	OPAg Crops & Soils Unit technical staff
	Encodes/prepares release order.	None	10 minutes	OPAg Crops & Soils Unit technical staff
	Submits Validation Report and attach Release Order.	None	15 minutes	OPAg Crops & Soils Unit staff
	Reviews and approves validation report and Release Order.	None	10 minutes	Provincial Agriculturist
	Informs the client of the approved request.	None	5 minutes	OPAg Crops & Soils Unit staff
3. Receives/ pick up the Release Order and sign acknowledgement receipt.	Prepares and accomplishes the acknowledgement receipt.	None	30 minutes	Client and Nursery In-Charge
4. Client to fill-up Customer Feedback form (CFF).	Informs and Apprises the client on how to fill-up CFF and drop the same at the Suggestion/ Complaint Box.	None	10 minutes	Guard on Duty
Total		None	3 days, 1 hour and 48 minutes	



6. PROVISION OF AGRICULTURAL AND FISHERY INPUTS

Assistance through provision of tilapia fingerlings aimed to address the needs of our fisherfolks to ensure food/fisheries sufficiency.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL AGRICULTURIST (FISHERY SERVICES DIVISION)			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C-Government to Citizen G2G – Government to Government			
WHO MAY AVAIL:	Fisherfolks of La Union and LGU's			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Provincial Capitol.	Guard on duty checks body temperature of the client, requires client to use hand sanitizer and foot bath and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy. Client takes note of the date, time and purpose of his/her visit).	None	1 minute	Guard on Duty
2. Submits Letter Request to the Office of Provincial Governor (OPG) with attached endorsement letter from City/Municipal Mayor.	Receives and submits the documents to the Provincial Governor for appropriate action.	None	1 day	OPG – Information Desk
	Receives the documents with routing slip from OPG.	None	30 minutes	OPAg– Admin Unit
	OPAg to act on the request based of Governor's routing slip.	None	5 minutes	Provincial Agriculturist
	Informs and coordinates with the concerned city/municipal fishery coordinator regarding the schedule of site validation activity.	None	10 minutes	OPAg – Fishery Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conducts site validation.	None	1 day	Technical Staff
	Submits validation report and release order to the Provincial Agriculturist for appropriate action.	None	10 minutes	Technical Staff
3. Receives message and/or call from the Office of the Provincial Agriculturist – Fishery Unit.	Informs the client of the approval/ disapproval of the request together with the schedule of the availment if favorably considered.	None	10 minutes	Fishery Unit Technical Staff
Proceeds to Sta. Rita Fish Farm to pick up and receives the approved requested fingerlings and signs acknowledgement receipt.	Checks body temperature of the client, requires client to use hand sanitizer and strictly follow the implementation of “No Face Mask, No Face Shield, No Entry Policy”. Farm staff takes note of the date, time and purpose of his/her visit). Technical staff conducts briefing/orientation to the client/s regarding on good aquaculture practices that includes proper handling, stocking, feeding and water management before releasing the fingerlings.	None	1 hour	Sta. Rita Fish Farm Staff
5. Fills-up Customer Feedback form (CFF).	Informs and appries the client on how to fill-up CFF and drop the same at the Suggestion/ Complaint Box.	None	10 minutes	Guard on Duty
Total		None	2 days, 2 hours and 16 minutes	



7. PROVISION OF TRAINING AND SEMINAR (Lectures)

Technical assistance on trainings and seminars.

OFFICE OR DIVISION:	Office of the Provincial Agriculturist (Cooperative Community Development Unit)			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request letter to the Office of the Governor (OPG).	Checks body temperature of client. Client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy and Proceeds to the Office of the Governor to submit request letter for notation.	None	1 minute	Guard on Duty
Online submission (e-mail).	OPG receives the request letter for notation.	None	3 minute	OPG Staff
	Receives request letter with notation from OPG and Provincial Agriculturist instructs the technical/concerned staff for the coordination and facilitation of requested training/seminar.	None	1 minute	Guard on Duty
Waits for initial action taken from OPAg.	Coordinates with the client to finalize schedule, venue, needed training supplies and materials and other concerns for the conduct of training/seminar.	None	30 minutes	Technical/ Concerned Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Attendance to the Training/ Seminar.</p> <p>F(Face- to Face)</p> <p>>Fills- up the attendance sheet and accomplish the Learning and Development Feedback Form/ Training Evaluation Form.</p> <p>Virtual set up.</p> <p>>Training participants shall properly fill up the attendance sheet via virtual mode.</p>	<p>Facilitation of the training by OPAg training management team and ensure compliance to the following:</p> <p>a. Health and safety protocols</p> <ul style="list-style-type: none"> - observe physical distancing - wear face mask and face shields - disinfect or sanitize hands - check body temperature <p>b. House Rules</p> <p>c. Training management team instructions.</p> <p>Monitors proper filling up of attendance sheet and Learning and Development Form/Training Evaluation Form.</p> <p>Sends Virtual Training/ Seminar ID and Passcode and prepares necessary office equipment for virtual purposes.</p> <p>The training management team shall monitor the proper filling up of attendance sheet and Learning and Development Feedback form/Training Evaluation Form using provided links.</p>	None	8 hours	Technical/ Concerned staff
<p>4. Client to fill-up Customer Feedback form (CFF).</p>	<p>Informs and appraises the client on how to fill-up CFF and drop the same at the Suggestion/ Complaint Box.</p>	None	10 minutes	Guard on Duty
Total		None	8 hours and 51 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the OPAG Assistance Desk.
How feedback is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-0409.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the OPAG Assistance Desk.</p> <p>Complaints may also be file thru telephone at</p> <p>OPAG: Tel No. : (072) 607-4492 Email : opaglaunion@yahoo.com</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following: Name of person being complained Incident Evidence</p>

<p>How complaint is processed?</p>	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Complaint Box, consolidates and records all complaints submitted.</p> <p>The complaints shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-0409.</p>
<p>Contact Information of the Office of the Provincial Agriculturist</p>	<p>Col. Ramon F. Laudencia, MNSA, CSEE Provincial Agriculturist/ Office of the Provincial Agriculturist (OPAg) Aguila Road, Barangay Sevilla, City of San Fernando, La Union E-mail Address: opaglaunion@yahoo.com Tel. No. : (072) 607-0409/0920-9725-711</p> <p>Mr. Mario Eliseo O. Casimiro, Administrative Officer V/ Office of the Provincial Agriculturist (OPAg) Aguila Road, Barangay Sevilla, City of San Fernando, La Union E-mail Address: opaglaunion@yahoo.com Tel. No. : (072) 607-4492/ 0918-241-5905/0966-279-9521</p>



OFFICE OF THE PROVINCIAL VETERINARIAN

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT(G2C) GOVERNMENT TO BUSINESS (G2B) PROVINCIAL ANIMAL QUARANTINE CHECKPOINT - SHIPPED – IN CARGOES (live animals, poultry eggs, fresh and frozen meat entering the province)
WHO MAY AVAIL:	Clients who are engaged in the transport of live animals as breeder, fattener, slaughter, fresh meat and frozen meat purposes shipped – in and shipped – out to and from the province
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Original copy of the following: 1. Hogs - Veterinary shipping permit (VSP). - Veterinary Health Certificate (VHC). - Barangay permit. - Certificate of ASF free test.	- Veterinary Shipping Permit (VSP)&Veterinary Health Certificate (VHC) from the Office of the Provincial Veterinarian/ Bureau of Animal Industry (BAI) from the point of origin. - Barangay Hall/ Barangay Captain from the point of origin. - ASF free test from Regional Animal Disease Diagnostic Laboratory (RDDL) from the point of origin.
2. other live animals/poultry egg -Veterinary Health Certificate (VHC) - certified by licensed/government veterinarian - Veterinary Shipping Permit (VSP) - signed by Provincial Veterinarian	- Veterinary Shipping Permit (VSP)& Veterinary Health Certificate (VHC) from the Office of the Provincial Veterinarian/ Bureau of Animal Industry (BAI) from the point of origin.
3. fresh/frozen meat - Meat Inspection Certificate (MIC) issued by deputized Meat Inspector or from National Meat Inspection Service (NMIS) -Veterinary Shipping Permit (VSP) - signed by Provincial Veterinarian	- Meat Inspection Certificate (MIC) from National Meat Inspection Services (NMIS) accredited slaughterhouse where the animal was slaughtered. - Veterinary Shipping Permit (VSP)&Veterinary Health Certificate (VHC) from the Office of the Provincial Veterinarian/ Bureau of Animal Industry (BAI) from the point of origin.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client must wear facemask and proceed to the designated clients' receiving area, 1 meter distance should be observed and disinfect his/her hand using the provided alcohol/sanitizer.	1. The Quarantine Inspector must ensure that the client wear face mask, disinfect his/her hands and 1 meter distance is observed.	None	2 minutes	Deputized Animal Quarantine Inspector
2. Present the shipping documents.	2. Receive, check and verify the required documents.	None	5 minutes	Deputized Animal Quarantine Inspector
	3. Conduct ocular inspection of animals/meat products/eggs and disinfection of cargoes.	None	7 minutes	Deputized Animal Quarantine Inspector
3. Pay the corresponding fee, sign the monitoring sheet, and receive the verified document and official receipt.	4. Record the documents, collect fees from the shipper and issue official receipt and return the verified shipping documents.	1. Cattle, Carabao, Horse - 30.00/head 2. Swine (adult) - 100.00/head 3. Swine (piglets) - 25.00/head 4. Goat, Dog, Cat - 20.00/head 5. Poultry a. Egg - 10.00 per 500 pieces b. Day-old Chick - 0.25/head c. Adult - 0.25/head 6. Fighting Cock - 20.00/head 7. Meat by Products a. Fresh Meat - 0.50/Kilo b. Frozen Meat - 0.50/Kilo	3 minutes	Deputized Animal Quarantine Inspector



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fill out customer feedback and complaint form and drop at the suggestion box.	5. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Deputized Animal Quarantine Inspector
Total		Live animals - Depends on the species & quantity of animals Eggs - Depends on the quantity Fresh/Frozen Meat - Depends on the quantity (kg) 1. Cattle, Carabao, Horse - 30.00/head 2. Swine (adult) - 100.00/head 3. Swine (piglets) - 25.00/head 4. Goat, Dog, Cat - 20.00/head 5. Poultry a. Egg - 10.00 per 500 pieces b. Day-old Chick - 0.25/head c. Adult - 0.25/head 6. Fighting Cock - 20.00/head 7. Meat by Products a. Fresh Meat - 0.50/Kilo b. Frozen Meat - 0.50/Kilo	18 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) PROVINCIAL ANIMAL QUARANTINE CHECKPOINT - SHIPPED – OUT CARGOES (live animals, poultry eggs, fresh and frozen meat entering the province)
WHO MAY AVAIL:	Clients who are engaged in the transport of live animals as breeder, fattener, slaughter, fresh meat and frozen meat purposes shipped – in and shipped – out to and from the province

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of the following: 1. Live Animals - Barangay certificate from the point of origin. - Veterinary Health/Livestock Inspector's Certificate from the City/Municipality - Certificate of ownership for Large Ruminants. 2. Fresh and Frozen Meat - Meat inspection certificate.	- Barangay Captain/Hall from the point of origin. - Veterinary Health Certificate or Livestock Inspector's Certificate from the City/Municipality where the animal came from. - Certificate of ownership from the owner of the Animal - Meat Inspection Certificate (MIC) from National Meat Inspection Services (NMIS) accredited slaughterhouse from La Union where the animal was slaughtered.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client must wear facemask and proceed to the designated clients' receiving area, 1 meter distance should be observed and disinfect his/her hand using the provided alcohol/sanitizer.	1. The Quarantine Inspector must ensure that the client wear face mask, disinfect his/her hands and 1 meter distance is observed.	None	2 minutes	Deputized Animal Quarantine Inspector
2. Present the shipping documents.	2. Receive, check and verify the required documents.	None	5 minutes	Deputized Animal Quarantine Inspector
	3. Conduct ocular inspection of animals/meat products/eggs and disinfection of cargoes.	None	5 minutes	Deputized Animal Quarantine Inspector



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the corresponding fee, sign the monitoring sheet, and receive the	4. Record the documents, collect fees from the shipper and issue official receipt and return the verified shipping documents.	1. Cattle, Carabao, Horse - 30.00/head 2. Swine (adult) - 50.00/head 3. Swine (piglets) - 25.00/head 4. Goat, Dog, Cat - 20.00/head 5. Poultry a. Egg - 0.10 pieces b. Day-old Chick - 0.25/head c. Adult - 0.25/head 6. Fighting Cock - 10.00/head 7. Meat by Products a. Fresh Meat - 0.50/Kilo b. Frozen Meat - 0.50/Kilo	18 minutes	Deputized Animal Quarantine Inspector
4. Fill out customer feedback and complaint form and drop at the suggestion box.	5. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Deputized Animal Quarantine Inspector
Total		Live animals - Depends on the species & quantity of animals Eggs - Depends on the quantity Fresh/Frozen Meat - Depends on the quantity (kg) 1. Cattle, Carabao, Horse - 30.00/head	18 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		2. Swine (adult) - 50.00/head 3. Swine (piglets) - 25.00/head 4. Goat, Dog, Cat - 20.00/head 5. Poultry a. Egg - 0.10 pieces b. Day-old Chick - 0.25/head c. Adult - 0.25/head 6. Fighting Cock - 10.00/head 7. Meat by Products a. Fresh Meat - 0.50/Kilo b. Frozen Meat - 0.50/Kilo		

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS(G2B) PROVINCIAL ANIMAL QUARANTINE CHECKPOINT - PASSING THROUGH CARGOES (live animals, poultry egg, fresh and frozen meat shipment passing through La Union)
WHO MAY AVAIL:	Clients who are engaged in the transport of live animals as breeder, fattener, slaughter, fresh meat and frozen meat purposes passing through the province
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Live animals/poultry egg - Veterinary Health Certificate (VHC) certified by licensed/ government veterinarian. - Veterinary Shipping. - additional requirement for hogs (Certificate of disease-free status on ASF, Barangay certificate).	- Veterinary Shipping Permit (VSP)&Veterinary Health Certificate (VHC) from the Office of the Provincial Veterinarian/ Bureau of Animal Industry (BAI) from the point of origin.



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
2. Fresh and Frozen Meat - Meat Inspection Certificate (MIC) issued by deputized Meat Inspector or from National Meat Inspection Service (NMIS). - Veterinary Shipping Permit (VSP) - signed by Provincial Veterinarian			- ASF free test from Regional Animal Disease Diagnostic Laboratory (RDDL) from the point of origin. - Meat Inspection Certificate (MIC) from National Meat Inspection Services (NMIS) accredited slaughterhouse where the animal was slaughtered. - Veterinary Shipping Permit (VSP) from the Office of the Provincial Veterinarian/ Bureau of Animal Industry (BAI) from the point of origin.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The client must wear facemask and proceed to the designated clients' receiving area, 1 meter distance should be observed and disinfect hands using the provided alcohol/ sanitizer.	1. The Quarantine Inspector must ensure that the client wear face mask, disinfect his/her hands and 1 meter distance is observed.	None	2 minutes	Deputized Animal Quarantine Inspector	
2. Present the shipping documents and sign monitoring sheet.	2. Receive, check and verify the required documents.	None	5 minutes	Deputized Animal Quarantine Inspector	
	3. Conduct ocular inspection of animal cargoes.	None	7 minutes	Deputized Animal Quarantine Inspector	
3. Receive the verified documents.	4. Return the verified documents.	None	3 minutes	Deputized Animal Quarantine Inspector	
4. Fill out customer feedback and complaint form and drop at the suggestion box.	5. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Deputized Animal Quarantine Inspector	
Total		None	18 minutes		

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) FOOD ANIMAL GENETIC IMPROVEMENT BY ARTIFICIAL INSEMINATION
WHO MAY AVAIL:	Farmers who are engaged in the backyard raising of livestock i.e. cattle, carabao and swine.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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- | | |
|---------------------------------|--|
| 1. Chute for cattle and carabao | - Shall be provided by the carabao owner |
|---------------------------------|--|

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients, the client must wear facemask and proceed to the designated clients receiving area, observe 1 meter distance, disinfect hands using the provided alcohol/sanitizer, submit self for body temperature check and register in the client's logbook.	1. The Artificial Insemination trained technical staff must ensure that the client wear face mask, disinfect his/her hands, get body temperature, 1 meter distance is observed and registered in the clients log book.	None	1 minute	Artificial Insemination Trained Technical Staff
	2. Brief the farmer on the artificial insemination procedures and preparation for the actual insemination.	None	10 minutes	Artificial Insemination Trained Technical Staff
2. Client can also contact the Office of the Provincial Veterinarian via phone call to request for artificial insemination (A.I.) services for cattle, carabao and swine.	3. Receive call/ respond text and brief the farmer on the artificial insemination procedures and preparation for the actual insemination.	None	1 minute	Artificial Insemination Trained Technical Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The schedule of actual insemination will be determined by the technician according to his assessment on the actual heat period of the animal based from the signs or observations that was provided by the client. (e.g. swelling of vulva (when did it started), consistency of mucus discharge, etc).			
3. Prepare chute for cattle and carabao.	4. Conduct artificial insemination on cattle, carabao or swine.	None	20 minutes	AI Trained Technical Artificial Insemination Trained Technical Staff
4. Pay corresponding fee and receive the official receipt.	5. Receive the payment, issue official.	Cattle/ Carabao/Swine - P250.00/head	2 minutes	Artificial Insemination Trained Technical Staff
5. Fill out customer feedback and complaint form and drop at the suggestion box.	6. Give client customer feedback and complaint form, advice to fill out and drop at the suggestion box.	None	20 minutes	Artificial Insemination Trained Technical Staff
Total		Php 250.00	44 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) ANIMAL HEALTH DISEASE CONTROL AND VETERINARY PUBLIC HEALTH SERVICES - FOR MUNICIPAL LIVESTOCK INSPECTORS
WHO MAY AVAIL:	•Farmers who are engaged in the backyard raising of livestock, poultry and pet animals •Municipal Livestock Inspectors

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Original copy, 1 duplicate copy and 1 triplicate copy - Letter request from city/municipal mayors on the issuance of animal vaccines			- City/Municipal Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Provincial Capitol Building designated client's receiving area, wear face mask disinfect hands with alcohol/hand sanitizer, submit self for body temperature check and 1 meter distance should be observed to submit letter request for animal vaccines to the Office of the Governor.	1. Get body temperature and disinfect his/her hands with alcohol/hand sanitizer, get body temperature and advice to proceed to the Office of the Provincial Governor.	None	2 minutes	Provincial Capitol Information Desk Officer
	2. Receive the request letter for the issuance of animal vaccines.	None	2 minutes	Office of the Provincial Governor (OPG) Staff.
2. Wear face mask and proceed to the Office of the Provincial Veterinarian, disinfect hands with alcohol, submit self for body temperature check, register at client's and submit 1 Xerox copy of the above request letter.	3. The technical staff shall ensure that the client is wearing face mask, disinfect his/her hands, take body temperature, register at client's logbook/ NAPANAM-LA UNION contact tracer, receive the request copy.	None	2 minutes	Office of the Provincial Veterinarian Staff
3. Wait for Office of the Provincial Veterinarian's advice of the request of issuance within 5 days.	4. Advice the client to wait for a maximum of five (5) working days for the approval of their request.	None	5 days & 2 minutes	Office of the Provincial Veterinarian Staff
4. Fill out customer feedback and complaint form and drop at the suggestion box.	5. Give client customer feedback and complaint form, advice to fill out and drop at the suggestion box.	None	1 minute	Office of the Provincial Veterinarian Technical Staff



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Original copy, 1 duplicate copy and 1 triplicate copy - Letter request from city/municipal mayors on the issuance of animal vaccines			- City/Municipal Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Receive the request letter with the attached referral/action slip of Office of the Provincial Governor and advise the requesting client via phone call to proceed and receive from the Office of the Provincial Veterinarian the requested vaccine.	None	2 minutes	Office of the Provincial Veterinarian Technical Staff
5. Return to the Office of the Provincial Veterinarian upon receipt of the advice, wear face mask, disinfect hands with alcohol, submit self for body temperature check, register in the client's logbook and receive the vaccine.	7. The technical staff shall ensure that the client is wearing face mask, disinfect his/her hands, take body temperature, register at client's logbook/NAPANA M-LA UNION contact tracer, Issue the vaccine and record the issued vaccine in the biologics logbook.	None	10 minutes	Office of the Provincial Veterinarian Technical Staff
6. Fill out customer feedback and complaint form and drop at the suggestion box.	8. Give client customer feedback and complaint form, advise to fill out and dropped at the suggestion box.	None	1 minute	Office of the Provincial Veterinarian Technical Staff
Total		None	5 days & 22 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) ANIMAL HEALTH DISEASE CONTROL AND VETERINARY PUBLIC HEALTH SERVICES - FOR WALK-IN-CLIENTS			
WHO MAY AVAIL:	<ul style="list-style-type: none"> Farmers who are engaged in the backyard raising of livestock, poultry and pet animals Municipal Livestock Inspectors 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Original copy, 1 duplicate copy and 1 triplicate copy - Fill-up Request form - Vaccination record(if available)			- Office of the Provincial Veterinarian - Pet Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client must be wearing face mask and face shield and Proceed to Office of the Provincial Veterinarian with the pet animals, submit self for body temperature check, disinfect hands with alcohol and sign a request form.	1. The technical staff must ensure that the client wear face mask, disinfect his/her hands and 1 meter distance is observed.	None	2 minutes	Office of the Provincial Veterinarian Staff/ Technical Staff
2. Submit the pet animal patient for consultation/ check-up.	2. The Veterinarian checks the patient and administer the necessary medications needed.	None	13 minutes	Technical Staff
3. Pay corresponding fee and receive the official receipt.	3. Receive the payment and issue official receipt.	Rabies Vaccination- NONE Consultation and Treatment – P 50.00 Deworming • Puppies and Kittens - P 50.00 • Adult dogs and cats - P 100.00	2 minutes	Office of the Provincial Veterinarian Staff/ Technical Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fill out customer feedback and complaint form and drop at the suggestion box.	4. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Technical Staff
Total		Treatment - P 50.00 Deworming • Puppies & Kittens - P 50.00 • Adult dogs and cats - P 100.00	19 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) ANIMAL HEALTH DISEASE CONTROL AND VETERINARY PUBLIC HEALTH SERVICES - ZOONOTIC AND EMERGING & RE-EMERGING DISEASE CONTROL
WHO MAY AVAIL:	<ul style="list-style-type: none"> • Farmers who are engaged in the backyard raising of livestock, poultry and pet animals • Municipal Livestock Inspectors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Original copy, 1 duplicate copy and 1 triplicate copy - Letter request from city/municipal mayor/Municipal Agriculturist/City Veterinarian.	- City/Municipal Mayor's Office/ Municipal Agriculturist/City Veterinarian.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Provincial Veterinarian, wear face mask and face shield, submit self for body temperature check, disinfect hands with alcohol and register in the client's logbook.	1. The Technical Staff must ensure that the client wear face mask, disinfect his/her hands and 1 meter distance is observed.	None	1 minute	Attending Veterinarian/ Officer of the Day

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit disease case report.	2. Receive the disease case report and give instructions to the Technical Staff to evaluate the request letter.	None	3 minutes	Provincial Veterinarian
3. Inform the livestock farmer on the schedule of disease investigation.	3. Coordinate with the client on the schedule of conduct of investigation.	None	5 minutes	Technical Staff
4. Assist the Office of the Provincial Veterinarian's staff in the conduct of on-site surveillance and epidemiological investigation on the reported disease case.	4. Conduct on-site surveillance and epidemiological investigation on the reported disease case.	None	8 hours	Technical Staff
	5. Collect and process samples and attach the investigation report to be submitted to Regional Animal Diagnostic Laboratory or the Philippine Animal Health Center.	None	3 minutes per animal	Technical Staff
	6. Report the disease case to the Provincial Veterinarian and the head of the affected Municipality and recommend appropriate measures per laboratory results done by the Bureau of Animal Industry - Animal Disease Diagnosis and Reference Laboratory.	None	1 hour	Technical Staff
5. Fill out customer feedback and complaint form and drop at the suggestion box.	7. Give client customer feedback and complaint form, advice to fill out and drop at the suggestion box.	None	1 minute	Technical Staff
Total		None	9 hours & 13 minutes	



OFFICE OR DIVISION:		OFFICE OF THE PROVINCIAL VETERINARIAN		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) PROVINCIAL ANIMAL WELFARE AND MEAT INSPECTION SERVICE		
WHO MAY AVAIL:		ANIMAL WELFARE • Any concerned citizen		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Provincial Veterinarian, wear face mask and face shield, submit self for body temperature check, disinfect hands with alcohol and register in the client's logbook, fill up request form and Report incident of maltreatment, abusive, and inhumane treatment of animal.	1. The technical stall must ensure that the client wear face mask, disinfect his/her hands, get body temperature and 1 meter distance is observed.	None	1 minute	Technical staffs of Animal Welfare and Meat Inspection Division
	2. Record the Following: • Name of reporting individual • age • gender • address • Contact number	None	1 minute	Technical staffs of Animal Welfare and Meat Inspection Division
	3. Interview the client and note the nature of the abusive deed. Note the details of untoward event, record the name, address of the person involved. Note when and where the alleged incident took place. Filling up of report/complaint.	None	1 minute	Technical staffs of Animal Welfare and Meat Inspection Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for the updates on the outcome of investigation (within 1 day).	4. Report the incident to the Authority for further investigation.	None	1 day	Office of the Provincial Veterinarian's Technical staff and Municipal Livestock Coordinator
3. Fill out customer feedback and complaint form and drop at the suggestion box.	5. Give client customer feedback and complaint form, advice to fill out and drop at the suggestion box.	None	1 minute	Office of the Provincial Veterinarian's Technical staff and Municipal Livestock Coordinator
Total		None	1 day & 3 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	COMPLEX
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) RABIES EXAMINATION AND VETERINARY DIAGNOSTIC SERVICE – RABIES TEST
WHO MAY AVAIL:	<ul style="list-style-type: none"> • Walk-In Clients • Private Veterinary Clinic Patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Laboratory Request Form - Rabies Submission Form - Head of the suspected animal (fresh/frozen). Must be in ice box with ice.	- Office of the Provincial Veterinarian - Office of the Provincial Veterinarian - Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Provincial Veterinarian, wear face mask and face shield, submit self for body temperature check, disinfect hands with alcohol and register in the client's logbook.	1. The technical staff must ensure that the client wear face mask, disinfect his/her hands, get body temperature and 1 meter distance is observed.	None	1 minute	Trained Technical staff on Rabies Direct Fluorescent Antibody Test



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill up Laboratory Examination Request Form and Rabies Submission Form.	2. Review the filled-up Laboratory Examination Request Form and Rabies Submission Form and interview the client regarding the animal profile and victim profile.	None	10 minutes	Trained Technical staff on Rabies Direct Fluorescent Antibody Test
3. Submit head of the suspected animal/s (fresh/frozen).	3. Receive the sample and secure it inside the rabies laboratory until the designated time for testing.	None	3 minutes	Trained Technical staff on Rabies Direct Fluorescent Antibody Test
4. Pay corresponding fees.	4. Receive the payment and issue official receipt.	Php 200.00	3 minutes	Technical staff
	5. The staff advise the victim (bitten person) to seek medical assistance while waiting for the test result.	None	3 minutes	Technical staff
5. Fill out customer feedback and complaint form and drop at the suggestion box.	6. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Technical staff
6. Wait for the result and advisory from attending veterinarian.	7. Inform the client that the test will be done within 3 days and wait for a call or text message regarding the result.	None	3 days	Client
	8. Conduct rabies test on the designated time of the day (once a day only to minimize exposure) • Fill-up the Rabies Direct Fluorescent Antibody Test (DFAT) Worksheet	None	10 minutes	Trained Technical staff on Rabies Direct Fluorescent Antibody Test

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Collect the brain sample Prepare slide Conduct microscopy Record the result in the Rabies DFAT Worksheet 			
	9. Encode the result, print and affix signatures (examiner/s and Provincial Veterinarian) on the Laboratory Report for Rabies Examination.	None	2 hours	Trained Technical staff on Rabies Direct Fluorescent Antibody Test
7. Receive call or text from the Office of the Provincial Veterinarian's technical staff regarding the rabies test result and follow their advice.	10. Call or text the client to inform regarding the rabies test result and give advice on what to do based from the result.	None	7 minutes	Trained Technical staff on Rabies Direct Fluorescent Antibody Test
	11. Inform the concerned municipal/city livestock coordinator regarding the rabies test result conducted thru email.	None	10 minutes	Office of the Provincial Veterinarian's staff
Total		None	3 days, 5 hours & 38 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) RABIES EXAMINATION AND VETERINARY DIAGNOSTIC SERVICE - FECALYSIS ON PETS
WHO MAY AVAIL:	<ul style="list-style-type: none"> Walk-In Clients Private Veterinary Clinic Patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Pets: Bring the animal for fecal collection	-Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Provincial Veterinarian with the pet, wear face mask and face shield, submit self for body temperature check, disinfect hands with alcohol and register in the client's logbook.	1. The technical staff must ensure that the client wear face mask, disinfect hands with alcohol, get body temperature and 1 meter distance is observed.	None	1 minute	Attending Veterinarian/ Officer of the Day
2. Fill out Request Form.	2. Interview the owner about the history of the animal.	None	5 minutes	Attending Veterinarian/ Officer of the Day
3. Submit the pet animal/s for fecal collection. Restrain the animal during collection of fecal samples.	3. Collect fecal samples.	None	10 minutes	Attending Veterinarian/ Officer of the Day
4. Pay corresponding fees.	4. Receive the payment and issue official receipt.	Php 100.00	3 minutes	Attending Veterinarian/ Officer of the Day
	5. Prepare direct fecal smear and conduct microscopic examination, encode and handover the result to the attending veterinarian/officer of the day.	None	3 hours	Laboratory Technical staff
5. Receive the fecalysis test result and follow the advice of the attending veterinarian.	6. Release the test result and advise the client on what to do based from the test result.	None	20 minutes	Attending Veterinarian/ Officer of the Day
6. Fill out customer feedback and complaint form and drop at the suggestion box.	7. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Attending Veterinarian/ Officer of the Day
Total		Php 100.00	3 hours & 40 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) RABIES EXAMINATION AND VETERINARY DIAGNOSTIC SERVICE - FECALYSIS ON LIVESTOCK AND POULTRY			
WHO MAY AVAIL:	<ul style="list-style-type: none"> • Walk-In Clients • Private Veterinary Clinic Patients 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Livestock: Fresh Fecal sample (20 grams)			- Office of the Provincial Veterinarian	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Provincial Veterinarian with the pet, wear face mask and face shield, submit self for body temperature check, disinfect hands with alcohol and register in the client's logbook.	1. The technical staff must ensure that the client wear face mask, disinfect hands with alcohol, get body temperature and 1 meter distance is observed.	None	1 minute	Attending Veterinarian/ Officer of the Day
2. Fill out Request Form.	2. Interview the owner about the history of the animal.	None	5 minutes	Attending Veterinarian/ Officer of the Day
3. Submit fecal samples (at least 20 grams).	3. Receive fecal samples.	None	10 minutes	Attending Veterinarian/ Officer of the Day
4. Pay corresponding fees.	4. Receive payment and issue official receipt.	Php 100.00	3 minutes	Attending Veterinarian/ Officer of the Day
5. Wait for the result and advisory from attending veterinarian.	5. Inform the client that the test will be done in 1 day and he/she may follow-up for the test result on the next day.	None	1 day	Attending Veterinarian/ Officer of the Day
	6. Prepare direct fecal smear and conduct microscopic examination.	None	3 hours	Technical staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Fill out customer feedback and complaint form and drop at the suggestion box.	7. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Attending Veterinarian/ Officer of the Day
7. Return to the Office of the Provincial Veterinarian, wear face mask, disinfect hands with alcohol, submit self for body temperature check, register in the client's logbook, receive the fecalysis test result and follow the advice of the Veterinarian.	8. Encode and release the fecalysis test result and advise the client what to do based from the test result.	None	20 minutes	Attending Veterinarian/ Officer of the Day
8. Fill out customer feedback and complaint form and drop at the suggestion box.	9. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Attending Veterinarian/ Officer of the Day
Total		Php 100.00	1 day, 3 hours & 41 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) RABIES EXAMINATION AND VETERINARY DIAGNOSTIC SERVICE - SKIN BIOPSY
WHO MAY AVAIL:	<ul style="list-style-type: none"> • Walk-In Clients • Private Veterinary Clinic Patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Bring the animal/s	- Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Provincial Veterinarian with the pet, wear face mask and face shield, submit self for body temperature check, disinfect hands with alcohol and register in the client's logbook.	1. The technical staff must ensure that the client wear face mask, disinfect hands with alcohol, get body temperature and 1 meter distance is observed.	None	1 minute	Attending Veterinarian/ Officer of the Day
2. Fill out Request Form.	2. Interview the owner about the health history of the animal.	None	5 minutes	Attending Veterinarian/ Officer of the Day
3. Submit the animal/s for skin scraping and restrain the animal.	3. Conduct skin scraping.	None	10 minutes	Attending Veterinarian/ Officer of the Day
4. Pay corresponding fees.	4. Receive the payment and issue official receipt.	Php 150.00	3 minutes	Technical staff
5. Wait for the result and advisory from attending veterinarian.	5. Prepare slide and conduct microscopy, encode and hand over test result to the attending veterinarian.	None	3 hours	Laboratory Technical staff
6. Receive the test result and follow the advice of the Veterinarian. Submit the animal/s for treatment if needed.	6. Release the result and advise the client what to do base from the result. Give the necessary treatment to the animal if needed.	None	30 minutes	Attending Veterinarian/ Officer of the Day
7. Fill out customer feedback and complaint form and drop at the suggestion box.	7. Give client customer feedback and complaint form, advice to fill out and drop at the suggestion box.	None	1 minute	Attending Veterinarian/ Officer of the Day
Total		Php 150.00	3 hours & 50 minutes	



OFFICE OR DIVISION:		OFFICE OF THE PROVINCIAL VETERINARIAN		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) RABIES EXAMINATION AND VETERINARY DIAGNOSTIC SERVICE - CLINICAL CHEMISTRY		
WHO MAY AVAIL:		<ul style="list-style-type: none"> • Walk-In Clients • Private Veterinary Clinic Patients 		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Bring the animal/s for blood collection			- Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Provincial Veterinarian with the pet, wear face mask and face shield, submit self for body temperature check, disinfect hands with alcohol and register in the client's logbook.	1. The technical staff must ensure that the client wear face mask, disinfect hands with alcohol, get body temperature and 1 meter distance is observed.	None	1 minute	Attending Veterinarian/ Officer of the Day
2. Fill out Request Form.	2. Interview the owner about the health history of the animal.	None	5 minutes	Attending Veterinarian/ Officer of the Day
3. Submit the animal/s for blood collection and restrain the animal.	3. Conduct blood collection.	None	20 minutes	Attending Veterinarian/ Officer of the Day
4. Pay corresponding fees and wait for the result and advisory from attending veterinarian.	4. Receive the payment and issue official receipt and Inform the client that the test will be done in 1 day.	Php 2, 380.00	5 minutes	Attending Veterinarian/ Officer of the Day
5. Fill out customer feedback and complaint form and drop at the suggestion box.	5. Give client customer feedback and complaint form, advice to fill out and drop at the suggestion box.	None	1 minute	Attending Veterinarian/ Officer of the Day

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Perform quantitative analysis through blood chemistry analyzer, encode the test result and hand over to the attending veterinarian.	None	1 day	Laboratory Technical staff
6. Return to the Office of the Provincial Veterinarian, wear face mask, disinfect hands with alcohol, submit self for body temperature check, register in the client's logbook, receive the clinical chemistry test result and follow the advice of the Veterinarian. Submit the animal/s for treatment if needed.	7. Release the result and advise the client what to do base from the result. Give the necessary treatment to the animal if needed. Refer to clinic if no available means of treating the animal.	None	30 minutes	Attending Veterinarian/ Officer of the Day
7. Fill out customer feedback and complaint form and drop at the suggestion box.	8. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Attending Veterinarian/ Officer of the Day
Total		Php 2, 380.00	1 day, 1 hour & 3 minutes	

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL VETERINARIAN
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	GOVERNMENT-TO-CLIENT (G2C) GOVERNMENT TO BUSINESS (G2B) RABIES EXAMINATION AND VETERINARY DIAGNOSTIC SERVICE - PRIVATE VETERINARY CLINIC PATIENTS
WHO MAY AVAIL:	<ul style="list-style-type: none"> Walk-In Clients Private Veterinary Clinic Patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Attending private veterinarian's order Request form 	<ul style="list-style-type: none"> Private Veterinary Clinic Office of the Provincial Veterinarian



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Provincial Veterinarian with the pet, wear face mask and face shield, submit self for body temperature check, disinfect hands with alcohol and register in the client's logbook.	1. The technical staff must ensure that the client wear face mask, disinfect hands with alcohol, get body temperature and 1 meter distance is observed.	None	1 minute	Attending Veterinarian/ Officer of the Day
2. Fill out Request Form and submit the specimen together with the private veterinarian's order form.	2. Receive the specimen for laboratory examination.	None	5 minutes	Attending Veterinarian/ Officer of the Day
3. Wait for the result and advisory from the attending veterinarian.	3. Inform the client that the test will be done in 1 day.	None	1 minute	Attending Veterinarian/ Officer of the Day
4. Pay corresponding fees.	4. Receive the payment and issue official receipt.	Clinical Chemistry - Php 2, 380.00	3 minutes	Attending Veterinarian/ Officer of the Day
5. Fill out customer feedback and complaint form and drop at the suggestion box.	5. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Attending Veterinarian/ Officer of the Day
	6. Perform laboratory test, encode the test result and hand over to the attending veterinarian.	None	1 day	Laboratory Technical staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Return to the Office of the Provincial Veterinarian, wear face mask, disinfect hands with alcohol, submit self for body temperature check, register in the client's logbook, receive the test result and follow the advice of the Veterinarian. Submit the animal/s for treatment if needed.	7. Release the result and advise the client what to do base from the result. Give the necessary treatment to the animal if needed. Refer to clinic if no available means of treating the animal.	None	30 minutes	Attending Veterinarian/ Officer of the Day
7. Fill out customer feedback and complaint form and drop at the suggestion box.	8. Give client customer feedback and complaint form, advise to fill out and drop at the suggestion box.	None	1 minute	Attending Veterinarian/ Officer of the Day
Total		Php 2, 380.00	1 day & 42 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the Client Assistance Desk.
How feedback is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-0248.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the Tourist Assistance Desk.</p> <p>Complaints may also be file thru telephone at</p> <p>OPVET: Tel No. :(072) 607-0248 Email : pgluopvet@gmail.com</p> <p>Office of the Governor: Tel. No. : (02) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following: Name of person being complained Incident Evidence</p>



Contact Information of Office of the
Provincial Veterinarian

DR. NIDA N. GAPUZ

Provincial Veterinarian

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MR. FERDINAND P. BUCCAT

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OFFICE OF THE PROVINCIAL GOVERNOR - LOCAL ECONOMIC ENTERPRISE AND INVESTMENT PROMOTIONS UNIT

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. Assistance to Micro, Small & Medium Enterprises (MSMEs) for the promotion and selling of products.

- MSMEs are encouraged to promote and sell their products at the La Union Agri-Tourism Center (LUATC) widely known as the "PasaLubong Center" to ensure sustainable growth and development.

OFFICE OR DIVISION:	Local Economic Enterprise & Investment Promotions Unit (LEEIPU)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen G2B- Government to Business			
WHO MAY AVAIL:	Micro, Small & Medium Enterprise (MSMEs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Mayor's/Business Permit 2. BIR Registration 3. DTI Registration or CDA Registration 4. FDA Registration (if any) 5. Product Profile			1. Local Government Unit 2. Bureau of Internal Revenue 3. Department of Trade and Industry or Cooperative Development Authority 4. Food and Drug Administration 5. LEEIPU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Registration Form	a) Health and safety protocol Advise MSMEs to observe physical distancing at least one (1) meter apart. The use of face mask and face shield is required. Get the body temperature through thermal scanner and let them sanitize their hands before entering the La Union Agri-Tourism Center (LUATC). Require MSMEs to write their contact details in the tracing slip/logbook together with their body temperature for contact tracing purposes. Assist MSMEs in the filling-out the form.	None	5 Minutes	Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b) Receive & review the validity of requirements submitted. c) Interview MSMEs on the products to be sold. d) Request the MSMEs to provide product samples for assessment. e) Discuss to MSMEs the branding and labeling code of the province and use of I ♥ La Union logo.	None	10 Minutes 20 Minutes 10 Minutes 15 Minutes	Technical Staff Selection Head / Technical Staff Technical Staff Technical Staff
2. Provide sample products.	a. Check the quality of the products to ensure the product safety. b. Discuss to MSMEs the terms and conditions/ agreement on the services to be provided.	None	1 Hour 10 Minutes	Technical Staff Selection Head / Technical Staff
3. Wait for the approval.	a. Evaluate/ assess the registration/application for products inclusive to be sold at LUATC and inform clients to wait for 1 working day for approval. b. Once approved, inform MSMEs to advised to deliver the products.	None	15 Minutes 10 Minutes	Unit/Section Head Administrative Staff
4. Delivery of products.	Check the delivered products per piece	None	2 Hours	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Secure payment of products.	Update MSMEs once payment is ready for pick-up.	None	30 Minutes	Technical Staff
Total		None	5 Hours and 5 Minutes	

2. Assistance to clients (customers/buyers of products)

- Clients/customers shall be assisted in buying/purchasing of products at LUATC
- Knowledge about the product shall be provided to the clients/customers.

OFFICE OR DIVISION:	Local Economic Enterprise & Investment Promotions Unit (LEEIPU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	Micro, Small & Medium Enterprise (MSMEs)

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the customer's logbook.	<p>Health and Safety Protocol : Advise clients / customers to observe physical distancing at least one (1) meter apart. The use of face mask and face shield is required. Get the body temperature through thermal scanner and let them sanitize their hands before entering the La Union Agri-Tourism Center (LUATC).</p> <p>Require clients / customers to write their contact details in the tracing slip/logbook together with their body temperature for contact tracing purposes.</p>	None	2 Minutes	Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Assist clients / customers in filling-out the logbook.	None		Administrative Staff
2. Customer select products to be bought.	Attend to queries of customers about the products being sold at LUATC.	None	15 Minutes	Administrative Staff
3. Customers pay the selected products to be bought.	Provide the products to clients / customers. Issue receipts.	None	10 Minutes	Administrative Staff
Total		None	27 Minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the LEEIPU Assistance Desk.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-2467 and/or 619-5075.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the LEEIPU Assistance Desk.</p> <p>Complaints may also be file thru telephone at</p> <p>LOCAL ECONOMIC ENTERPRISE AND INVESTMENT PROMOTIONS UNIT: Tel No. :(072) 619-5075 Email : leeipu@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>



How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-2467 and/or 619-5075.</p>
Contact Information of the Local Economic Enterprise and Investment Promotions Unit	<p>MS. CHARITO C. DATOR LEEIPU Head La Union Agri-Tourism Center, Mabanag Justice Hall, City of San Fernando, La Union Email: leeipu@launion.gov.ph Tel No.: (072) 242-2467</p> <p>MS. JULIENNE GAYLE V. CARINGAL-GUIANAN Administrative Officer V La Union Agri-Tourism Center, Mabanag Justice Hall, City of San Fernando, La Union Email: leeipu@launion.gov.ph Tel No.: (072) 619-5075</p>



OFFICE OF THE PROVINCIAL GOVERNOR - PUBLIC EMPLOYMENT SERVICES UNIT

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. Submission of Job Vacancies

- MSMEs are encouraged to promote and sell their products at the La Union Agri-Tourism Center (LUATC) widely known as the "PasaLubong Center" to ensure sustainable growth and development.

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE & DEPARTMENT OF LABOR AND EMPLOYMENT
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizen G2B- Government to Government
WHO MAY AVAIL:	Employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Job vacancies • Business Permit • BIR Registration • SEC Registration • DOLE Registration 	<ul style="list-style-type: none"> -Local Government Unit (LGU) -Bureau of Internal Revenue (BIR) -Security and Exchange Commission (SEC) -Department of Labor & Employment (DOLE)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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A. New Employee

1. Fill-out the Department of Labor & Employment (DOLE) Establishment Registration Form for new business/private establishments.	<p>1. Advise the client to observe physical distancing at least (1) meter, wear face mask and face shield and use alcohol based disinfectant upon entering PESO.</p> <p>Require the client to write their contact details in the logbook of PESO for contact tracing purposes.</p> <p>Assist the client in Filling-out the form.</p>	None	5 Minutes	Administrative Staff
2. Submit the following documents: <ul style="list-style-type: none"> • Job vacancies • Business Permit • BIR Registration • SEC Registration • DOLE Registration 	<p>2. Receive and review the following submitted documents:</p> <ul style="list-style-type: none"> • Job vacancies • Business Permit • BIR Registration • SEC Registration • DOLE Registration 	None	3 Minutes	Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Review completeness of details of the job vacancies submitted.			
3. Wait for the approval of the job vacancies to be posted at PESO.	Approve the posting of job vacancies.	None	3 minutes	PESO Manager
Total		None	11 minutes	
B. Old Employer				
1. Fill-out logbook of employers at Public Employment Service Office (PESO).	<p>1. Advise the client to observe physical distancing at least (1) meter, wear face mask and face shield and use alcohol based disinfectant upon entering PESO.</p> <p>Require the client to write their contact details in the logbook of PESO for contact tracing purposes.</p> <p>Assist and refer the client to the assigned clerk.</p>	None	3 minutes	Administrative Staff
2. Submit job vacancies.	<p>2. Receive and review completeness of details of the job vacancies submitted for posting.</p> <p>Approve the posting of job vacancies.</p>	None	<p>2 minutes</p> <p>2 minutes</p>	<p>Administrative Staff</p> <p>PESO Manager</p>
Total		None	7 minutes	



2. Employment Referral Service

- Public Employment Service Office (PESO) provides a venue where people could explore various employment options and serve as referral and information center for the various employment services and programs of the Department of Labor & Employment (DOLE).

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE & DEPARTMENT OF LABOR AND EMPLOYMENT
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	Jobseekers, Employers, Students (15-30 yrs. old), Out of School Youth (15-30 yrs. old) Migratory Workers, Person with Disabilities (PWDs), Returning Overseas Filipino Workers (OFWs), Displaced Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Application Letter • Resume 	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the PESO Employment Systems Form (PEIS) Form/Applicant's Registration Form.	<p>1. Advise the client to observe physical distancing at least (1) meter, wear face mask and face shield and use alcohol based disinfectant upon entering PESO.</p> <p>Require the client to write their contact details in the logbook of PESO for contact tracing purposes.</p> <p>Receive job applicant, check the requirements and conduct interview.</p> <p>Assist the client.</p>	None	3 Minutes	Administrative Staff
2. Submit accomplished PESO Employment Systems Form (PEIS) Form/Applicant's Registration Form.	2. Receive and Check the accomplished PEIS form if properly filled-up.	None	2 Minutes	Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Look/select job vacancy that suits/fits his or her qualification.	3. Wait for the job applicant's decision. Assist (if needed)	None	3 minutes	Administrative Staff
4. Inform the PESO Staff about the job vacancy he/she wants to apply.	4. Receive the resume and prepare referral letter.	None	3 minutes	Administrative Staff
5. Wait for referral letter to be released/ issued.	5. Forward the referral letter to the PESO Manager for signature.	None	3 minutes	Administrative Staff
6. Receive referral letter.	6. Release referral letter.	None	2 minutes	Administrative Staff
7. Proceed to the assigned PESO Staff after receiving the signed referral letter for employment coaching.	7. Provide employment coaching to job applicant.	None	5 minutes	PESO Manager/ Technical Staff
Total		None	21 minutes	

3. Special Recruitment Activity (SRA) / Overseas Employment

- Special Recruitment Activities shall only be conducted at the venue stated in the SRA and under the supervision of duly authorized representatives of the Philippine Overseas Employment Administration (POEA) Regional Office or appropriate local government unit.

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE, DEPARTMENT OF LABOR AND EMPLOYMENT & PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2B-Government to Business & G2C-Government to Citizen
WHO MAY AVAIL:	Jobseekers, Employers, Migratory Workers, Person with Disabilities (PWDs), Returning Overseas Filipino Workers (OFWs), Displaced Workers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Letter of intent Certificate of license from POEA List of Job orders Company profile 	Philippine Overseas Employment Administration (POEA)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Clients				
1. Submit Letter of Intent with Philippine Overseas Employment Administration (POEA) certificate of license, job order and company profile attached. The letter of intent should be addressed to the Office of the Provincial Governor.	<p>1. Advise the client to observe physical distancing at least (1) meter, wear face mask and face shield and use alcohol based disinfectant upon entering PESO.</p> <p>Require the client to write their contact details in the logbook of PESO for contact tracing purposes.</p> <p>Verify to the Philippine Overseas Employment Administration (POEA) the status of the requesting overseas recruitment agency.</p> <p>Prepare No Objection Certificate (NOC).</p> <p>Endorse NOC to the Office of the Provincial Governor for approval.</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Staff</p> <p>PESO Manager</p>
<p>2. Wait for the notice from PESO about the approval of requested NOC within three (3) days.</p> <p>Pick-up the approved No Objection Certificate (NOC).</p>	<p>2. Advise the client about the status of the requested NOC within three (3) days.</p> <p>Issue the approved NOC to the client.</p>	None	3 days	Administrative Staff
3. Submit to PESO the approved Special Recruitment Authority (SRA) issued by POEA.	3. Settles the schedule and the venue of the recruitment activity in Public Employment Service Office (PESO).	None	10 minutes	PESO Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Provide the job hiring/recruitment Flyers/Posters or Tarpaulins five (5) days before the scheduled activity.	4. Disseminate the information on the schedule of interview and job vacancies by posting in the bulletin board, providing copies of job vacancies to the City / Municipal Public Employment Service Offices (PESOs) and social media for five (5) days before the scheduled activity.	None	5 working days before the scheduled activity	Administrative Staff
5. Submit terminal report after then recruitment activity.	5. Accept the terminal report.	None	5 minutes	PESO Manager/ Technical Staff
Total		None	8 days & 25 minutes	
For Online Clients				
1. Email the Letter of Intent with Philippine Overseas Employment Administration (POEA) certificate of license, job order and company profile attached. The letter of intent should be addressed to the Office of the Provincial Governor.	1. Verify to the Philippine Overseas Employment Administration (POEA) the status of the requesting overseas recruitment agency. Prepare No Objection Certificate (NOC). Endorse NOC to the Office of the Provincial Governor for approval.	None	5 minutes 5 minutes	Administrative Staff PESO Manager
2. Wait for the email from PESO about the approval of requested NOC within three (3) working days. Acknowledge the receipt of No Objection Certificate (NOC).	2. Advise the client about the status of the requested NOC within three (3) days through email. Email the approved NOC to the client.	None	3 working days	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit to PESO the approved Special Recruitment Authority (SRA) issued by POEA.	3. Settles the schedule and the venue of the recruitment activity In Public Employment Service Office (PESO).	None	10 minutes	PESO Manager
4. Submit/email the job hiring/ recruitment flyers/Posters or tarpaulins five (5) days before the scheduled activity.	4. Disseminate the information on the schedule of interview and job vacancies by posting in the bulletin board, providing copies of job vacancies to the City / Municipal Public Employment Service Offices (PESOs) and social media five (5) days before the scheduled activity.	None	5 working days	Administrative Staff
6. Submit terminal report after the recruitment activity.	6. Accept the terminal report.	None	5 minutes	Administrative Staff
Total		None	8 days & 25 minutes	

4. Local Recruitment Activity (LRA) / Local Employment

- Local recruitment activities shall only be conducted at the venue stated in the LRA and under the supervision of duly authorized representatives from the DOLE Regional Office or appropriate local government unit.

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE & DEPARTMENT OF LABOR AND EMPLOYMENT
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C- Government to Business G2B- Government to Government
WHO MAY AVAIL:	Jobseekers, Employers, Migratory Workers, Person with Disabilities (PWDs), Returning Overseas Filipino Workers (OFWs), Displaced Workers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Job vacancies • Business Permit • BIR Registration • SEC Registration • DOLE Registration • Letter of Intent 		<ul style="list-style-type: none"> -Employer -Local Government Unit (LGU) -Bureau of Internal Revenue (BIR) -Security and Exchange Commission (SEC) -Department of Labor & Employment (DOLE) -Employer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Client				
<p>1. Submit Letter of Intent with:</p> <ul style="list-style-type: none"> • Job vacancies • Business Permit • BIR Registration • SEC Registration • DOLE Registration <p>The letter of intent should be addressed to the Office of the Provincial Governor.</p>	<p>1. Advise the client to observe physical distancing at least (1) meter, wear face mask and face shield and use alcohol based disinfectant upon entering PESO.</p>	None		Administrative Staff
	<p>Require the client to write their contact details in the logbook of PESO for contact tracing purposes.</p> <p>Receive and review the letter of request and attached documents.</p> <p>Prepare No Objection Certificate (NOC).</p>		5 Minutes	
	<p>Endorse No Objection Certificate (NOC) to the Office of the Provincial Governor for approval.</p>		5 Minutes	PESO Manager
<p>2. Wait for the notice from PESO about the approval of requested NOC within three (3) working days.</p> <p>Pick-up the approved No Objection Certificate (NOC) From PESO.</p>	<p>2. Advise the client about the status of the requested NOC within three (3) days.</p> <p>Issue the approved NOC to the client.</p>	None	3 working days	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Provide job hiring/ recruitment flyers/ posters or tarpaulins five (5) days before the scheduled activity.	3. Disseminate the information on the schedule of interview and job vacancies by posting in the bulletin board, providing copies of job vacancies to the City/ Municipal PESOs and social media five (5) days before the scheduled activity.	None	5 days before the scheduled activity	Administrative Staff
4. Submit terminal report after the recruitment activity.	4. Accept the terminal report.	None	5 minutes	PESO Manager/ Technical Staff
Total		None	8 days & 15 minutes	
For Online Clients				
1. Email the Letter of Intent with: • Job vacancies • Business Permit • BIR Registration • SEC Registration • DOLE Registration The letter of intent should be addressed to the Office of the Provincial Governor.	1. Receive and review the letter of request and attached documents. Prepare No Objection Certificate (NOC). Endorse No Objection Certificate (NOC) to the Office of the Provincial Governor for approval.	None	5 minutes 5 minutes	Administrative Staff PESO Manager
2. Wait for the email from PESO about the approval of requested NOC within three (3) working days. Acknowledge the receipt of No Objection Certificate (NOC).	2. Advise the client about the status of the requested NOC within three (3) days through email. Email the approved NOC to the client.	None	3 working days	Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Provide job hiring/recruitment flyers/Posters or tarpaulins five (5) days before the scheduled activity.	3. Disseminate the information on the schedule of interview and job vacancies by posting in the bulletin board, providing copies of job vacancies to the City/Municipal PESOs and social media five (5) days before the scheduled activity.	None	5 working days before the scheduled activity	Administrative Staff
4. Submit terminal report after the recruitment activity.	4. Accept the terminal report.	None	5 minutes	PESO Manager/ Technical Staff
Total		None	8 days & 15 minutes	

5. Special Program for the Employment of Students (SPES)

- This program is intended to help poor but deserving students pursue their education by means of employment during summer vacation.

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE & DEPARTMENT OF LABOR AND EMPLOYMENT
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C- Government to Citizen G2B- Government to Government
WHO MAY AVAIL:	<p>Students (In-School Youth / Out-of-School Youth)</p> <p>Qualifications:</p> <ul style="list-style-type: none"> - 15 – 30 years old - Enrolled during the present school year/term or during the school year/term immediately preceding the summer vacation (In-School Youth). - Drop-out who intend to continue his/her education (Out-of-School Youth). - Parents combined net income after tax including his/her own, if does not exceed the annual regional poverty threshold for a family of six (6) for the preceding year as determined by the Philippine Statistics Authority (PSA). - Garnered a passing grade during the school year/term attended.



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Students Profile Form - Birth Certificate - Certification of Grades - Certificate of Indigency - Income Tax Return (ITR) (for employed parents) - SPES Application Form 			<ul style="list-style-type: none"> -Public Employment Service Office (PESO) -Philippine Statistics Authority (PSA) -School Registrar -Barangay Hall -Bureau of Internal Revenue (BIR) -Public Employment Service Office (PESO) 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit PESO & fill-up SPES Application Form. Submit the accomplished SPES Application Form.	1. Advise the client to observe physical distancing at least (1) meter, wear face mask and face shield and use alcohol based disinfectant upon entering PESO. Require the client to write their contact details in the logbook of PESO for contact tracing purposes. Receive and verify the SPES Application Form submitted.	None	5 minutes	Administrative Staff
2. Submit of the following documents: - Students Profile - Birth Certificate - Certification of Grades - Certificate of Indigency - Income Tax Return (ITR) (for employed parents)	2. Assess & review the completeness of submitted requirements/ documents: - Students Profile - Birth Certificate - Certification of Grades - Certificate of Indigency - Income Tax Return (ITR) (for employed parents)	None	10 minutes	Administrative Staff
3. Wait for the result of application within five working (5) days.	3. • Assess/ evaluate the qualifications of SPES applicant. •Shortlisting of qualified SPES Applicants. •Inform the shortlisted and qualified SPES applicant on the schedule of interview.	None	5 working days	PESO Manager/ Technical Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Report to PESO for interview.	<p>4. Advise the client to observe physical distancing at least (1) meter, wear face mask and face shield.</p> <p>Require the client to write their contact details in the logbook of PESO for contact tracing purposes.</p> <p>Interview the shortlisted and qualified SPES applicants.</p>	None	15 minutes	<p>Administrative Staff</p> <p>PESO Manager</p>
5. Accomplish pertinent documents.	5. Prepare and process documents for submission to the Department of Labor & Employment.	None	30 minutes	PESO Manager/ Technical Staff
6. Sign SPES Contract.	<p>6. Advise the client to observe physical distancing at least (1) meter, wear face mask and face shield.</p> <p>Require the client to write their contact details in the logbook of PESO for contact tracing purposes.</p> <p>Sign SPES Contract.</p>	None	10 minutes	<p>Administrative Staff</p> <p>PESO Manager</p>
7. Accept the Order of Employment.	7. Issue Order of Employment for the hired SPES Workers.	None	30 minutes	PESO Manager
Total		None	5 days, 1 hour & 20 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the Public Employment Service Office (PESO) Assistance Desk. Answer the client feedback form and drop it at the box located at the Public Employment Service Office (PESO) Assistance Desk.
How feedback is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-2467.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the suggestion box located at the PESU Office.</p> <p>Complaints may also be filed thru telephone at</p> <p>PESO La Union: Tel No. : (072) 242-2467 Email : peso.launion@yahoo.com / peso.launion02@gmail.com</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>

How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-2467.</p>
Contact Information of the La Union Provincial Public Employment Service Office	<p>MS. CHARITO C. DATOR Provincial PESO Manager Public Employment Service Office, 2/F LUPAC Building Quezon Avenue, Brgy. II, City of San Fernando, La Union Email: peso.launion@yahoo.com/ peso.launion02@gmail.com/ pglu_pesu@launion.gov.ph Tel No.: (072) 242-2467</p> <p>MR. EXEQUIEL N. MADAYAG, Jr. Labor and Employment Officer II Public Employment Service Office, 2/F LUPAC Building Quezon Avenue, Brgy. II, City of San Fernando, La Union Email: peso.launion@yahoo.com/ peso.launion02@gmail.com/ pglu_pesu@launion.gov.ph Tel No.: (072) 242-2467</p>



OFFICE OF THE PROVINCIAL ENGINEER

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD-LOVING
PEOPLE-ORIENTED
ACCOUNTABLE
COMMITTED



1. ISSUANCES OF PERMITS/CLEARANCES (WITH CONSTRUCTION WORKS TO BE DONE WITHIN THE PROVINCIAL ROAD RIGHT-OF-WAY)

- Road Right-of-Way (RROW) Permit, Excavation Permits, Clearances of new/proposed projects along Provincial RROW.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ENGINEER
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
WHO MAY AVAIL:	All Government Agencies, LGUs, GOCCs, other Gov't, Instrumentalities, Private Entities/Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Health Declaration Form/Napanam QR Code 2. Request Letter to the Provincial Governor/Provincial Engineer 3. Location Plan of the Project 4. Back-up Computation 5. Official Receipt as Proof of Payment 6. Request Letter to the Provincial Governor/Provincial Engineer for the Reimbursement of Bond 7. Approved Certificate of Completion 8. Voucher for Reimbursement 9. Back-up Computation for the Payment of Damages (if the provincial road has not been properly restored) 	<p>Provincial Engineer's Office; Provincial Treasurer's Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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A. WORKPLACE HEALTH AND HYGIENE PROTOCOLS

<ol style="list-style-type: none"> 1. Clients must practice physical distancing at least one (1) meter apart at all times. 2. Clients must undergo temperature check and filling up the Health Declaration Form and Visitor's Logbook before entering the office premises. If the clients have registered Napanam La Union Contact Tracer, scan the QR codes at the designated QR scanning point. 	<ol style="list-style-type: none"> 1. The PEO staff should take the client's temperature through the non-contact temperature scanner. 	None	1 minute	Administrative Unit
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Respiratory etiquette must be observed at all times and the use of facemask is mandatory. Sanitize hands using the provided alcohol/alcogel.	2. The PEO staff should check if the client is wearing facemask properly.			
Total		None	1 minute	
B. APPLICATION OF PERMITS/CLEARANCES				
1. Submit request letter.	1. Receive request letter.	None	5 minutes	Administrative Unit
2. Payment of Inspection/ Verification Fee.	2. Receive payment and issue official receipt.	Provincial Tax Ordinance No. 115-2017, Chapter III, Article X, Section 144, b. 10, page 34	10 minutes	Provincial Treasurer's Office
3. Show proof of payment.	3. Validation/Site Inspection.	Inspection Fee per request from point of origin (Capitol Bldg.) Bauang, San Juan – Php100.00 Caba, Bacnotan, Naguilian – Php150.00 Aringay, Burgos, Bagulin, Balaoan, San Gabriel – Php200.00 Agoo, Bangar, Luna, Santol – Php250.00 Sto. Tomas, Sudipen, Tubao – Php300.00 Rosario, Pugo – Php350.00	1 working day	Special Agent II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment of Restoration Guarantee Deposit (Refundable).	4. Preparation of back-up computation for the Restoration Guarantee Deposit.	Cost for Portland Cement Concrete Pavement (PCCP)*: = Length x Width x Thickness x Unit Cost of PCCP (per sq. m.) Cost for Road Shoulder* = Length x Width x Thickness x Unit Cost of Concrete (Class A, per cu. m.)	30 minutes	Special Agent II
5. Show proof of payment.	5. Preparation/ drafting of Excavation Permit/ROW Clearance.	None	20 minutes	Special Agent II
6. Receive the Excavation Permit.	6. Release of Excavation Permit.	None	10 minutes	Provincial Engineer
7. Receive the ROW Clearance.	7. Approval of the Provincial Engineer.	None	15 minutes	Provincial Engineer
	8. Release of the ROW Clearance.	None	5 minutes	Special Agent II
8. Fill-up the Feedback Form and dropping it in the Suggestion Box.	9. Assist the client in filling-up the Feedback Form.	None	3 minutes	Administrative Unit
Total		Inspection Fee + Restoration Guarantee Deposit	1 day, 1 hour and 38 minutes	
C. CLAIMING/REFUNDING THE RESTORATION GUARANTEE DEPOSIT				
1. Clients must practice physical distancing at least one (1) meter apart at all times.		None	1 minute	Administrative Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Clients must undergo temperature check and filling up the Health Declaration Form and Visitor's Logbook before entering the office premises. If the clients have registered Napanam La Union Contact Tracer, scan the QR codes at the designated QR scanning point.	1. The PEO staff should take the client's temperature through the non-contact temperature scanner.			
3. Respiratory etiquette must be observed at all times and the use of facemask is mandatory. Sanitize hands using the provided alcohol/alcohol.	2. The PEO staff should check if the client is wearing facemask properly.			
4. Upon completion of the project, submit request letter for reimbursement.	3. Receive request letter.	None	5 minutes	Administrative Unit
	4. Site inspection for final completion/acceptance if the provincial road has been restored.	None	1 working day	Special Agent II
	5. Preparation/drafting of certificate of completion.	None	15 minutes	Special Agent II
	6. Approval of the certificate of completion.	None	15 minutes	Provincial Engineer
	7. Preparation of voucher for the reimbursement of bond.	None	1 working day	Liaison Officer
5. Receive payment.	8. Release of payment.	None	5 minutes	Provincial Treasurer's Office (Cash Division)
Total		None	2 days and 41 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
D. PAYMENT OF DAMAGES IF THE PROVINCIAL ROAD HAS NOT BEEN PROPERLY RESTORED				
1. Receive balance and official receipt.	1. Upon site inspection and found that the provincial road has not been properly restored, preparation of back-up computation for the damages to be deducted in the Restoration Guarantee Deposit.	None	30 minutes	Special Agent II
	2. Inform/ recommend the Client as well as the Provincial Engineer and the Provincial Treasury Office on the payment of damages.		5 minutes	Special Agent II
	3. Release of balance and issuance of official receipt for the payment of damages.		5 minutes	Provincial Treasurer's Office (Cash Division)
Total		None	40 minutes	
Note: *One or both, whichever is/are to be done in the construction/restoration works.				

2. ISSUANCES OF PERMITS/CLEARANCES (NO CONSTRUCTION WORKS TO BE DONE WITHIN THE PROVINCIAL ROAD RIGHT-OF-WAY)

- Road Right-of-Way (RROW) Permit, Excavation Permits, Clearances of new/proposed projects along Provincial RROW.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ENGINEER
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
WHO MAY AVAIL:	All Government Agencies, LGUs, GOCCs, other Gov't, Instrumentalities, Private Entities/Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Declaration Form/Napanam QR Code 2. Request Letter to the Provincial Governor/Provincial Engineer 3. Location Plan of the Project	Provincial Engineer's Office; Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. WORKPLACE HEALTH AND HYGIENE PROTOCOLS				
1. Clients must practice physical distancing at least one (1) meter apart at all times.	1. The PEO staff should take the client's temperature through the non-contact temperature scanner.	None	1 minute	Administrative Unit
2. Clients must undergo temperature check and filling up the Health Declaration Form and Visitor's Logbook before entering the office premises. If the clients have registered Napanam La Union Contact Tracer, scan the QR codes at the designated QR scanning point.				
3. Respiratory etiquette must be observed at all times and the use of facemask is mandatory. Sanitize hands using the provided alcohol/alcogel.	2. The PEO staff should check if the client is wearing facemask properly.			
Total		None	1 minute	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. APPLICATION OF PERMITS/CLEARANCES				
1. Submit request letter.	1. Receive request letter.	None	5 minutes	Administrative Unit
2. Payment of Inspection/ Verification Fee.	2. Receive payment and issue official receipt	Provincial Tax Ordinance No. 115-2017, Chapter III, Article X, Section 144, b. 10, page 34	10 minutes	Provincial Treasurer's Office
3. Show proof of payment.	3. Validation/Site Inspection.	Inspection Fee per request from point of origin (Capitol Bldg.) Bauang, San Juan – Php100.00 Caba, Bacnotan, Naguilian – Php150.00 Aringay, Burgos, Bagulin, Balaoan, San Gabriel – Php200.00 Agoo, Bangar, Luna, Santol – Php250.00 Sto. Tomas, Sudipen, Tubao – Php300.00 Rosario, Pugo – Php350.00	1 working day	Special Agent II
	4. Preparation of Excavation Permit/ROW Clearance.	None	20 minutes	Special Agent II
4. Receive the Excavation Permit.	5. Release of Excavation Permit.	None	10 minutes	Provincial Engineer
5. Receive the ROW Clearance.	6. Approval of the Provincial Engineer.	None	15 minutes	Provincial Engineer
	7. Release of the ROW Clearance.	None	5 minutes	Special Agent II
6. Fill-up the Feedback Form and dropping it in the Suggestion Box.	8. Assist the client in filling-up the Feedback Form.	None	3 minutes	Administrative Unit
Total		None	1 day, 1 hour and 8 minutes	

3. REQUESTS FOR REPAIR WORKS (NO MATERIALS AVAILABLE)

- Repair works provided by the Provincial Engineer's Office such as carpentry, plumbing and electrical works as per requests by the PGLU Offices, District Hospitals and LGUs

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ENGINEER
CLASSIFICATION:	HIGHLY TECHNICAL
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	All PGLU Offices, District Hospitals, LGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Declaration Form/Napanam QR Code 2. Request Letter to the Provincial Governor/Provincial Engineer 3. Location Plan of the Project	Provincial Engineer's Office; Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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A. WORKPLACE HEALTH AND HYGIENE PROTOCOLS				
1. Clients must practice physical distancing at least one (1) meter apart at all times. 2. Clients must undergo temperature check and filling up the Health Declaration Form and Visitor's Logbook before entering the office premises. If the clients have registered Napanam La Union Contact Tracer, scan the QR codes at the designated QR scanning point.	1. The PEO staff should take the client's temperature through the non-contact temperature scanner.	None	1 minute	Administrative Unit
3. Respiratory etiquette must be observed at all times and the use of facemask is mandatory. Sanitize hands using the provided alcohol/alcogel.	2. The PEO staff should check if the client is wearing facemask properly.			
Total		None	1 minute	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. REQUESTS FOR REPAIR WORKS				
1. Submit request letter.	1. Receive request letter.	None	5 minutes	Administrative Unit
	2. Coordinate with the Construction/ Maintenance Unit for the requested repair works.	None	5 minutes	Administrative Unit
2. Assist/show the PEO staff the repair works to be done.	3. Check and assess the requested repair works.	None	30 minutes	Construction/ Maintenance Unit
	4. Procurement of materials if materials are not available.	None	18 days	Liaison Officers
	5. Initiate the carpentry/ plumbing/ electrical works.	None	1 day	Construction/ Maintenance Unit
3. Fill-up the Feedback Form and dropping it in the Suggestion Box.	6. Assist the client in filling-up the Feedback Form.	None	3 minutes	Administrative Unit
Total		None	19 days and 43 minutes	

4. REQUESTS FOR REPAIR WORKS (WITH MATERIALS AVAILABLE)

- Repair works provided by the Provincial Engineer's Office such as carpentry, plumbing and electrical works as per requests by the PGLU Offices, District Hospitals and LGUs

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ENGINEER
CLASSIFICATION:	HIGHLY TECHNICAL
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	All PGLU Offices, District Hospitals, LGUs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Declaration Form/Napanam QR Code 2. Request Letter to the Provincial Governor/Provincial Engineer 3. Location Plan of the Project	Provincial Engineer's Office; Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. WORKPLACE HEALTH AND HYGIENE PROTOCOLS				
1. Clients must practice physical distancing at least one (1) meter apart at all times.	1. The PEO staff should take the client's temperature through the non-contact temperature scanner.	None	1 minute	Administrative Unit
2. Clients must undergo temperature check and filling up the Health Declaration Form and Visitor's Logbook before entering the office premises. If the clients have registered Napanam La Union Contact Tracer, scan the QR codes at the designated QR scanning point.				
3. Respiratory etiquette must be observed at all times and the use of facemask is mandatory. Sanitize hands using the provided alcohol/ alcolgel.	2. The PEO staff should check if the client is wearing facemask properly.			
Total		None	1 minute	
B. REQUESTS FOR REPAIR WORKS				
1. Submit request letter.	1. Receive request letter.	None	5 minutes	Administrative Unit
	2. Coordinate with the Construction/Main tenance Unit for the requested repair works.	None	5 minutes	Administrative Unit
2. Assist/show the PEO staff the repair works to be done.	3. Check and assess the requested repair works.	None	30 minutes	Construction/ Maintenance Unit
	4. Initiate the carpentry/ plumbing/ electrical works.	None	1 day	Construction/ Maintenance Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-up the Feedback Form and dropping it in the Suggestion Box.	5. Assist the client in filling-up the Feedback Form.	None	3 minutes	Administrative Unit
Total		None	19 days and 43 minutes	

5. REPAIR OF SERVICE/LIGHT VEHICLES (No Materials/Parts available)

- Minor repair jobs and replacement of wear and tear parts of service/light vehicles to be conducted by the Motorpool staff.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ENGINEER
CLASSIFICATION:	HIGHLY TECHNICAL
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	All PGLU Offices, District Hospitals, LGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Declaration Form/Napanam QR Code 2. Request Letter to the Provincial Governor/Provincial Engineer	Provincial Engineer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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A. WORKPLACE HEALTH AND HYGIENE PROTOCOLS

1. Clients must practice physical distancing at least one (1) meter apart at all times.	1. The PEO staff should take the client's temperature through the non-contact temperature scanner.	None	1 minute	Administrative Unit
2. Clients must undergo temperature check and filling up the Health Declaration Form and Visitor's Logbook before entering the office premises. If the clients have registered Napanam La Union Contact Tracer, scan the QR codes at the designated QR scanning point.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Respiratory etiquette must be observed at all times and the use of facemask is mandatory. Sanitize hands using the provided alcohol/alcogel.	2. The PEO staff should check if the client is wearing facemask properly.			
Total		None	1 minute	
B. PREPARATION FOR THE REPAIR OF THE SERVICE VEHICLE/LIGHT VEHICLE				
1. Submit request letter.	1. Receive request letter.	None	5 minutes	Administrative Unit
	2. Forward/coordinate the request to the Motorpool staff.	None	1 minute	Administrative Unit
2. Bring the vehicle to be repaired at the Motorpool.	3. If the vehicle cannot be immobilized, the Motorpool staff will tow the said vehicle.	None	1 hour	Motorpool Staff
3. Assist/show the PEO staff the suspected car malfunction to be repaired or worn-out parts to be replaced.	4. Ocular inspection/troubleshooting of the vehicle and discussion with the driver to assess extent of repair.	None	10 minutes	Motorpool Staff
	5. Prepare and filling-up the Pre-Inspection Checklist.	None	5 minutes	Motorpool Staff
	6. Prepare Job Order and listing of materials/parts needed for the repair.	None	10 minutes	Motorpool Staff
	7. Procurement of materials/parts.	None	19 days	Motorpool Staff
	8. Perform repair of vehicle.	None	1 hour	Motorpool Staff
4. Test drive the vehicle.	9. Test drive the vehicle.	None	30 minutes	Client/Motorpool Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Fill-up the Feedback Form and dropping it in the Suggestion Box.	10. Assist the client in filling-up the Feedback Form.	None	3 minutes	Administrative Unit
Total		None	19 days, 3 hours and 4 minutes	

6. REPAIR OF SERVICE/LIGHT VEHICLES (with Materials/Parts available)

- Minor repair jobs and replacement of wear and tear parts of service/light vehicles to be conducted by the Motorpool staff.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ENGINEER
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	All PGLU Offices, District Hospitals, LGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Declaration Form/Napanam QR Code 2. Request Letter to the Provincial Governor/Provincial Engineer 3. Pre-Inspection Checklist 4. Job Order	Provincial Engineer's Office, Motorpool Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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A. WORKPLACE HEALTH AND HYGIENE PROTOCOLS

1. Clients must practice physical distancing at least one (1) meter apart at all times. 2. Clients must undergo temperature check and filing up the Health Declaration Form and Visitor's Logbook before entering the office premises. If the clients have registered Napanam La Union Contact Tracer, scan the QR codes at the designated QR scanning point.	1. The PEO staff should take the client's temperature through the non-contact temperature scanner.	None	1 minute	Administrative Unit
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Respiratory etiquette must be observed at all times and the use of facemask is mandatory. Sanitize hands using the provided alcohol/alcogel.	2. The PEO staff should check if the client is wearing facemask properly.			
Total		None	1 minute	
B. PREPARATION FOR THE REPAIR OF THE SERVICE VEHICLE/LIGHT VEHICLE				
Submit request letter.	Receive request letter.	None	5 minutes	Administrative Unit
	Forward/coordinate the request to the Motorpool staff.	None	1 minute	Administrative Unit
Bring the vehicle to be repaired at the Motorpool.	If the vehicle cannot be immobilized, the Motorpool staff will tow the said vehicle.	None	1 hour	Motorpool Staff
Assist/show the PEO staff the suspected car malfunction to be repaired or worn-out parts to be replaced.	Ocular inspection/troubleshooting of the vehicle and discussion with the driver to assess extent of repair.	None	10 minutes	Motorpool Staff
	Prepare and filling-up the Pre-Inspection Checklist.	None	5 minutes	Motorpool Staff
	Prepare Job Order and listing of materials/parts needed for the repair.	None	10 minutes	Motorpool Staff
	Perform repair of vehicle.	None	1 hour*	Motorpool Staff
Test drive the vehicle.	Test drive the vehicle.	None	30 minutes	Client/Motorpool Staff
Fill-up the Feedback Form and dropping it in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	Administrative Unit
Total		None	3 hours and 5 minutes*	
Note: *Time shall be added depending on the extent of the repair works.				



7. EQUIPMENT RENTAL

- Excavation, leveling, loading, hauling, compacting, transporting and dredging works using equipment through rental.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ENGINEER
CLASSIFICATION:	COMPLEX
TYPE OF TRANSACTION:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
WHO MAY AVAIL:	All Government Agencies, LGUs, GOCCs, other Gov't, Instrumentalities, Private Entities/Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Declaration Form/Napanam QR Code 2. Request Letter to the Provincial Governor/Provincial Engineer 3. Approved Equipment Rental Form	Provincial Engineer's Office, Motorpool Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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A. WORKPLACE HEALTH AND HYGIENE PROTOCOLS

1. Clients must practice physical distancing at least one (1) meter apart at all times.	1. The PEO staff should get the client's temperature through the non-contact temperature scanner.	None	1 minute	Administrative Unit
2. Clients must undergo temperature check and filling up the Health Declaration Form and Visitor's Logbook before entering the office premises. If the clients have registered Napanam La Union Contact Tracer, scan the QR codes at the designated QR scanning point.				
3. Respiratory etiquette must be observed at all times and the use of facemask is mandatory. Sanitize hands using the provided alcohol/alcogel.	2. The PEO staff should check if the client is wearing facemask properly.			
Total		None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. PREPARATION AND PROCESSING OF RENTAL EQUIPMENT RENTAL FORM				
1. Submit request letter.	1. Receive request letter.	None	5 minutes	Administrative Unit
	2. Forward/ coordinate the request to the Motorpool staff.	None	1 minute	Administrative Unit
	3. Preparation and filling-up of Equipment Rental Form.	None	5 minutes	Motorpool Staff
2. Signing of Equipment Rental Form.	4. Signing of Equipment Rental Form if equipment is available on the date requested.	None	2 minutes	Motorpool Operations Supervisor and the Provincial Engineer
3. Payment of rental.	5. Receive payment and issue official receipt.	Provincial Tax Ordinance No. 115-2017, Chapter V, Article IV, Section 159, page 40 Wheel Loader (PL-97-01 and PL-11-02) Php8,800.00 per day; Php1,466.00 per hour Track Type Excavator (BH-97-01 and BH-06-02) Php8,000.00 per day; Php1,333.00 per hour Vibratory Compactor (VR-97-01) Php6,400.00 per day; Php1,066.00 per hour Track Type Tractor (DZ-07-01 and DZ-11-03) Php10,000.00 per day; Php1,666.00 per hour	10 minutes	Provincial Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Motor Grader (RG-97-01 and RG-11-02) Php8,000.00 per day; Php1,333.00 per hour</p> <p>Backhoe Loader (BHL-97-01 and BHL-11-02) Php8,000.00 per day; Php1,333.00 per hour</p> <p>Vibratory Compactor (VR-97-02) Php5,000.00 per day; Php833.00 per hour</p> <p>Track Type Tractor (DZ-07-02) Php8,000.00 per day; Php1,333.00 per hour</p> <p>Skid Steer Loader (SSL-07-01) Php4,000.00 per day; Php666.00 per hour</p> <p>Prime Mover with Low Bed (SFY 178) Php10,000.00 per day; Php1,666.00 per hour</p> <p>Low Bed Trailer (SUD 261) Php5,000.00 per day; Php833.00 per hour</p> <p>Dump Truck (SER 801, 802, 803, 809, 812, 813, SHP 777, SKA 746 and SKA 747) Php4,800.00 per day; Php800.00 per hour</p>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Dump Truck (SKA 743 and SKA 748) Php4,800.00 per day: Php800.00 per hour Cargo Truck (SKA 745 and SKV 965) Php3,000.00 per day: Php500.00 per hour Man Lifter Truck (SJR 407) Php4,800.00 per day: Php800.00 per hour Fork Lift (SJR 407) Php5,600.00 per day: Php933.00 per hour Wing Van Php4,800.00 per day: Php800.00 per hour Air Compressor Php4,000.00 per day: Php666.00 per hour		
4. Show proof of payment.	6. Signing of Equipment Rental Form upon payment.	None	2 minutes	Provincial Treasurer
	7. Approval of Equipment Rental Form for approval.	None	2 minutes	Provincial Governor
5. Receive the approved Equipment Rental Form.	8. Issuance of the approved Equipment Rental Form.	None	1 minute	Motorpool Staff
6. Fill-up the Feedback Form and dropping it in the Suggestion Box.	9. Assist the client in filling-up the Feedback Form.	None	3 minutes	Administrative Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Assist in the deployment of the equipment by showing the way to the site and provide fuel, oil and per diems of the driver/operator.	10.Preparation of trip ticket and travel order.	None	5 minutes	Motorpool Staff
	11.Approval of the trip ticket and travel order.	None	10 minutes	Provincial Engineer
	12.Dispatching of equipment upon approval of travel order and trip ticket.	None	1 day	Motorpool Staff
8. Monitor the performance/ accomplishment of the equipment/operator.	13.Perform tasks as specified work in the Equipment Rental Form.	None	1 day*	Heavy Equipment Operator
	14.Return the equipment to Motorpool upon end of tasks stated in the Equipment Rental Form.	None	1 day	Motorpool Staff
Total		Rental Charges for Heavy and Light Equipment	3 days* and 44 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

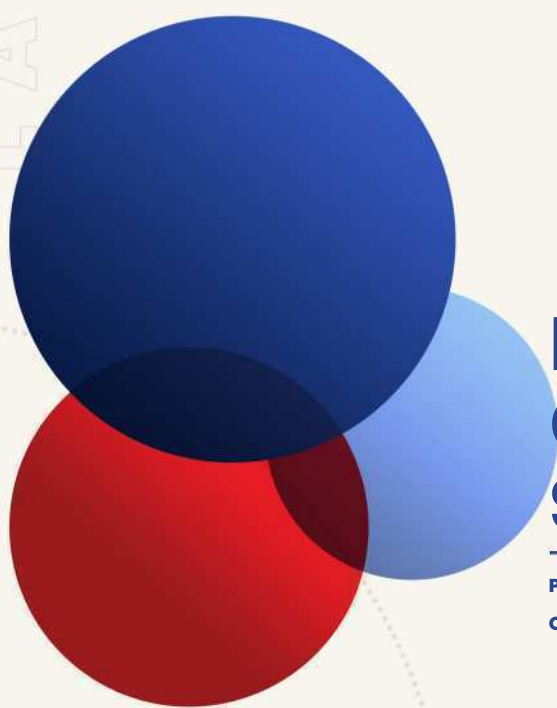
How to send a feedback?	Answer the client feedback form and drop it at the box located at the Provincial Engineer's Office.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 Local 306, 308.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the Provincial Engineer's Office.</p> <p>Complaints may also be file thru telephone at</p> <p>Provincial Engineer's Office: Tel No. : (072) 242-5550 Local 306, 308 Email : pglu_peo@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following: Name of person being complained Incident Evidence</p>



<p>How complaint is processed?</p>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 619-5494.</p>
<p>Contact Information of the Provincial Engineer's Office</p>	<p>ENGR. RESSIE A. ESTRELLA Provincial Engineer Provincial Capitol, City of San Fernando, La Union Email: pglu_peo@launion.gov.ph Tel No.: (072) 242-5550 Local 306, 308</p> <p>ENGR. EMILLE F. MARTINEZ Supervising Administrative Officer Provincial Capitol, City of San Fernando, La Union Email: pglu_peo@launion.gov.ph Tel No.: (072) 242-5550 Local 306, 308</p>



LA UNION



RESILIENT COMMUNITIES SECTOR

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



PROVINCIAL GOVERNMENT - ENVIRONMENT AND NATURAL RESOURCES OFFICE

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. APPLICATION OF NEW COMMERCIAL SAND AND GRAVEL (CSAG) PERMIT

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity
WHO MAY AVAIL:	All interested citizens, non-government organizations and other stakeholders who are engaged in small quarrying activity/ operation, marketing/trading in the Province of La Union

1.A SUBMISSION OF APPLICATION FOR NEW CSAG PERMIT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Five (5) sets in original copy or certified true copy of the following documents:</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form; 2. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the project using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 3. Sketch Plan duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 4. One (1) year Work Program duly prepared, signed and sealed by Mining Engineer/Geologist; 5. Initial Environmental Examination (IEE) report; 6. Proof of Technical Competence including among others, curriculum vitae, and track record in mining operation and environmental management of the technical personnel who shall undertake the activities in accordance with the submitted one (1) year work program; 7. Proof of financial capability to undertake the activity pursuant to the submitted one (1) year work program such as the following: <ol style="list-style-type: none"> a) For individuals- Copy of Income Tax Return for the preceding year and proof of bank deposit or credit line in the amount that shall not be less than the proposed budget of the utilization work program; 	<p>PG-ENRO Geodetic Engineer accredited by MGB</p> <p>Geodetic Engineer accredited by MGB</p> <p>Licensed Mining Engineer/Registered Geologist</p> <p>DENR-EMB</p> <p>Licensed Mining Engineer/Registered Geologist</p> <p>Bank</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>b) For corporation, partnership, association or cooperative-latest audited financial statement, annual report, credit lines bank guarantees and/or similar negotiable instrument;</p> <p>8. Duly certified articles of Incorporation/Partnership /Association, By-Laws and Certificate of Registration issued by the Securities and Exchange Commission (SEC) or authorized Government Agencies;</p> <p>9. Sanggunian endorsement at least 2 of the ff:</p> <p>a) Barangay;</p> <p>b) Municipal;</p> <p>c) Province;</p> <p>10. Other supporting papers that the PMRB may require.</p>		<p>SEC</p> <p>Concerned LGU</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table. The client must wear facemask and face shield.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Client proceed to PG-ENRO and show the 5 sets in original copy or certified true copy of all the requirements.	The EMS will check the completeness of the requirements then (if complete) provide order slip for the payment of fees at the Provincial Treasury Office (PTO).	None	10 minutes	Environmental Management Specialist (EMS)II and Community Development Officer (CDO)I who are in-charge of Mines & Geosciences Section (MGS)
3. Client proceed to Provincial Treasury Office (PTO) to pay.	Instruct client to pay.	Application fee: Php100.00 Inspection/verification fee: Php 500.00	30 minutes	Provincial Treasurer's Office
4. Client will submit the Official Receipt (OR) to PG-ENRO.	The EMS II will receive the OR and complete application requirements and brief the client of the procedures to secure Area Status Clearance.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section (MGS)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client receives service and fills-out the Customer Feedback Form and drops it at the Suggestion Box located in front of the PG-ENRO.	The EMS will instruct the client to fill up the Customer Feedback Form and then prepare endorsement letter signed by the Provincial Governor to the Mines and Geosciences Bureau (MGB) for area status and clearance. Note: OPA for initial OPG for signature	None	2 days	EMS II and Supervising Environmental Management Specialist
Total		Php 600.00	2 days & 51 minutes	

1.B. PROCEDURE UPON APPROVAL OF THE AREA STATUS AND CLEARANCE ISSUED BY MGB OFFICE

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity
WHO MAY AVAIL:	All interested citizens, non-government organizations and other stakeholders who are engaged in small quarrying activity/ operation, marketing/trading in the Province of La Union
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) sets in original copy or certified true copy of the following documents: 1. Area Status and Clearance 2. Certificate of Posting at least 3 of the ff: *Barangay * Municipal * Provincial * PENRO * MGB Regional Office 3. Environmental Compliance Certificate (ECC) 4. Field verification report 5. Surety Bond of Php 20,000.00 6. DPWH Clearance	MGB Regional Office Concerned LGU DENR-EMB MGB Office Insurance Company DPWH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the guard for registration using the logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Submit 5 sets in original copy or certified true copy of the requirements.	The EMS II will review and evaluate the completeness of the requirements and then inform the client about the deliberation procedure of the application by the PMRB.	None	30 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		None	31 minutes	

PMRB PASSED A RESOLUTION FAVORABLY ENDORSING THE CSAG APPLICATION				
2. Submit 5 sets in original copy or certified true copy of the requirements.	<p>Inform the client of the result of the deliberation through call and prepare CSAG permit and permit-to-operate then endorse thereof to the Office of the Provincial Governor for his approval.</p> <p>Note: OPA for initial OPG for signature</p> <p>Upon approval of the CSAG permit, inform the client that the permit was already signed and ready for pick-up.</p>	None	1 hour	Supervising EMS, EMS II and CDO I who are in-charge of Mines & Geosciences Section



1.C. RELEASE OF CSAG PERMIT AND PERMIT TO OPERATE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Pay Permit Fee at the Provincial Treasury Office and seek Notary Public.	Issue order slip for the payment of permit fee and tax clearance fee and after paying, instruct the client to seek notarization of the CSAG Permit from private notary public.	Permit fee: Php 1,000.00 Tax clearance: Php 25.00	1 hour	EMS II and CDO I who are in-charge of Mines & Geosciences Section
3. Client will submit OR and notarized CSAG permit to PG-ENRO.	Accept the OR and notarized CSAG permit and then release the permit to the client.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
4. Client will receive the approved permit and fill out the Customer Feedback Form and drop it at the Suggestion Box located in front of the PG-ENRO.	EMS II instructs the client to fill up the Customer Feedback Form.	None	3 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		Php 1,025.00	10 minutes	

2. APPLICATION OF NEW INDUSTRIAL SAND AND GRAVEL (ISAG) PERMIT

Any qualified person may apply for Industrial Sand and Gravel Permit with the Provincial Governor through the Provincial Mining Regulatory Board (PMRB) for the extraction, removal and disposition of sand and gravel and other loose or unconsolidated materials that necessitate the use of mechanical processing covering an area of not more than five (5) hectares at any one time for a term of five (5) year from date of issuance thereof, renewable for like periods but not to exceed a total term of twenty-five (25) years: Provided, That only one (1) Permit shall be granted to a Qualified Person in a municipality at any one time under such terms and conditions as provided herein.

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity
WHO MAY AVAIL:	All interested citizen, private or non-government organization and other stakeholder who are engaged in small quarrying activity/operation, marketing/trading in the Province of La Union

2.A SUBMISSION OF APPLICATION FOR NEW ISAG PERMIT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Five (5) sets in original copy or certified true copy of the following documents:</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form; 2. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the project using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 3. Sketch Plan duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 4. Five (5) years Work Program duly prepared, signed and sealed by Mining Engineer/Geologist; 5. Initial Environmental Examination (IEE) report; 6. Environmental protection and enhancement program; 7. Proof of Technical Competence including among others, curriculum vitae, and track record in mining operation and environmental management of the technical personnel who shall undertake the activities in accordance with the submitted five (5) year work program; 	<p>PG-ENRO Geodetic Engineer accredited by MGB</p> <p>Geodetic Engineer accredited by MGB</p> <p>Licensed Mining Engineer/Registered Geologist</p> <p>DENR-EMB</p> <p>Licensed Mining Engineer/Registered Geologist Licensed Mining Engineer/Registered Geologist</p>



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>8. Proof of financial capability to undertake the activity pursuant to the submitted five (5) year work program such as the following:</p> <p>a. For individuals - Copy of Income Tax Return for the preceding year and proof of bank deposit or credit line in the amount that shall not be less than the proposed budget of the utilization work program;</p> <p>b. For corporation, partnership, association or cooperative-latest audited financial statement, annual report, credit lines bank guarantees and/or similar negotiable instrument;</p> <p>9. Duly certified articles of Incorporation/Partnership /Association, By-Laws and Certificate of Registration issued by the Securities and Exchange Commission (SEC) or authorized Government Agencies;</p> <p>10. Sanggunian endorsement at least 2 of the ff:</p> <p>a. Barangay;</p> <p>b. Municipal;</p> <p>c. Province;</p> <p>11. Other supporting papers that the PMRB may require</p>			<p>Bank</p> <p>SEC</p> <p>Concerned LGU</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table. The client must wear facemask and face shield.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Client proceed to PG-ENRO and show the 5 sets in original copy or certified true copy of all the requirements.	The EMS will check the completeness of the requirements then (if complete) provide order slip for the payment of fees at the Provincial Treasury Office (PTO).	None	10 minutes	EMSII and CDO I who are in-charge of Mines & Geosciences Section (MGS)
3. Client proceed to Provincial Treasury Office (PTO) to pay.	Instruct client to pay.	Application fee: Php100.00 Inspection/verification fee: Php 500.00	30 minutes	Provincial Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client will submit the Official Receipt (OR) to PG-ENRO.	The EMS II will receive the OR and complete application requirements and brief the client of the procedures to secure Area Status Clearance.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section (MGS)
5. Client receives service and fills-out the Customer Feedback Form and drops it at the Suggestion Box located in front of the PG-ENRO.	The EMS will instruct the client to fill up the Customer Feedback Form and then prepare endorsement letter signed by the Provincial Governor to the Mines and Geosciences Bureau (MGB) for area status and clearance. Note: OPA for initial OPG for signature	None	2 days	EMS II and Supervising Environmental Management Specialist
Total		Php 600.00	2 days & 51 minutes	

2.B. PROCEDURE UPON APPROVAL OF THE AREA STATUS AND CLEARANCE ISSUED BY MGB OFFICE

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity
WHO MAY AVAIL:	All interested citizens, non-government organizations and other stakeholders who are engaged in small quarrying activity/ operation, marketing/trading in the Province of La Union
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) sets in original copy or certified true copy of the following documents: 1. Area Status and Clearance	MGB Regional Office



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Certificate of Posting at least 3 of the ff: * Barangay * Municipal * Provincial * PENRO * MGB Regional Office 3. Environmental Compliance Certificate (ECC) 4. Field verification report 5. Surety Bond of Php 20,000.00 6. DPWH Clearance			Concerned LGU DENR-EMB MGB Office Insurance Company DPWH	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the guard for registration using the logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Submit 5 sets in original copy or certified true copy of the requirements.	The EMS II will review and evaluate the completeness of the requirements and then inform the client about the deliberation procedure of the application by the PMRB.	None	30 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		None	31 minutes	

PMRB PASSED A RESOLUTION FAVORABLY ENDORSING THE ISAG PERMIT APPLICATION

Inform the client of the result of the deliberation through call and prepare ISAG permit and permit-to-operate then endorse thereof to the Office of the Provincial Governor for his approval. Note: OPA for initial OPG for signature Upon approval of the ISAG permit, inform the client that the permit was already signed and ready for pick-up.	None	1 hour	Supervising EMS, EMS II and CDO I who are in-charge of Mines & Geosciences Section
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2.C. RELEASE OF ISAG PERMIT AND PERMIT TO OPERATE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Pay Permit Fee at the Provincial Treasury Office and seek Notary Public.	Issue order slip for the payment of permit fee and tax clearance fee and after paying, instruct the client to seek notarization of the ISAG permit from private notary public.	Permit fee: Php 1,500.00 Tax clearance: Php 25.00	1 hour	EMS II and CDO I who are in-charge of Mines & Geosciences Section
3. Client will submit OR and notarized ISAG permit to PG-ENRO.	Accept the OR and notarized ISAG permit and then release the permit to the client.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
4. Client will receive the approved permit and fill out the Customer Feedback Form and drop it at the Suggestion Box located in front of the PG-ENRO.	EMS II instructs the client to fill up the Customer Feedback Form.	None	3 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		Php 1,525.00	2 hours & 14 minutes	



3. APPLICATION OF NEW SPECIAL PEBBLE PERMIT

Pebble picking along beaches/shorelines may be undertaken except in areas which are declared for conservation/protection purposes by the Environmental Management Protected Areas Sector (EMPAS) or those areas which are potential or declared tourist zones as certified by the Department of Tourism (DOT). Provided, that the size of the area to be permitted along the beaches/shorelines shall not exceed one (1) hectare per cooperative. The permit shall be valid for a period of one (1) year or until such time that the total volume specified therein have been extracted, whichever comes first.

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity
WHO MAY AVAIL:	Interested applicants shall be registered cooperatives with the Cooperative Development Authority (CDA) in the Province of La Union

3.A SUBMISSION OF APPLICATION FOR SPECIAL PEBBLE PERMIT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Five (5) sets in original copy or certified true copy of the following documents:</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form; 2. Certificate of registration with CDA; 3. Certifications from the Local Development Tourism Office and from Environmental Management Protected Areas (EMPAS) that the area subject of application is not within potential or declared tourist zone and that the area applied is not declared for conservation/protection purposes; 4. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the project using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 5. Sketch Plan duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 6. Sanggunian Endorsement (at least 2): <ul style="list-style-type: none"> • Barangay • Municipal • Province 7. Other supporting documents that the PMRB concerned may require or the applicant may submit 	<p>PG-ENRO CDA Concerned LGU & DENR</p> <p>Geodetic Engineer accredited by MGB</p> <p>Geodetic Engineer accredited by MGB Concerned LGU</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table. The client must wear facemask and face shield.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Client proceed to PG-ENRO and show the 5 sets in original copy or certified true copy of all the requirements.	The EMS will check the completeness of the requirements then (if complete) provide order slip for the payment of fees at the Provincial Treasury Office (PTO).	None	10 minutes	EMSII and CDO I who are in-charge of Mines & Geosciences Section (MGS)
3. Client proceed to Provincial Treasury Office (PTO) to pay.	Instruct client to pay.	Application fee: Php100.00 Inspection/verification fee: Php 500.00	30 minutes	Provincial Treasury Office
4. Client will submit the Official Receipt (OR) to PG-ENRO.	The EMS II will receive the OR and complete application requirements and brief the client of the procedures to secure Area Status Clearance.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section (MGS)
5. Client receives service and fills-out the Customer Feedback Form and drops it at the Suggestion Box located in front of the PG-ENRO.	The EMS will instruct the client to fill up the Customer Feedback Form and then prepare endorsement letter signed by the Provincial Governor to the Mines and Geosciences Bureau (MGB) for area status and clearance. Note: OPA for initial OPG for signature	None	10 minutes	EMSII and CDO I who are in-charge of Mines & Geosciences Section (MGS)
Total		Php 600.00	2 days & 51 minutes	



3.B. PROCEDURE UPON APPROVAL OF THE AREA STATUS AND CLEARANCE ISSUED BY MGB OFFICE

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity
WHO MAY AVAIL:	Interested applicants shall be registered cooperatives with the Cooperative Development Authority (CDA) in the Province of La Union.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Five (5) sets in original copy or certified true copy of the following documents:</p> <ol style="list-style-type: none"> 1. Area Status and Clearance; 2. Programmatic Environmental Compliance Certificate (ECC); 3. Field verification report 4. Surety Bond of Php 10,000.00 	<p>MGB Regional Office DENR-EMB</p> <p>MGB Office Insurance Company</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the guard for registration using the logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Submit 5 sets in original copy or certified true copy of the requirements.	The EMS II will review and evaluate the completeness of the requirements and then inform the client about the deliberation procedure of the application by the PMRB.	None	30 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		None	30 minutes	

PMRB PASSED A RESOLUTION FAVORABLY ENDORSING THE SPECIAL PEBBLE PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Inform the client of the result of the deliberation through call and prepare Special Pebble permit and permit-to-operate then endorse thereof to the Office of the Provincial Governor for his approval. Note: OPA for initial OPG for signature</p> <p>Upon approval of the Special Pebble permit, inform the client that the permit was already signed and ready for pick-up.</p>	None	1 hour	Supervising EMS, EMS II and CDO I who are in-charge of Mines & Geosciences Section

3.C. RELEASE OF SPECIAL PEBBLE PERMIT AND PERMIT TO OPERATE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Pay Permit Fee at the Provincial Treasury Office and seek Notary Public.	Issue order slip for the payment of permit fee and tax clearance fee and after paying, instruct the client to seek notarization of the Special Pebble permit from private notary public.	Permit fee: Php 1,000.00 Tax clearance: Php 25.00	1 hour	EMS II and CDO I who are in-charge of Mines & Geosciences Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client will submit OR and notarized Special Pebble permit to PG-ENRO.	Accept the OR and notarized Special Pebble permit and then release the permit to the client.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
4. Client will receive the approved permit and fill out the Customer Feedback Form and drop it at the Suggestion Box located in front of the PG-ENRO.	EMS II instructs the client to fill up the Customer Feedback Form.	None	1 hour	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		Php 1,025.00	2 hours & 14 minutes	

4. APPLICATION OF NEW GOVERNMENT GRATUITOUS PERMIT

Any Government entity/instrumentality in need of quarry, sand and gravel or unconsolidated materials in the construction of building(s) and/or infrastructure for public use or other purposes may apply for a Government Gratuitous Permit with the Provincial Governor through the Provincial Mining Regulatory Board for a period coterminous with construction stage of the project but not to exceed one (1) year in public/private land(s) covering an area of not more than two (2) hectares. The applicant shall submit a project proposal stating where the materials to be taken shall be used and the estimated volume needed.

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	Interested Government entity/instrumentality in need of quarry, sand and gravel or unconsolidated materials in the construction of building(s) and/or infrastructure for public use or other purposes may apply in the Province of La Union.

4.A SUBMISSION OF APPLICATION FOR NEW GOVERNMENT GRATUITOUS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) sets in original copy or certified true copy of the following documents: 1. Duly accomplished Application Form;	PG-ENRO

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the project using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 3. Sketch Plan prepared, signed and sealed by MGB deputized Geodetic Engineer; 4. Program of Work; 5. Sanggunian Endorsement (at least 2): • Barangay • Municipal • Province 6. Other supporting documents that the PMRB concerned may require or the applicant may submit			Geodetic Engineer accredited by MGB Geodetic Engineer accredited by MGB Technical Person Concerned LGU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table. The client must wear facemask and face shield.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Client proceed to PG-ENRO and show the 5 sets in original copy or certified true copy of all the requirements.	The EMS will check the completeness of the requirements then (if complete) provide order slip for the payment of fees at the Provincial Treasury Office (PTO).	None	10 minutes	EMSII and CDO I who are in-charge of Mines & Geosciences Section (MGS)
3. Client proceed to Provincial Treasury Office (PTO) to pay.	Instruct client to pay.	Application fee: Php100.00 Inspection/verification fee: Php 500.00	30 minutes	Provincial Treasury Office
4. Client will submit the Official Receipt (OR) to PG-ENRO.	The EMS II will receive the OR and complete application requirements and brief the client of the procedures to secure Area Status Clearance.	None	1 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section (MGS)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client receives service and fills-out the Customer Feedback Form and drops it at the Suggestion Box located in front of the PG-ENRO.	The EMS will instruct the client to fill up the Customer Feedback Form and then prepare endorsement letter signed by the Provincial Governor to the Mines and Geosciences Bureau (MGB) for area status and clearance. Note: OPA for initial OPG for signature	None	2 days	EMS II and Supervising Environmental Management Specialist
Total		Php 600.00	2 days & 51 minutes	

4.B. PROCEDURE UPON APPROVAL OF THE AREA STATUS AND CLEARANCE ISSUED BY MGB OFFICE

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	Interested Government entity/instrumentality in need of quarry, sand and gravel or unconsolidated materials in the construction of building(s) and/or infrastructure for public use or other purposes may apply in the Province of La Union.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) sets in original copy or certified true copy of the following documents: 1. Field Verification Report; 2. Environmental Compliance Certificate; 3. DPWH Clearance (as needed)	MGB DENR-EMB DPWH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the guard for registration using the logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on duty (SSU)
2. Submit 5 sets in original copy or certified true copy of the requirements.	The EMS II will review and evaluate the completeness of the requirements and then inform the client about the deliberation procedure of the application by the PMRB.	None	30 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		None	31 minutes	

PMRB PASSED A RESOLUTION FAVORABLY ENDORSING THE GOVERNMENT GRATUITOUS PERMIT APPLICATION

	<p>Inform the client of the result of the deliberation through call and prepare Government Gratuitous permit and permit-to-operate then endorse thereof to the Office of the Provincial Governor for his approval. Note: OPA for initial OPG for signature</p> <p>Upon approval of the Government Gratuitous Permit, inform the client that the permit was already signed and ready for pick-up.</p>	None	1 hour	Supervising EMS, EMS II and CDO I who are in-charge of Mines & Geosciences Section
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4.C. RELEASE OF THE GOVERNMENT GRATUITOUS PERMIT AND PERMIT TO OPERATE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Pay Permit Fee at the Provincial Treasury Office and seek Notary Public.	Issue order slip for the payment of permit fee and tax clearance fee and after paying, instruct the client to seek notarization of the Government Gratuitous permit from private notary public.	Permit fee: Php 1,000.00 Tax clearance: Php 25.00	1 hour	EMS II and CDO I who are in-charge of Mines & Geosciences Section
3. Client will submit OR and notarized Government Gratuitous permit to PG-ENRO.	Accept the OR and notarized Government Gratuitous permit and then release the permit to the client.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
4. Client will receive the approved permit and fill out the Customer Feedback Form and drop it at the Suggestion Box located in front of the PG-ENRO.	EMS II instructs the client to fill up the Customer Feedback Form.	None	3 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		None	2 hours & 14 minutes	

5. APPLICATION OF PRIVATE GRATUITOUS PERMIT

Any landowner may apply for a Private Gratuitous Permit with the Provincial Governor through the Provincial Mining Regulatory Board for the extraction of, removal and utilization of quarry, sand and gravel or loose/unconsolidated materials from his/her land for a non-renewable period of sixty (60) calendar days: provided, that there is adequate proof of ownership and that the materials shall be for personal use.

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL:	Any interested landowner in the Province of La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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5.A SUBMISSION OF APPLICATION FOR PRIVATE GRATUITOUS PERMIT

Five (5) sets in original copy or certified true copy of the following documents:

1. Duly accomplished Application Form;
2. Proof of ownership;
3. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the project using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by MGB deputized Geodetic Engineer;
4. Sketch Plan prepared, signed and sealed by MGB deputized Geodetic Engineer;
5. Development Plan;

6. Sanggunian Endorsement (at least 2):

- Barangay
- Municipal
- Province;

7. Other supporting documents that the PMRB concerned may require or the applicant may submit

PG-ENRO
Prospective Client
Geodetic Engineer accredited by MGB

Geodetic Engineer accredited by MGB

Licensed Mining Engineer/Registered Geologist
Concerned LGU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table. The client must wear facemask and face shield.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client proceed to PG-ENRO and show the 5 sets in original copy or certified true copy of all the requirements.	The EMS will check the completeness of the requirements then (if complete) provide order slip for the payment of fees at the Provincial Treasury Office (PTO).	None	10 minutes	EMSII and CDO I who are in-charge of Mines & Geosciences Section (MGS)
3. Client proceed to Provincial Treasury Office (PTO) to pay.	Instruct client to pay.	Application fee: Php100.00 Inspection/verification fee: Php 500.00	30 minutes	Provincial Treasury Office
4. Client will submit the Official Receipt (OR) to PG-ENRO.	The EMS II will receive the OR and complete application requirements and brief the client of the procedures to secure Area Status Clearance.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section (MGS)
5. Client receives service and fills-out the Customer Feedback Form and drops it at the Suggestion Box located in front of the PG-ENRO.	The EMS will instruct the client to fill up the Customer Feedback Form and then prepare endorsement letter signed by the Provincial Governor to the Mines and Geosciences Bureau (MGB) for area status and clearance. Note: OPA for initial OPG for signature	None	2 days	EMS II and Supervising Environmental Management Specialist
Total		Php 600.00	2 days & 51 minutes	

5.B. PROCEDURE UPON APPROVAL OF THE AREA STATUS AND CLEARANCE ISSUED BY MGB OFFICE

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government			
WHO MAY AVAIL:	Any interested landowner in the Province of La Union			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Five (5) sets in original copy or certified true copy of the following documents: 1. Field Verification Report; 2. ECC; 3. DPWH Clearance (as needed)			MGB Regional Office DENR-EMB DPWH	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the guard for registration using the logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on duty (SSU)
2. Submit 5 sets in original copy or certified true copy of the requirements.	The EMS II will review and evaluate the completeness of the requirements and then inform the client about the deliberation procedure of the application by the PMRB.	None	30 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		None	31 minutes	



PMRB PASSED A RESOLUTION FAVORABLY ENDORSING THE PRIVATE GRATUITOUS PERMIT APPLICATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Inform the client of the result of the deliberation through call and prepare Private Gratuitous permit and permit-to-operate then endorse thereof to the Office of the Provincial Governor for his approval. Note: OPA for initial OPG for signature</p> <p>Upon approval of the Private Gratuitous permit, inform the client that the permit was already signed and ready for pick-up.</p>	None	10 minutes	EMSII and CDO I who are in-charge of Mines & Geosciences Section (MGS)

5.C. RELEASE OF THE PRIVATE GRATUITOUS PERMIT AND PERMIT TO OPERATE

1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on duty (SSU)
2. Pay Permit Fee at the Provincial Treasury Office and seek Notary Public.	Issue order slip for the payment of permit fee and tax clearance fee and after paying, instruct the client to seek notarization of the Private Gratuitous permit from private notary public.	Permit fee: Php 1,000.00 Tax clearance: Php 25.00	1 hour	EMS II and CDO I who are in-charge of Mines & Geosciences Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client will submit OR and notarized Private Gratuitous permit to PG-ENRO.	Accept the OR and notarized Private Gratuitous permit and then release the permit to the client.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
4. Client will receive the approved permit and fill out the Customer Feedback Form and drop it at the Suggestion Box located in front of the PG-ENRO.	EMS II instructs the client to fill up the Customer Feedback Form.	None	3 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		Php 1,025.00	2 hours & 14 minutes	

6. APPLICATION OF NEW QUARRY PERMIT

Any qualified person may apply for a Quarry Permit with the Provincial Governor through the Provincial Mining Regulatory Board for the extraction, removal and disposition of quarry resources covering an area of not more than five (5) hectares, and a production rate of not more than fifty thousand (50,000) tons annually and/or whose project cost is not more than Ten Million Pesos (Php 10, 000, 000.00), for a term of five (5) years from date of issuance thereof, renewable for like period but not to exceed a total term of twenty-five (25) years: Provided, That no Quarry Permit shall be issued or granted on any area covered by a Mineral Agreement or Financial or Technical Assistance Agreement (FTAA), except on areas where a written consent is granted by the Mineral Agreement or FTAA Contractor: Provided, further, That only one (1) Permit shall be granted to a Qualified Person in a municipality at any one time under such terms and conditions as provided herein.

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity
WHO MAY AVAIL:	All interested citizen, non-government organization and other stakeholder who are engaged in small quarrying activity/operation, marketing/trading in the Province of La Union



6.A SUBMISSION OF APPLICATION FOR NEW QUARRY PERMIT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Five (5) sets in original copy or certified true copy of the following documents:</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form; 2. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the project using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 3. Sketch Plan duly prepared, signed and sealed by MGB deputized Geodetic Engineer; 4. Five (5) years Work Program duly prepared, signed and sealed by Mining Engineer/Geologist; 5. Initial Environmental Examination (IEE) report; 6. Environmental protection and enhancement program; 7. Proof of Technical Competence including among others, curriculum vitae, and track record in mining operation and environmental management of the technical personnel who shall undertake the activities in accordance with the submitted five (5) year work program; 8. Proof of financial capability to undertake the activity pursuant to the submitted five (5) year work program such as the following: <ol style="list-style-type: none"> a. For individuals- Copy of Income Tax Return for the preceding year and proof of bank deposit or credit line in the amount that shall not be less than the proposed budget of the utilization work program; b. For corporation, partnership, association or cooperative-latest audited financial statement, annual report, credit lines bank guarantees and/or similar negotiable instrument; 9. Sanggunian endorsement at least 2 of the ff: <ol style="list-style-type: none"> a. Barangay; b. Municipal; c. Province; 10. Other supporting papers that the PMRB may require 	<p>PG-ENRO Geodetic Engineer accredited by MGB</p> <p>Geodetic Engineer accredited by MGB</p> <p>Licensed Mining Engineer/Registered Geologist</p> <p>DENR-EMB</p> <p>Licensed Mining Engineer/Registered Geologist Licensed Mining Engineer/Registered Geologist</p> <p>Bank</p> <p>Concerned LGU</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table. The client must wear facemask and face shield.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)
2. Client proceed to PG-ENRO and show the 5 sets in original copy or certified true copy of all the requirements.	The EMS will check the completeness of the requirements then (if complete) provide order slip for the payment of fees at the Provincial Treasury Office (PTO).	None	10 minutes	EMSII and CDO I who are in-charge of Mines & Geosciences Section (MGS)
3. Client proceed to Provincial Treasury Office (PTO) to pay.	Instruct client to pay.	Application fee: Php100.00 Inspection/verification fee: Php 500.00	30 minutes	Provincial Treasury Office
4. Client will submit the Official Receipt (OR) to PG-ENRO.	The EMS II will receive the OR and complete application requirements and brief the client of the procedures to secure Area Status Clearance.	None	10 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section (MGS)
5. Client receives service and fills-out the Customer Feedback Form and drops it at the Suggestion Box located in front of the PG-ENRO.	The EMS will instruct the client to fill up the Customer Feedback Form and then prepare endorsement letter signed by the Provincial Governor to the Mines and Geosciences Bureau (MGB) for area status and clearance. Note: OPA for initial OPG for signature	None	10 minutes	EMSII and CDO I who are in-charge of Mines & Geosciences Section (MGS)
Total		Php 600.00	2 days & 51 minutes	



6.B. PROCEDURE UPON APPROVAL OF THE AREA STATUS AND CLEARANCE ISSUED BY MGB OFFICE

OFFICE OR DIVISION:	PROVINCIAL GOVERNMENT-ENVIRONMENT AND NATURAL RESOURCES OFFICE (PG-ENRO)/PROVINCIAL TREASURY OFFICE (PTO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity
WHO MAY AVAIL:	All interested citizen, non-government organization and other stakeholder who are engaged in small quarrying activity/operation, marketing/trading in the Province of La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Five (5) sets in original copy or certified true copy of the following documents:</p> <ol style="list-style-type: none"> 1. Area Status and clearance; 2. Certificate of posting (at least 3): <ul style="list-style-type: none"> • Barangay; • Municipal; • Provincial; • PENRO; 3. ECC; 4. Field verification report; 5. Surety Bond of Php 20,000.00; 6. DPWH clearance 	<p>MGB Regional Office Concerned LGU</p> <p>DENR-EMB MGB Insurance Company DPWH</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the guard for registration using the logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on Duty (SSU)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit 5 sets in original copy or certified true copy of the requirements.	The EMS II will review and evaluate the completeness of the requirements and then inform the client about the deliberation procedure of the application by the PMRB.	None	30 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		None	31 minutes	

PMRB PASSED A RESOLUTION FAVORABLY ENDORSING THE GOVERNMENT GRATUITOUS PERMIT APPLICATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Inform the client of the result of the deliberation through call and prepare the quarry permit and permit-to-operate then endorse thereof to the Office of the Provincial Governor for his approval. Note: OPA for initial OPG for signature</p> <p>Upon approval of the quarry permit, inform the client that the permit was already signed and ready for pick-up.</p>	None	1 hour	Supervising EMS, EMS II and CDO I who are in-charge of Mines & Geosciences Section

6.C. RELEASE OF THE QUARRY PERMIT AND PERMIT TO OPERATE

1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on duty (SSU)
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay Permit Fee at the Provincial Treasury Office and seek Notary Public.	Issue order slip for the payment of permit fee and tax clearance fee and after paying, instruct the client to seek notarization of the quarry permit from private notary public.	Permit fee: Php 1,000.00 Tax clearance: Php 25.00	1 hour	EMS II and CDO I who are in-charge of Mines & Geosciences Section
3. Client will submit OR and notarized Quarry Permit to PG-ENRO.	Accept the OR and notarized quarry permit and then release the permit to the client.	Permit fee: Php 1,000.00 Tax clearance: Php 25.00	1 hour	EMS II and CDO I who are in-charge of Mines & Geosciences Section
4. Client will receive the approved permit and fill out the Customer Feedback Form and drop it at the Suggestion Box located in front of the PG-ENRO.	EMS II instructs the client to fill up the Customer Feedback Form.	None	3 minutes	EMS II and CDO I who are in-charge of Mines & Geosciences Section
Total		Php 1,025.00	2 hours & 14 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the Suggestion Box located in front of the PG-ENRO.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-55-50 loc. 296</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the Suggestion Box located in front of the PG-ENRO.</p> <p>Complaints may also be file thru telephone at</p> <p>PG-ENRO: Tel No. : (072) 242-55-50 loc. 296 Email : pglu_enru@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>MGB-DENR Region 1: Tel. No.: (072) 607-2686 Email: region1@mgb.gov.ph</p> <p>DENR Region 1: Tel. No.: (072) 888-3833 Email: r1r@denr.gov.ph</p> <p>DENR-EMB-1: Tel. No.: 700-2449 Email: embdenr1@yahoo.com</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p>



<p>How to file a complaint?</p>	<p>ARTA Hotline: Tel. No.: (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No.: 8888</p> <p>Client should provide the following: Name of person being complained Incident Evidence</p>
<p>How complaint is processed?</p>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-55-50 loc. 296</p>
<p>Contact Information of Provincial Government-Environment and Natural Resources Office</p>	<p>ENP. ANNALYN ROSARIO-VALDEZ Officer in Charge Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: pglu_enru@launion.gov.ph Tel No.: (072) 242-55-50 loc. 296</p>



OFFICE OF THE PROVINCIAL GOVERNOR - SECURITY SERVICES UNIT

PROVINCIAL GOVERNMENT
OF LA UNION

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ACCOUNTABLE
COMMITTED



1. Handling of PGLU Visitors

OFFICE OR DIVISION:		Office of the Provincial Governor – Security Services Unit		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the Logbook located at the Guard on Duty post at the lobby and/or entrance of PGLU building or facility indicating name, address, age, contact number, office to be visited, body and signature. 1.2 Have body temperature taken by the guard on duty.	1.1 Request the visitor/client to sign the logbook at the assigned table/desk. 1.2 Take visitors/client/s body temperature and inform the visitor/client to write it in the logbook. 1.3 Request visitor to pass through foot sanitation mat. 1.4 Spray hand sanitizer to the visitor/client. 1.5 Implement PHYSICAL DISTANCING NO FACE MASK NO FACE SHIELD NO ENTRY Policy	None	3 minutes	Guard on duty
2. Inform the Guard on Duty of the Office or person to be visited or transact with. Submit himself for search for deadly weapon/firearm. Note: If visitor/client have bag/luggage, he shall submit his bag/luggage for inspection.	2.1 Search visitor/client for deadly weapon/firearm. Assist / Guide visitors/clients to their respective destination. Note: Request visitor/client to open their bag/luggage for inspection.	None	3 minutes	Guard on Duty, Customer Relations Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If the visitor is a Police Officer, military or authorized personnel to carry firearms/deadly weapon, he shall deposit his firearm to the Guard on Duty for safekeeping.</p> <p>If the visitor is a PWD, he or his companion shall fill up the SSU Registry of PWDs Form.</p>	<p>Deposit firearm/deadly weapon in the safe for safekeeping.</p> <p>Note: If PWD is unable to walk, provide wheelchair and assist PWD to his respective destination.</p> <p>2.2 Issue color-coded ID as visitor pass.</p>			
3. If the visitor is a Police Officer, military or authorized personnel to carry firearms/deadly weapon, shall return the Visitor's ID and Firearm's Pass (Deposit/Claim Card).	3. Turn-over of surrendered firearms/deadly weapon in exchange of the Firearm's Pass.	None	3 minutes	Guard on Duty, Customer Relations Officer

2. Handling Traffic Management

OFFICE OR DIVISION:	Office of the Provincial Governor – Security Services Unit	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business	
WHO MAY AVAIL:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Inform Security Guard on Duty of the purpose of the visit/ and the duration of the transaction. If needed, request for parking area.</p> <p>1.2 Park vehicle at the designated area.</p> <p>1.3 Fill up Driver Locator Slip and submit to the Guard on duty.</p>	<p>1. Flag down vehicles for inspection using search mirror.</p> <p>1.2. Inquire of the purpose and duration of the visit.</p> <p>1.3 Locate possible parking area for visitor/client.</p> <p>1.4 Issue a Driver Locator Slip to the client.</p> <p>Note: If no parking area is available, advise the driver to "drop and go".</p>	None	5 minutes	Guard on Duty

3. CCTV Surveillance Playback Request Control

OFFICE OR DIVISION:	Office of the Provincial Governor – Security Services Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen G2B- Government to Business			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
<p>1. Fill up CCTV Playback Request Form from the OPG-SSU. Indicate purpose, date and time of the incident.</p> <p>1.2 Wait for the approval of the OIC-SSU.</p>	<p>1. Give CCTV Playback Request Form to the requesting party. Inquire of the purpose of the request.</p> <p>1.2 Review the specified person. Date and time of the incident.</p> <p>1.3 Notify requestor of the result of the review.</p> <p>1.4 Record the request in a logbook.</p>	None	<p>30 minutes</p> <p>Note: CCTV Playback review is internet dependent</p> <p>A "printed copy" or a "digital copy" of snapshot/s from the video footage maybe made upon approval of the SSU OIC, Operations and/or Admin Chief</p> <p>The recordings only lasts up to three weeks.</p>	Customer Relations Officer, Guard on Duty

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	<p>Client fills out Customer Feedback Form handed by Guard-on-Duty based on the services provided by the officer concerned.</p> <p>Client drops in the Suggestion Box found at the Capitol Main Building lobby.</p>
How feedback is processed?	<p>Authorized collector gathers Customer Feedback Forms every 5th day of the month and submits the same to the Office of the Provincial Administrator.</p> <p>OPA personnel sort and collate the accomplished forms and prepares consolidated reports of each department.</p> <p>If there are negative comments on the services provided by the unit, SSU focal person shall make an action plan addressing such concerns and submits to the Provincial Administrator for review and approval.</p>
How to file a complaint?	<p>Client may formally file a verbal/written complaint against a certain employee of the Security Services Unit to the following, indicating the name of the complained staff, incidence and date of incident.</p> <p>OFFICE OF THE PROVINCIAL GOVERNOR TEL. No.: (072) 888-3608</p> <p>CSC Hotline Tel. No. (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No.: 8888</p>
How complaint is processed?	<p>Received complaints are validated by the Department/Unit Head.</p> <p>Call for a meeting with the concerned employee and address the complaint.</p> <p>Inform the complainant of the action/decision made on the concerned employee.</p>



Contact Information

RIMAS G. CALIXTO

Tel. No. : (072) 242 5550 local 292

MARIA DOLOR Q. BILAR

Tel. No. : (072) 242 5550 local 292

JEROWYN F. ORARIO

Tel. No. : (072) 242 5550 local 292



OFFICE OF THE PROVINCIAL DISASTER RISK REDUCTION MANAGEMENT OFFICER

PROVINCIAL GOVERNMENT
OF LA UNION

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1. PDRRMO EMERGENCY RESPONSE UNIT ACTIVATION

- When an emergency call has been acknowledged by La Union 911 Public Safety Answering Point (PSAP), the Provincial Disaster Risk Reduction and Management Office (PDRRMO) Emergency Response Unit is activated to provide immediate care for individuals in distress. Emergency calls are categorized as 1. Medical, 2. Security, 3. Rescue, and 4. Fire.
- This service is limited to emergency calls only. Under no circumstances that illegitimate calls will be accommodated for it will only prevent La Union 911 PSAP from dealing with real emergencies.

OFFICE OR DIVISION:		PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G – Government to Government G2C- Government to Citizen G2B- Government to Business		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
First Responder DIAL 911/CALL 911 – Thru Cellular Phone either personal or borrowed including landline phones as long as it is able to connect to La Union 911 PSAP			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial 911/CALL 911	1. Call acknowledgement 2. 'La Union 911 Agent' will state the following script: "911 what is your emergency?"	None	1 Minute (Depending on line availability of 911, connection time may take longer or will be forwarded to 911 Central or any available 911 PSAP)	PDRRMO La Union 911 Agent
2. Answer La Union 911 Agent according to your "CIRCUMSTANCES"	3. 'La Union 911 Agent' will ask these standard questions: "WHO is the Caller?"; "WHAT is the situation or emergency?"; "WHERE is the emergency happening?"; "WHEN is the emergency taking place?";	None	4 Minutes	PDRRMO La Union 911 Agent
3. "DO NOT PANIC" give the information needed clearly, and be patient in answering so that the La Union 911 Agent can give you the correct response team.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>"HOW does the emergency occur?".</p> <p>4. Once the call is done, La Union 911 Agent will dispatch available "PRIMARY SERVICE PROVIDER" to give immediate assistance.</p>	None		
Total		None	5 minutes	

2. PDRRMO PATIENT TRANSFER WITHIN LA UNION

- The PDRRMO PATIENT TRANSFER focuses on catering individuals with non-life threatening medical cases that requires inter-facility transfers (Hospital-Hospital or Hospital-Clinic or vice-versa) in order to avoid aggravation of illness or injury.
- This service excludes Hospital/Clinic-Residence or Residence-Hospital/Clinic transfers that does not require professional and public accountability for medical care.

OFFICE OR DIVISION:	PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	G2G – Government to Government G2C- Government to Citizen G2B- Government to Business		
WHO MAY AVAIL:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
PATIENT, PATIENT'S FAMILY MEMBER OR REPRESENTATIVE Request letter addressed to the Provincial Disaster Risk Reduction and Management Officer (1 Original)		None	
Doctor's Diagnosis Report (1 Original) Doctor's Medical Interventions (1 Original) Doctors Request for Inter-facility Transfer (1 Original)		Attending Physician	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will present their NAPANAM ID for scanning.	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 Minute	PDRRMO Staff
2. Submit the required documents to the Administrative and Training Officer of the PDRRMO for initial assessment and verification.	2. Receive the required documents from the client .	None	3 Minutes	PDRRMO Administrative and Training Officer
	3. Check for the completeness and correctness of documents.		5 Minutes	
	4. Interview the client regarding the medical condition of the patient that needs to be transferred.		30 Minutes	
	5. Start processing the request.	None	1 Day	
3. Wait for confirmation and approval of the PDRRMO.	6. Issue a notice of approval for patient transfer to the client.	None	5 Minutes	PDRRMO Administrative and Training Officer
	7. Execute Transfer.	None	1 Day	PDRRMO Emergency Response Unit
4. After receiving the approved request, fill out the Customer's Feedback Form.	8. Wait and receive the Customer's Feedback Form.	None	1 Minute	PDRRMO Administrative and Training Officer
Total		None	2 Days and 45 Minutes	

3. PDRMO PATIENT TRANSFER OUTSIDE LA UNION

- The PDRMO PATIENT TRANSFER focuses on catering individuals with non-life threatening medical cases that requires inter-facility transfers (Hospital-Hospital or Hospital-Clinic or vice-versa) in order to avoid aggravation of illness or injury.
- This service excludes Hospital/Clinic-Residence or Residence-Hospital/Clinic transfers that does not require professional and public accountability for medical care.

OFFICE OR DIVISION:	PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2G – Government to Government G2C- Government to Citizen G2B- Government to Business
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PATIENT, PATIENT'S FAMILY MEMBER OR REPRESENTATIVE Request letter addressed to the Provincial Disaster Risk Reduction and Management Officer (1 Original)	None
Doctor's Diagnosis Report (1 Original) Doctor's Medical Interventions (1 Original) Doctors Request for Inter-facility Transfer (1 Original)	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will present their NAPANAM ID for scanning.	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 Minute	PDRMO Staff
2. Submit the required documents to the Administrative and Training Officer of the PDRMO for initial assessment and verification.	2. Receive the required documents from the client .	None	3 Minutes	PDRMO Administrative and Training Officer
	3. Check for the completeness and correctness of documents.		5 Minutes	
	4. Interview the client regarding the medical condition of the patient that needs to be transferred.		30 Minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Start processing the request.	None	2 Days	PDRMO Administrative and Training Officer
3. Wait for confirmation and approval of the PDRMO.	6. Issue a notice of approval for patient transfer to the client.	None	5 Minutes	PDRMO Administrative and Training Officer
	7. Execute Transfer.	None	2 Days	PDRMO Emergency Response Unit
4. After receiving the approved request, fill out the Customer's Feedback Form.	8. Wait and receive the Customer's Feedback Form.	None	1 Minute	PDRMO Administrative and Training Officer
Total		None	4 Days and 45 Minutes	

4. PDRMO DATA REQUEST

- Request pertinent information that concerns Disaster Risk Reduction and Management.

OFFICE OR DIVISION:	PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G – Government to Government G2C- Government to Citizen G2B- Government to Business			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly signed request letter addressed to the Provincial Disaster Risk Reduction and Management Officer			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will present their NAPANAM ID for scanning.	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 Minute	PDRMO Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the request letter to the Administrative and Training Officer of the PDRRMO for initial assessment and verification.	2. Receive and review the request letter from the client.	None	8 Minutes	PDRRMO Administrative and Training Officer
	3. Interview the client regarding the assistance needed.		30 Minutes	
	4. Start processing the request.		1 Day	
3. Wait for confirmation and approval of the PDRRMO.	5. Issue a notice of approval to the client.	None	5 Minutes	PDRRMO Administrative and Training Officer
	6. Prepare requested data.		1 Day	PDRRMO Education and Training Unit
4. After receiving the approved request, fill out the Customer's Feedback Form.	7. Wait and receive the Customer's Feedback Form.	None	1 Minute	PDRRMO Administrative and Training Officer
Total		None	2 Days and 45 Minutes	

5. PDRRMO TRAINING/TECHNICAL ASSISTANCE

- Request for trainings/technical assistance on Disaster Risk Reduction and Management.

OFFICE OR DIVISION:	PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	G2G – Government to Government G2C- Government to Citizen G2B- Government to Business	
WHO MAY AVAIL:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly signed request letter addressed to the Provincial Disaster Risk Reduction and Management Officer		None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will present their NAPANAM ID for scanning.	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 Minute	PDRRMO Staff
2. Submit the request letter to the Administrative and Training Officer of the PDRRMO for initial assessment and verification.	2. Receive and review the request letter from the client.	None	8 Minutes	PDRRMO Administrative and Training Officer
	3. Interview the client regarding the assistance needed.		30 Minutes	
	4. Start processing the request.		1 Day	
3. Wait for confirmation and approval of the PDRRMO.	5. Issue a notice of approval to the client.	None	5 Minutes	
4. After receiving the approved request, fill out the Customer's Feedback Form.	6. Wait and receive the Customer's Feedback Form.	None	1 Minute	PDRRMO Administrative and Training Officer
Total		None	2 Days and 45 Minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

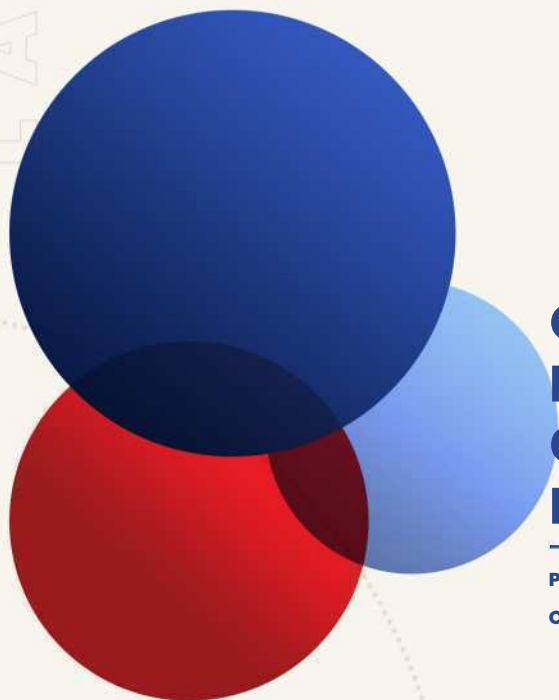
<p>How to send a feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box inside the Provincial Disaster Risk Reduction and Management Office.</p> <p>Contact Info: 607-8723, 607-9244 pglu_pdrmo@launion.gov.ph</p>
<p>How feedback is processed?</p>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-8723 and 607-9244.</p>
<p>How to file a complaint?</p>	<p>Answer the client complaint form and drop it at the box located at the PDRMO Assistance Desk.</p> <p>Complaints may also be file thru telephone at :</p> <p>PDRMO: Tel No. :(072) 607-8723, 607-9244 Email : pglu_pdrmo@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>



How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-8723 and 607-9244</p>
Contact Information of the Provincial Disaster Risk Reduction and Management Office	<p>MR. AURELLIANO F. RULLODA Provincial Disaster Risk Reduction and Management Officer Antonino Bldg, Brgy. II, City of San Fernando, La Union e-mail: pglu_pdrmo@launion.gov.ph Tel No.: (072) 607-8723 and 607-9244</p> <p>MR. ALVIN A. CRUZ Assistant Provincial Disaster Risk Reduction and Management Officer Antonino Bldg, Brgy. II, City of San Fernando, La Union e-mail: pglu_pdrmo@launion.gov.ph Tel No.: (072) 607-8723 and 607-9244</p> <p>MR. DAVID KEN F. SALAMANCA Local Disaster Risk Reduction and Management Officer II Antonino Bldg, Brgy. II, City of San Fernando, La Union e-mail: pglu_pdrmo@launion.gov.ph Tel No.: (072) 607-8723 and 607-9244</p>



LA UNION



OFFICE OF THE PROVINCIAL GOVERNOR - PROVINCIAL JAIL

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. ISSUANCE OF CERTIFICATE OF DETENTION

- Certificate of Detention is requested by the Person Deprived of Liberty (PDL) himself as required by the court for record purposes, Philippine National Police (PNP) and other lawful agencies request the same for verification purposes.

OFFICE OR DIVISION:	OFFICE OF THE GOVERNOR – LA UNION PROVINCIAL JAIL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G- Government to Government G2C- Government to Citizen
WHO MAY AVAIL:	PDL, family of the PDL, legal counsel, PNP, or other lawful agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written Request	LUPJ Administrative Unit
Original 2 Government Issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to proceed to the Duty Guard.	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 minute	Shift in Charge/ Sergeant of the Guards
2. Accomplish the Health Declaration Form.	2. Receive the Health Declaration Form.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
3. Register in the Visitor's Logbook.	3. Validate valid IDs, interview visitor, explain the process.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
4. Accomplish and submit Certificate of Detention Request Form together with 2 valid IDs.	4. Received accomplished request form.	None	2 minutes	Administrative Staff
5. Pay fees to the authorized collecting officer.	5. Issue Official Receipt.	Php 130.00	1 minute	Authorized Collecting Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client to proceed to the Duty Guard .	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 minute	Shift in Charge/ Sergeant of the Guards
2.Accomplish the Health Declaration Form.	2. Receive the Health Declaration Form.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
3. Register in the Visitor's Logbook and present 2 valid IDs.	3. Validate IDs, interview visitor, log the required information and stamp visitor and explain the process.	None	1 minute	Shift in Charge/ Sergeant of the Guards
4.Submit self for inspection of personal belongings.	4. Search and inspect the personal belongings of the visitor or any item intended to the PDL and check the presence of contraband. Items considered as contraband, if voluntarily surrendered to the Shift in Charge/Sergeant of the Guards before entry, will be temporarily kept at the Information Desk and to be returned after the termination of the visit.	None	3 minutes	Shift in Charge/ Sergeant of the Guards or Post I Guard
5. During Saturdays and Sundays: Attend in the briefing in the conduct of the strip body search and undergo the procedure.	5.Explain the strip procedure. 5.1 Conduct strip search procedure in an enclosed space. 5.1.1 Direct the visitor to remove his/her clothing and hand it to the searcher for inspection. 5.1.2 Clothing must be examined by touch;	None	10 minutes	Shift in Charge/ Sergeant of the Guard, Lady Guard for a female visitor/ Male Guard for male visitor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>5.1.3 Hold his/her hand in front of his/her body with fingers spread; 5.1.4 Turn his/her hands over showing the officer each side; 5.1.5 Raise his/her arms over head allowing the officer to view the visitor's underarm; 5.1.6 Shake out his/her hair; 5.1.7 Have the subject lift his/her feet so that the soles and spaces between toes can be examined carefully;</p> <p>After completion of the search, the officer shall return the clothing to the subject and allow to redress.</p>			
6. Tuesdays and Thursdays: Proceed to the visitor's area.	6. Monitor and supervise the visitor with the PDL and impose the 10 minutes allowable time.	None	10 minutes	Shift in Charge/ Sergeant of the Guards
7. During Saturdays and Sundays: Proceed to the detention cell.	<p>7. Stamp the visitor.</p> <p>7.1 Allow the visitor to enter the detention cell of the PDL to be visited.</p>	None	7 hours	Shift in Charge/ Sergeant of the Guards
8. Proceed to the exit and present stamp for verification.	8. Log the time out of the visitor.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
Total		None	7 hours and 16 minutes (Sat&Sun), 16 minutes (Tues&Thurs)	



3. ISSUANCE OF GOOD CONDUCT TIME ALLOWANCE (GCTA) CERTIFICATE/RESOLUTION

- The good conduct of any offender qualified for credit for preventive imprisonment or any convicted prisoner in any penal institution, rehabilitation or detention center or any other local jail shall entitle him to deductions from the period of his sentence as indicated under Republic Act no. 10592.

OFFICE OR DIVISION:		OFFICE OF THE GOVERNOR – LA UNION PROVINCIAL JAIL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G- Government to Government G2C- Government to Citizen		
WHO MAY AVAIL:		PDL, National Sentenced Prisoners, Court		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Request			LUPJ Administrative Unit	
Original 2 Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to proceed to the Duty Guard.	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 minute	Shift in Charge/ Sergeant of the Guards
2. Accomplish the Health Declaration Form.	2. Receive the Health Declaration Form.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
3. Register in the Visitor's Logbook and present 2 valid IDs.	3. Validate valid IDs, interview visitor, explain the process.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
4. Accomplish and submit GCTA Request Form 4.1. Pay fees to the authorized collecting officer.	4. Received accomplished request form.	None	30 seconds	Administrative Staff
	4.1. Issue Official Receipt 4.2 Inform the requesting party as to the issuance of the resolution.	Php 30.00	1 minute	Authorized Collecting Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed to the waiting area for the release of the GCTA Resolution/ Certificate.	<p>5. Verification of PDL behavior as to base on the Daily Monitoring Sheet.</p> <p>5.1 Prepare the overall computation of GCTA points earned per area: - Attendance during religious services. - Attendance to skills capacitation training/seminar. - Attendance to short term courses. - Adherence to jail rules and regulations.</p> <p>5.2 Cause the approval and signature of GCTA Resolution/Certificate of the Management, Selection and Evaluation Committee (MSEC).</p> <p><i>MSEC Members: LUPJ, Chief-Parole and Probation Office, Provincial Social Welfare Officer, Assistant Warden and Warden</i></p>	None	<p>30 minutes</p> <p>1 hour</p>	Administrative Officer/ Records Officer
6. Recieve the GCTA Resolution/ Certificate.	6. Release/ Issue GCTA Resolution/ Certificate to requesting party.	None	1 minute	Administrative Staff
Total		130.00	1 hour 33 minutes & 30 seconds	



4. RECEIVING INCOMING PDL

- Systematic reception of PDL for commitment to the La Union Provincial Jail

OFFICE OR DIVISION:	OFFICE OF THE GOVERNOR – LA UNION PROVINCIAL JAIL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G- Government to Government			
WHO MAY AVAIL:	PNP, PDEA and other lawful agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original copies of the following: Commitment Order issued by concern Court Medical Certificate taken within 24 hours prior admission			Concern Courts Government Hospital	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to proceed to the Duty Guard.	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 minute	Shift in Charge/ Sergeant of the Guards
2. Accomplish the Health Declaration Form.	2. Receive the Health Declaration Form.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
3. Register in the Visitor's Logbook.	3. Validate valid IDs, interview visitor, explain the process.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
4. Presents pertinent documents for commitment.	4. Receive pertinent documents for the commitment of PDL and endorse to the Administrative Unit. 4.1. Records Unit to receive and review pertinent documents for commitment and record entry of incoming PDL.	None	5 minutes	Actg. Records Officer
5. Escort PDL to the jail clinic for physical examination.	5. Conduct physical assessment and evaluation.	None	10 minutes	Jail Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Committing entity receives the copy of pertinent documents and leave.	6. Return the receiving copy to other client after the physical assessment and evaluation of the PDL.	None	1 minute	Records Officer
7. Incoming PDL will undergo the jail booking process.	7. Booking of Prisoner through the Detainees Information System. - Accomplish the Jail Booking Sheet; - Photograph and take fingerprint profile; - Check for any birthmarks, tattoos and notable scars; - Facilitate the signing of the Detainee's Manifestation and appraise the PDL of the provision of Art 29 of the RPC as amended by RA No. 10592. - Preparation of Inmate's Property Receipt Form, if any.	None	20 minutes	Administrative Staff
8. Incoming PDL to undergo orientation on jail rules and regulations.	8. Orientation of jail rules and regulation. 8.1 Assign a detention cell for the newly committed PDL. 8.2 Endorsement of the jail booking sheet for approval of the Provincial Warden.	None	10 minutes	Assistant Warden
9. Proceed to the designated detention cell.	9. Review and approval of the commitment of the new PDL.	None	5 minutes	Provincial Warden
Total		None	53 minutes	



5. RELEASING A PDL

- Systematic procedure in releasing a PDL

OFFICE OR DIVISION:		OFFICE OF THE GOVERNOR – LA UNION PROVINCIAL JAIL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G- Government to Government		
WHO MAY AVAIL:		Family or legal counsel of PDL due for release; PDL due for release		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original copies of the following: Release Order issued by concerned court Certificate of Non-Pending Case/Court Clearance			Concern Courts Government Hospital	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to proceed to the Duty Guard.	1. Check body temperature of client, client uses sanitizer and foot bath and strictly follows the implementation of "No Facemask, No Face Shield, No Entry" policy.	None	1 minute	Shift in Charge/ Sergeant of the Guards
2. Accomplish the Health Declaration Form.	2. Receive the Health Declaration Form.	None	30 seconds	Shift in Charge/ Sergeant of the Guards
3. Register in the Visitor's Logbook.	3. Validate valid IDs, interview visitor, explain the process. 3.1 Endorse the documents to the Record Unit 3.2 Receive, review and process documents for the release of the PDL. 3.3 Prepare Certificate of Discharge, and PDL Property Receipt, if any.	None	20 minutes	Shift in Charge/ Sergeant of the Guards Administrative Staff
4. PDL is escorted to the jail clinic for physical assessment.	4. Conduct physical assessment and evaluation.	None	10 minutes	Jail Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed to the waiting area for the Certificate of Discharge.	5. Process and recommend approval of Certificate of Discharge. 5.1 Approve and signs the Certificate of Discharge. 5.2 Final counseling of PDL.	None	10 minutes	Actg. Records Officer, Shift in Charge and Sergeant of the Guards, Provincial Warden
6. Receives the Certificate of Discharge. Immediate family members will affix his/her signature on the Certificate of Discharge signifying that he will duly received the PDL in good physical condition. Note: Precautionary measure relative to COVID-19 - PDL will either be conveyed to his/her respective Barangay and let the Barangay Chairman received the PDL for eventual turn-over to his/her respective family.	6. Release the PDL to his/her immediate family. 6.1 Log the needed details and release the PDL.	None	10 minutes	Shift in Charge, Sergeant of the Guards, Actg. Records Officer
Total		None	51 minutes & 30 seconds	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the LUPJ Assistance Desk.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 700-5720.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the LUPJ Assistance Desk.</p> <p>Complaints may also be file thru telephone at</p> <p>LUPJ: Tel. No. : (072) 700-5720 Email : pglu_lupj@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>

How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 700-5720.</p>
Contact Information of the La Union Provincial Jail	<p>MR. RIMAS G CALIXTO Provincial Warden Brgy. Pias, City of Fernando, La Union e-mail: pglu_lupj@launion.gov.ph Tel No.: (072) 700-5720</p> <p>Ms. ESTRELLA M FOLLOSCO Administrative Officer-La Union Provincial Jail Brgy. Pias, City of San Fernando, La Union e-mail: pglu_lupj@launion.gov.ph Tel No.: (072) 700-5720</p>



OFFICE OF THE PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICER

PROVINCIAL GOVERNMENT
OF LA UNION

LA
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PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. Day Care Service :

- Provision of Early Childhood Care and Development (ECCD) programs that covers health, nutrition, early education and social services for children ages 3-4 years. Ensuring that all children aged 3-4 are provided with developmentally appropriate experiences to address their holistic needs.

OFFICE OR DIVISION:	PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	PGLU Employees Children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Intake Form/Child Profile Form 2. Child's Birth Certificate (Original & Photocopy) 3. (1)2 x 2 ID Picture of the Child			PGLU Child Development Center Civil Registrar's Office, Philippine Statistics Authority	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guards on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose etc.).	None	1 minute	Guard on Duty
2. Submit Documents.	Received and review submitted documents as to completeness. Endorsement of documents for approval of PSWDO.	None	5 minutes 5 minutes	Day Care Worker/ Child Development Worker
Total		None	11 minutes	

2. Aid to Individuals/Families in Crisis Situation (Financial Assistance)

- An integrated social services to the poor, marginalize, vulnerable and disadvantage individuals and families in difficult circumstances.

OFFICE OR DIVISION:	PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	Individuals/Families in Crisis Situation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. MEDICAL ASSISTANCE a. Social Case Study Report/General Intake Sheet b. Medical Certificate/Medical Abstract (photocopy) c. Statement of Account d. Photocopy of 2 Valid Identification Cards e. Client Request Letter to the Governor	Local Social Welfare and Development Office Medical Doctors/Hospitals or Rural Health Units Hospitals/Rural Health Units Any Valid IDs issued by the Government or Private Entity
2. BURIAL ASSISTANCE a. Social Case Study Report/General Intake Sheet b. Death Certificate(photocopy) c. Funeral Contract/Statement of Account d. Photocopy of 2 Valid Identification Cards e. Client Request Letter to the Governor	Local Social Welfare and Development Office Local Registrar's Office Funeral Parlor Any Valid ID's Issued by the Government or Private Entity
3. ENHANCED ACCESS TO GOLDEN EXISTENCE a. Social Case Study Report/General Intake Sheet b. Death Certificate(photocopy) c. Funeral Contract/Statement of Account d. Enhanced Access Identification Card e. Client Request Letter	Local Social Welfare and Development Office Local Civil Registrar Funeral Parlors Issued by the Provincial Government of La Union
4. FIRE VICTIM a. Social Case Study Report/General Intake Sheet b. Fire Incident Report(photocopy) c. Photo Copy of 2 Valid Identification Cards d. Picture of Damaged House e. Client request Letter to the Governor	Local Social Welfare and Development Office Bureau of Fire Protection Any Valid ID's Issued by the Government or Private Entity



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guards on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose etc.).	None	1 minute	Guard on Duty
2. Submit Documents.	Received and review submitted documents as to completeness and refer to the Social Worker/Focal Person.	None	5 minutes	Administrative Aide IV
3. Interview of the Client.	Review assessment made by Municipal Social Welfare and Development Officer.	None	15 minutes	Social Welfare Officer II Social Welfare Officer I Social Welfare Assistant
	Home Visit of Client (As Needed).		3 working days	Social Welfare Officer II Social Welfare Officer III Social Welfare Assistant
	Prepare Social Case Study Report (SCSR) and Recommendation.	None	30 minutes	Social Welfare Officer I Social Welfare Assistant
	Review Social Case Study Report.	None	15 minutes	Social Welfare Officer II Social Welfare Officer IV
	Recommending Approval And Endorsement to the Office of Provincial Governor.	None	10 minutes	Provincial Social Welfare and Development Officer
4. Processing of Financial Documents.	Prepare Obligation Request, Voucher and Payroll Routes Financial Documents to the Different Concerned Department.	None	7 working days	Administrative Officer II Laborer I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client will wait for the communication from PSWD of the approval of the request.	Will inform client of the approval of the request.	None	7 working days	Administrative Officer II Administrative Aide IV House Parent I
6. Client Receives Financial Assistance and fills-out the Customer Feedback Form and drops it at the drop box located at the PSWDO Assistance Desk.	Admin staff presents the Customer Feedback Form.	None	5 minutes	Administrative Officer II Administrative Aide IV House Parent I
Total		None	18 working days & 21 minutes	

3. Disaster Relief Service

- Provision of food assistance provided to victims of natural or man-made disasters.

OFFICE OR DIVISION:	PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	G2C- Government to Citizen G2G - Government to Government		
WHO MAY AVAIL:	Individuals/Families who are victims of natural or man-made disasters		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Natural Disasters (Damaged to Population)			
a. Disaster Report		Local Social Welfare and Development Office	
b. Request Letter of Municipal/City Mayors		Municipal/City Mayors Office	
2. Man Made Disaster			
a. Disaster Report		Local Social Welfare and Development Office	
b. Incident Report		Any authorized government agency	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceed to the guard for registration using logbook at the guards table.	Guards on duty, checks body temperature of client, client uses hand sanitizer and footbath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy (Take note of the date, time, purpose etc.).	None	1 minute	Guard on Duty
2. Submit Documents.	Received and review submitted documents as to completeness and endorse to the Office of the Governor for approval.	None	5 minutes	Administrative Aide IV Administrative Officer IV Provincial Social Welfare and Development Officer
	Approved consolidated disaster report.	None	30 minutes	Provincial Governor
3. Preparation of Requisition and Issue Slip.	Prepare Requisition and Issue Slip for Approval of the Provincial Social Welfare and Development Officer.	None	10 minutes	Administrative Assistant Administrative Officer II Provincial Social Welfare and Development Officer
	Releasing of relief goods for distribution to the different municipalities.	None	15 minutes	Administrative Assistant Administrative Officer IV
4. Client Receives Relief Good Assistance and fills-out the Customer Feedback Form and drops it at the drop box located at the PSWDO Assistance Desk.	Admin staff presents the Customer Feedback Form.	None	3 minutes	Administrative Officer II Administrative Aide IV
Total		None	1 hour & 4 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the PSWDO Assistance Desk.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted. Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 300, 301, 304.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the PSWDO Assistance Desk.</p> <p>Complaints may also be file thru telephone at</p> <p>Office of the Provincial Governor : Tel. No.: (072) 888-3608; (072) 888-6035, (072) 888-4453 Email : govpacoy@launion.gov.ph</p> <p>PSWDO: Tel No. :(072) 242 5550 loc. 300, 301, 304 Email : pglu_pswdo@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>



How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow up, citizen may contact (072) 888-2797.</p>
Contact Information of the Provincial Social Welfare and Development Office (PSWDO)	<p>MR. RANILO P. IPAC, RSW, MPM Provincial Social Welfare and Development Officer Guerrero Road, City of San Fernando, La Union e-mail: pglu_pswdo@launion.gov.ph Tel No.: (072) 242-5550 local 301</p> <p>MR. EDGAR V. GAMER Administrative Officer IV Guerrero Road, City of San Fernando, La Union e-mail: pglu_pswdo@launion.gov.ph Tel No.: (072) 242-5550 local 300, 301, 304</p> <p>MRS. ELNORA DELA CUESTA, RSW Social Welfare Officer IV Guerrero Road, City of San Fernando, La Union e-mail: pglu_pswdo@launion.gov.ph Tel No.: (072) 242-5550 local 300, 301, 304</p>



OFFICE OF THE PROVINCIAL HEALTH OFFICER

PROVINCIAL GOVERNMENT
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1. Provisioning of Competency training

The provincial Health Office provides Capability Building activities that will cater to the improvement of the health personnel in the province to improve organizational performance. This service involves the development of competent health workforce.

OFFICE OR DIVISION:	Provincial Health Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government
WHO MAY AVAIL:	District Hospitals and Rural Health Units (RHUs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of participants	

A. How to apply for the Seminar (by invitation)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge invites.	1.1 Prepare letter of invitation and disseminate schedule of training/seminar.	None	8 hours	Program Coordinator
2. Will prepare list of participants to attend the seminar/training.	2.1 Follow up list of participants via phone calls, sms or email 2 weeks before the seminar/training.	None	10 minutes	Administrative Aide I
3. Finalize list of to attend participants and send to PHO.	3.1 Accept list of participants from clients and include in the final list of participants.	None	10 minutes	Administrative Aide I
Total		None	8 hours and 20 minutes	

A. How to request for the conduct of seminar/training

A.1 Personal Submission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Use Face Mask, Face shield and Hand Sanitizer.	1.1 Advise client to use hand sanitizer and strictly follow the implementation of the "NO FACE MASK, NO FACESHIELD, NO ENTRY" policy.	None	1 minute	Administrative Aide I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Take Body Temperature. 1.3. In observance of Social Distancing Policy, clients are advised to stay outside and wait for their turn.			
2. Fill out PHO Client's Logbook and Health Declaration Form.	2.1 Issue Health Declaration form.	None	1 minute	Administrative Aide I
3. Submit Health Declaration Form.	3.1 Receive and verify Health Declaration Form.	None	2 minutes	Administrative Aide I
4. Submit letter of request.	4.1 Received letter of request and log for documentation.	None	1 minute	Administrative Aide I
	4.2. Endorse letter of request to PHO II/ Physician available for approval.		1 minute	Administrative Aide I
	4.3 PHO II/ Physician will approve letter of request.		15 minutes	PHO II/Physician
	4.4 Inform client to wait for approval.		5 minutes	Administrative Aide I
	4.5 Endorse approved letter of request to program coordinator in charge for scheduling.		2 minutes	Administrative Aide I
5. Receive the approved letter of request and schedule of seminar/training.	5.1 Release and record approved letter of request with the schedule of training/ seminar.	None	1 minute	Administrative Aide I
6. Fill out Feedback Form.	Instruct client to fill out Customer Feedback Form.	None		Administrative Aide I
Total		None	29 minutes	



A.2 Online Submission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to pglu_pho@launion.gov.ph.	1.1 Acknowledge letter of request thru email. 1.2 Print and endorse to PHO II/Physician for approval. 1.3 Endorse approved letter of request to program coordinator in charge for scheduling of training/Seminar.	None	1 minute 15 minutes 5 minutes	Administrative Aide I
2. Receive approved letter of request with schedule thru email.	2.1 Release approved letter of request with scheduled date of training/seminar thru email.	None	1 minute	Program coordinator
Total		None	22 minutes	

B. Conduct Training/Seminar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Use Face Mask, Face Shield and hand sanitizer.	1.1 Advise client to use hand sanitizer and strictly follow the implementation of the "NO FACE MASK, NO FACESHIELD, and NO ENTRY" policy. 1.2 Take Body Temperature.	None	1 minute	Administrative Aide I
2. Fill out attendance sheet and Health Declaration form.	2.1 Issue attendance sheet and Health declaration form.	None	1 minute	Administrative Aide I
3. Submit Health Declaration Form.	3.1 Receive and verify Health declaration form.	None	1 minute	Administrative Aide I
4. Proceed to the venue for the seminar/ training.	4.1 Assist participants to the venue.	None	2 minutes	Administrative Aide I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Fill out Customer Feedback Form.	Instruct client to fill out Customer Feedback Form at the end the training/seminar.	None	1 minute	Administrative Aide I
Total		None	6 minutes	

2. Processing of Data

Process of collecting, storing, organizing, protecting, verifying and processing of essential data for efficient planning that will enhance organizational operations.

OFFICE OR DIVISION:	Provincial Health Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G Government to Government G2B Government to Business
WHO MAY AVAIL:	Level 1(District Hospitals), Level 2 (LUMC), Level 3 (ITRMC), Private Hospitals, Private clinics and RHUs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital Reports FIELD HEALTH SERVICE INFORMATION SYSTEM (FHSIS) REPORT	District Hospitals, LUMC, ITRMC, Private Hospitals and Private clinics RHUs

A. Personal Submission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Use Face Mask, Face shield and Hand Sanitizer.	1.1 Advise client to use hand sanitizer and strictly follow the implementation of the "NO FACE MASK, NO FACESHIELD, NO ENTRY" policy. 1.2 Take Body Temperature. 1.3. In observance of Social Distancing Policy, clients are advised to stay outside and wait for their turn.	None	1 minute	Administrative Aide I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out PHO Client's Logbook and Health Declaration Form.	2.1 Issue Health Declaration form.	None	1 minute	Administrative Aide I
	3.1 Receive and verify Health Declaration form.		2 minutes	
3. Submit Hospital and FHSIS Reports.	3.1 Receive Hospital and FHSIS Reports.	None	5 minutes	Administrative Aide I
4. Receive receiving copy.	4.1 Release receiving copy.	None	1 minute	Administrative Aide I
5. Fill out Customer's Feedback Form.	4.2 Instruct client to fill out Customer Feedback Form.	None	5 minutes	Administrative Aide I
	4.3 Endorse Hospital and FHSIS report to program coordinator.		1 minute	
Total		None	16 minutes	

B. Online Submission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Hospital and FHSIS report thru pglu_phon.gov.ph.	1.1 Acknowledge thru email.	None	1 minute	Administrative Aide I
	1.2 Print Hospital and FHSIS Report.		5 minutes	
	1.3 Endorse to program coordinator.		1 minute	
2. Receive Notice of Correction thru email.	1.4 Review/verify Hospital and FHSIS Report. Notify client if there are corrections needed.	None	7 days	Program Coordinators
Total		None	7 days and 7 minutes	

3. Health Education and Promotion Campaign

The Provincial Health Office provides Health Education, information Campaign to engage and empower individuals and communities to choose healthy behaviors, and make changes that reduce risk of developing chronic disease and other morbidities.

OFFICE OR DIVISION:	Provincial Health Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government G2B-Government to Business G2C-Government to Citizens			
WHO MAY AVAIL:	Government, Private hospitals and agencies, Rural Health Units, Clinics, walk in clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. WALK IN CLIENTS				
1. Register in the PHO Logbook and fill out the health declaration form.	1.1 Advice him/her to use hand sanitizer and strictly follow the implementation of "NO FACE MASK, NO FACESHIELD, NO Entry" policy.	None	1 minute	Administrative Aide I
	1.2 Take body temperature and issue health declaration form.		1 minute	
	1.3 In observance of social distancing policy, clients are advised to stay outside to wait for their turn.		1 minute	
2. Proceed to program coordinator in charge.	Conduct health education, information and promotion.	None	1 hour	Program Coordinator
3. Fill out Customer Feedback Form.	Instruct client to fill out Customer Feedback Form.	None	1 minute	Administrative Aide II/ Administrative Aide I
Total		None	1 hour and 3 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Community Outreach				
1. Fill out attendance sheet and Health declaration form.	1.1 Advise participants to use hand sanitizer and strictly follow the implementation of "NO FACE MASK, NO FACE SHIELD, NO ENTRY" policy. 1.2 Take body temperature and issue health declaration form. 1.3 In observance of social distancing policy, clients are advised to stay outside to wait for their turn.	None	1 minute	Administrative Aide I
2. Proceed to the venue.	Assist participant to the venue of the community outreach.	None	1 minute	Administrative Aide I
3. Attend the program.	Conduct Health education, information and promotion campaign.	None	4 hours	Program Coordinators
4. Fill out Customer Feedback Form.	Instruct client to fill out Customer Feedback Form.	None	1 minute	Administrative Aide II/ Administrative Aide I
Total		None	4 hours and 3 minutes	

4. Distribution of Medicines and Medical supplies

This aims to implement and control the efficient, effective flow and storage of medicines, medical supplies and services from the point of origin to the point of consumption to meet the customer requirements.

OFFICE OR DIVISION:	Provincial Health Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2B-Government to Business G2C-Government to Citizens
WHO MAY AVAIL:	All PGLU Departments, District Hospitals, Different LGUs, Non-Governments agencies and walk in clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prescription	Hospitals and Clinics

A. Walk in clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PHO Client's Logbook and fill out the health declaration form.	<p>1.1 Advise clients to use hand sanitizer and strictly follow the implementation of "NO FACE MASK, NO FACESHIELD, NO Entry" policy.</p> <p>1.2 Take body temperature and issue health declaration form.</p> <p>1.3 In observance of social distancing policy, clients are advised to stay outside to wait for their turn.</p>	None	1 minute	Administrative Aide I
2. Present prescription.	<p>Receive and record for documentation.</p> <p>Endorse prescription to the physician/program coordinator for approval.</p> <p>Instruct client to wait for the approval.</p> <p>Physician/Program Coordinator approve request.</p>	None	<p>2 minutes</p> <p>2 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Aide II</p> <p>Physician/Program Coordinator</p>
3. Receive approved request and proceed to PHO warehouse/pharmacy/clinic.	Release approved request and instruct client to proceed to PGLU Warehouse/Clinic/pharmacy.	None	5 minutes	Administrative Aide II/ Administrative Aide I
4. Receive available medicines and sign receipt/receiving copy.	Issue available medicines and record for documentation.	None	5 minutes	Pharmacy Aide/ Pharmacist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Fill out Customer Feedback Form.	Instruct client to fill out Customer Feedback Form.	None	3 minutes	Pharmacy Aide/ Pharmacist
Total		None	28 minutes	

A. How to apply for the Seminar (by invitation)

CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government
WHO MAY AVAIL:	District Hospitals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter to the PHO II Requisition Slip	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Pick Up				
1. Register in the Warehouse Logbook and fill out the health declaration form.	1.1 Advise clients to use hand sanitizer and strictly follow the implementation of "NO FACE MASK, NO FACESHIELD, NO Entry" policy. 1.2 Take body temperature and issue health declaration form. 1.3 In observance of social distancing policy, the warehouse staff advises the clients to stay outside to wait n for their turn.	None	1 minute	Pharmacy Aide
2. Present approved requisition issue slip.	Receive and record for documentation Endorse Requisition Issue Slip (RIS) to Pharmacist for verification. Pharmacist verifies the correctness of the RIS.	None	1 minute 1 minute 5 minutes	Pharmacy Aide Pharmacist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Endorse Approved RIS to warehouseman for preparation and loading.	None	1 minute	Pharmacist
	Warehouseman prepares and loads the medicines and supplies to hospital vehicle. And instruct client to wait.		2 hours	Warehouseman
3. Receive medicines, medical supplies and sign receipt/receiving copy.	Issue medical supplies and medicines. Record for documentation.	None	5 minutes	Pharmacy Aide
4. Fill out Customer Feedback Form.	Instruct client to fill out Customer Feedback Form.	None	3 minutes	Pharmacy Aide
Total		None	2 hours and 17 minutes	
For Pick Up				
1. Present approved requisition issue slip.	Receive and check the correctness of the RIS.	None	1 minute	Pharmacist
	Endorse RIS to the Pharmacy aide/driver for preparation.		5 minutes	Pharmacist/Driver
	Prepare and issue requested medicines, medical supplies and prepare for delivery.		1 hour	Pharmacy Aide/Driver
2. Receive medicines, medical supplies and sign receiving copy.	Receive copy of the RIS for documentation.	None	5 minutes	Pharmacy Aide/driver
3. Fill out Customer Feedback Form.	Instruct client to fill out Customer Feedback Form.	None		
Total		None	1 hour and 11 minutes	



5. Disease Surveillance and Response Process

It involves systematic collection, analysis, interpretation and dissemination of information regarding occurrence of diseases in defined populations for public health action to reduce morbidity and mortality.

OFFICE OR DIVISION:		Provincial Health Office		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2G-Government to Government G2C-Government to Citizen G2B-Government to Business		
WHO MAY AVAIL:		Government Agencies/Organizations and Non-Government Organizations/ Organizations		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reports as required			Hospitals. RHUs and Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Reporting				
1. Submit Notifiable Disease Report to PHO email address.	Acknowledge report submitted.	None	5 minutes	Administrative Aide II
	Endorse report to Surveillance Team.		5 minutes	Administrative Aide II
	Review report.		1 day	Surveillance Team
2. Receive Notice for Investigation.	Release Notice for Investigation.	None	5 minutes	Surveillance Team
	Conduct Investigation as scheduled.		3 days	Surveillance Team
	Prepare Investigation Report.		2 days	Surveillance Team
	PHO II review and approve Investigation Report.		1 day	PHO II
3. Receive Investigation Report.	Release approved Investigation Report.	None	5 minutes	Surveillance Team
Total		None	7 days and 20 minutes	

6. Issuance of Medical Certificate

OFFICE OR DIVISION:		Provincial Health Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the clinic logbook.	1.1 Advise clients to use hand sanitizer and strictly follow the implementation of "NO FACE MASK, NO FACESHIELD, NO Entry" policy. 1.2 Take body temperature and issue health declaration form. 1.3 In observance of social distancing policy, client is advised to stay outside to wait for their turn.	None	1 minute	Nurse
2. Proceed to admitting area.	2.1 Admit and take vital signs. 2.2 Endorse client to physician.	None	5 minutes 1 minute	Nurse
3. Proceed to consultation	3.4 Instruct client to wait for the issuance of Medical Certificate. 3.5 Prepare Medical Certificate. 3.5 Endorse Medical Certificate to the nurse.	None	5 minutes 3 minutes 1 minute	Physician
4. Receive Medical Certificate.	Issue and record the Medical Certificate.	None	1 minute	Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Fill out Customer Feedback Form.	Instruct client to fill out Customer Feedback Form.	None	1 minute	Nurse
Total		None	23 minutes	

7. Conduct Medical Consultation

OFFICE OR DIVISION:		Provincial Health Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reports			PGLU Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the clinic logbook.	1.1 Advise clients to use hand sanitizer and strictly follow the implementation of "NO FACE MASK, NO FACESHIELD" NO Entry" policy. 1.2 Take body temperature and issue health declaration form. 1.3 In observance of social distancing policy, client is advised to stay outside to wait for their turn.	None	1 minute	Nurse
2. Proceed to admitting area.	Admit and take vital signs.	None	5 minutes	Nurse
3. Proceed to consultation room.	Physician examine and explain the result of the examination.	None	10 minutes	Physician
4. Receive prescription.	Issue prescription.	None	1 minute	Physician
5. Fill out Customer Feedback Form.	Instruct client to fill out Customer Feedback Form.	None	1 minute	Nurse
Total		None	19 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

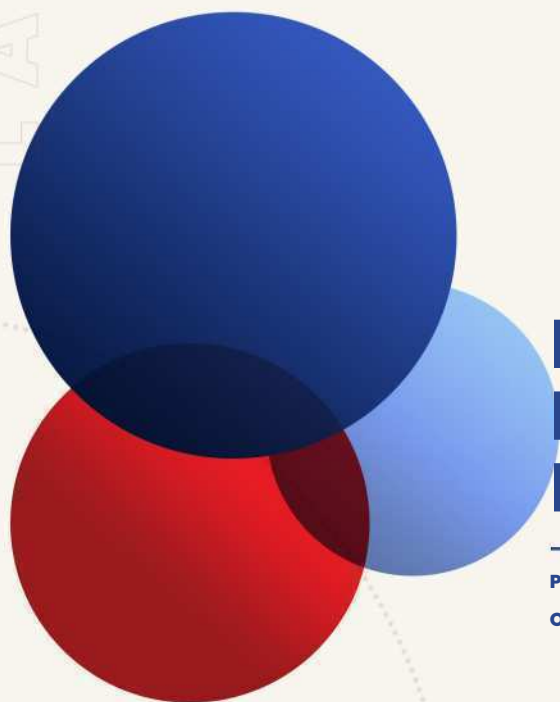
How to send a feedback?	Answer the client feedback form and drop it at the box located at the PHO Assistance Desk.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607 2633.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the PHO Assistance Desk.</p> <p>Complaints may also be file thru telephone at</p> <p>PHO: Tel No. : (072) 607-2633 Email : lupj_pho@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following: Name of person being complained Incident Evidence</p>



<p>How complaint is processed?</p>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-2633.</p>
<p>Contact Information of the Provincial Health Office</p>	<p>Dr. Eduardo S. Posadas Provincial Health Officer II LUTDLC, Guerrero Road City of Fernando, La Union e-mail: pglu_pho@launion.gov.ph Tel No.: (072) 607-2633</p> <p>Jocelyn G. Mangibin Supervising Administrative Officer Provincial Health Office LUTDLC, Guerrero Road City of San Fernando, La Union e-mail: pglu_pho@launion.gov.ph Tel No.: (072) 607-2633</p> <p>Emily M. Laroya Nurse IV Provincial Health Office LUTDLC, Guerrero Road City of San Fernando, La Union e-mail: pglu_pho@launion.gov.ph Tel No.: (072) 607-2633</p> <p>Sharon A. Fontanilla Nurse III Provincial Health Office LUTDLC, Guerrero Road City of San Fernando, La Union e-mail: pglu_pho@launion.gov.ph Tel No.: (072) 607-2633</p>



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1. TRIAGE AREA

Provision of a hospital triage system to intensify hospital infection control.

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient (and watcher) shall wash their hands following proper procedure in the designated sink.	Observes and guide patient/watcher in hand washing.	None	1 minute	Triage Team
1. The patient proceeds to the Staff-in-Charge of temperature taking and hand disinfection. Staff shall write patient's temperature in the patient registration form. NOTE: Febrile patients shall be isolated in an area where they continue with the next step (RED OPD/ER Waiting Area).	Takes temperature and logs temperature in the patient's registration form. Assists patient.	None	1 minute	Triage Nurse
3. Patient fills-up the Patient Registration Form; questionnaire and signs the declaration form.	Assist and guide patients.	None	1 minute	Triage Nurse
4. Patients take a seat in pre-arranged/numbered chairs which are at least two (2) meters apart and wait for their turn to be assessed by the Triage Nurse.	Monitors compliance to social distancing.	None	2 minutes	Triage Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Patient proceeds to the Triage Nurse who shall interpret the form.	Interprets the form and refer patients to proper area.	None	1 minute	Triage Nurse
Total		None	6 minutes	

2. EMERGENCY DEPARTMENT

Provision of medical and surgical care to patients arriving at the hospital in need of immediate care.

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/ Watcher gives complaint.	Records chief complaint and vital signs, assesses injury/illness of patient. Notes patient's necessary data and refers to the Medical Officer on duty.	None	5 minutes	ER Nurse
2. Undergoes Physical Examination. Note: For Surgical Case.	Examines/Assesses patient's condition.	None	5 minutes	Medical Officer III
	Gives initial management, request for ancillary procedures (Laboratory examination, Radiology, ECG and Ultrasound, etc) if necessary.	None	3 minutes	Medical Officer
	Institutes emergency care. Refers to Philhealth section to check PHIC eligibility.	None	10 minutes	Medical Officer/ Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to Pharmacy/Laboratory/Radiology/Social Welfare Office/Philhealth (if surgical) and wait for results.	Provides for Ancillary Service.	None	2 minutes	Pharmacist/ Medical Technologist/ Radiology Technologist/ Social Welfare Officer/Philhealth Clerk
4. Returns to Emergency Room for Medical Assessment/Disposition.	Evaluates/interprets results from Ancillary Services.	None	3 minutes	Medical Officer
	Determines disposition of patient (i.e. to be admitted, to be discharged or referred).		2 minutes	Medical Officer, ER Staff
5. Either: a. Goes home with medications and proceeds to cashier for payment of bills. b. Submits self for admission (refer to admission services). c. Consents for transfer to other institution (refer to ambulance service).	Receives payment and issues Official Receipt.	None	2 minutes	Php80.00 + Ancillary fees if any (Pharmacy/X-Ray/Laboratory)
6. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the OPD/ER if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	ER Staff
Total		None	34 minutes	
***Allowable period for extension due to unusual circumstances: One (1) hour depending upon the extent of injury for surgical cases and observation time for other cases.				

3. OUT-PATIENT DEPARTMENT

Provision of treatment of out-patients, people with health problems who visit the hospital for diagnosis or treatment but do not at this time require to be admitted.

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains an OPD Number based on the lane provided e.g. Senior Citizen, PWD, Pregnant.	Oversees OPD Number distribution.	None	1 minute	Medical Records Clerk
2. Presents himself/herself to the OPD Nurse.	Determines the priority of patients' treatment based on the severity of their conditions.	None	1 minute	OPD Nurse
3. Registers		None		Nurse
OLD PATIENT: Presents Hospital ID Number Card.	Retrieves OPD records.	None	1 minute	Medical Records Clerk
NEW PATIENT:	Fills-up New OPD Form and Issues OPD ID.	None	5 minutes	Medical Records Clerk
DepEd Teachers	Verifies PHIC Master List Retrieves OPD Chart Fills-up New Form and Issues OPD ID.	None	1 minute	OPD Nurse
Referred Patient	Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Ophthalmology Patient	Verifies Doctor's request. Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Family Planning	Retrieves record. Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Under Six	Retrieves record. Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Dental Patient	Retrieves record. Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
4. Undergoes initial assessment.	Takes and records chief complaint and vital signs. Assesses patient. Refers to Medical Officer.	None	3 minutes	Nurse/Nursing Attendant
5. Undergoes Physical Examination.	Conducts consultation. Requests for Ancillary services. Refers to other facilities/Medical Specialist.	None	10 minutes	Medical Officer
6. Receives results from diagnostic works.	Interprets diagnostic results.	None	1 minute	Medical Officer
	Prescribes medicines.	None	1 minute	Medical Officer
	Refers to other facilities/Medical Specialists.	None	5 minutes	Medical Officer
	Admits patients.	None	1 minute	Medical Officer
	Discharges patients.	None	5 minute	Medical Officer
7. Proceeds to hospital pharmacy.	Instructs patient/watcher to proceed to the hospital pharmacy for medicine pricing.	None	5 minutes	Medical Officer/ Nurse
8. Pays consultation fees and prescribed medicines at the Cashier.	Collects payment and issues Official Receipt.	Php50.00 plus determined cost of prescribed medicines	5 minutes	Cashier/ Pharmacist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the OPD/ER if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs clients/watcher to fill-up Client Feedback Form.	None	2 minutes	OPD Staff/Clerk
Total			1 hour and 16 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

4. NEPHROLOGY CLINIC

Provision of specialized/Nephrology consultation for patients with kidney diseases in line with the vision of BDH to be a Center of H.O.P.E.: Nephrology Center by 2022.

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient proceeds to consultant's clinic/room.	Accompanies patient and sees to it that patient is provided with comfortable waiting area while in queue.	None	10 minutes	Nurse/ Nursing Attendants
2. Patient undergoes thorough Physician Examination.	Evaluates or examines the patient.	None	15 minutes	Nephrologist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. a. goes home with medications.	Prescribes home medication and carefully instructs the patient.	None	2 minutes	Nephrologist
b. submits self for confinement.	Admits patient.	None	2 minutes	Nephrologist
c. proceeds to a higher level health facility.	Makes referral and proper endorsement to referring institution.	None	2 minutes	Nephrologist
d. Proceeds to HEMOTEK Dialysis Center.	Orders dialysis treatment of patient.	Please see Annex__	5 minutes	Nephrologist
4. Proceeds to hospital pharmacy.	Instructs patient/watcher to proceed to the hospital pharmacy for medicine.	None	5 minutes	Nephrologist
5. Pays consultation fees and prescribed medicines at the Cashier.	Collects payment and issues Official Receipt.	Php120.00 plus determined cost of prescribed medicines	5 minutes	Cashier/ Pharmacy
6. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the OPD/ER if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	OPD Staff/Clerk
Total		None	48 minutes	

***Allowable period for extension due to unusual circumstances: 30 minutes.

5. ADMISSION

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	Secures consent for admission.	None	2 minutes	ER Nurse
2. Stays at Emergency Room.	Makes admission orders.	None	5 minutes	Resident on Duty
	Carry out admitting orders.	None	5 minutes	ER Nurse
3. Prepares for transport to room/ward.	Notifies the Ward Nurse/Nursing Attendant on duty of the admission then transports patient to ward/room.	None	2 minutes	ER Nurse
Total		None	14 minutes	
***Allowable period for extension due to unusual circumstances: 30 minutes.				

6. IN-PATIENT SERVICES

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives medicines and other services.	Provides nursing services needed during stay.	None	15 minutes	Ward Nurse/ Nursing Attendant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Makes daily rounds and as necessary.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Monitors/visits as necessary.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Facilitates ancillary services as ordered.	None	5 minutes	Ancillary Staff
	Refers to Medical Officers on duty as necessary.	None	2 minute	Nephrologist
	Gives health education.	None	15 minutes	Ward Nurse/ Nursing Attendant
	Instructs patient/watcher to fill up in-patient survey form.	None	3 minutes	Ward Nurse/ Nursing Attendant
	Prepares patient's chart and forwards it to the different departments for discharge clearance.	None	5 minutes	Ward Nurse/ Nursing Attendant
2. Receives and fills-up Client Satisfaction Survey Form for In-Patient and drop it at the designated drop box at the Nurses' Station.	Provides and instructs client/watcher to fill-up Citizen/Customer Feedback Form (for In-Patient).	None	2 minutes	Ward Nurse/ Nursing Attendant
3. Goes to Billing Section, pays Hospital Bills.	Provides and instructs client/watcher to go to the Billing Section and pay corresponding bills at the Cashier. 7. *If patient is PHIC member or dependent: Submits Philhealth requirements to Philhealth Office. atcher to fill-up Client Feedback Form.	None	10 minutes	Ward Nurse/ Nursing Attendant, Billing Clerk, PHIC Clerk, Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Gets medicines to be continued at home.	Gives discharge instructions/referrals as necessary and unconsumed medicines.	None	5 minutes	Ward Nurse/ Nursing Attendant
	Signs and issues discharge clearance to be shown to the Security Guard.	None	1 minute	Ward Nurse
5. Goes Home.	Assists patient for discharge.	None	1 minute	Ward Nurse/ Nursing Attendant
	Records the date and time of discharge of patient.	None	1 minute	Ward Nurse
	Records patient's condition and disposition upon discharge.	None	1 minute	Ward Nurse
*For patients to be transferred – prepares for transfer to hospital of choice.	Informs the patient/watchers about the need for referral.	None	3 minutes	Resident on Duty
	Secures informed consent for referral.	None	2 minutes	Ward Nurse
	Instruct watcher to go to the Billing Section to settle hospital bill.	None	2 minutes	Ward Nurse/ Nursing Attendant
	Accomplishes referral slip.	None	3 minutes	Resident on Duty
	Communicates to the concerned staff of the referral hospital for proper endorsement.	None	3 minutes	Resident on Duty
	Conducts safely the patient per ambulance.	None	30 minutes	Ward Nurse/ Ambulance Driver
	Secures return slip.	None	3 minutes	Ward Nurse
Total			2 hours & 2 minutes	

***Allowable period of extension due to unusual circumstances: 30 minutes.



7. LABORATORY SERVICES

Provision of tests done on clinical specimens in order to obtain information about the health of a patient as pertaining to the diagnosis, treatment and prevention of disease.

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory with proper and completely filled-out Request Slip/Specimen.	Receives and examines completeness and correctness of data filled-out in the form.	None	2 minutes	Medical Technologist/ Laboratory Aide
	Prepares materials for specimen collection.	None	1 minute	Medical Technologist/ Laboratory Aide
	Extracts blood or let the patient collect specimen (e.g. urine) or receives specimen (if already collected).	None	2 minutes	Medical Technologist/ Laboratory Aide
2. Proceeds to Cashier to pay for charges for laboratory examinations to be done.	Instructs patient/companion to pay at the Cashier and then advises patient to wait for the result outside the laboratory or to come back at a specified time.	None	3 minutes	Medical Technologist/ Laboratory Aide
3. Pays laboratory fees at the Cashier.	Collects payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	5 minutes	Cashier
4. Waits for results.	Tests patient sample using manual/automated methods or reads microscopically.	None	Depends upon the Laboratory examination/s to be done	Medical Technologist/ Laboratory Aide
	Records in Result Form/s, Receiving Logbook/s of test/s done.	None		Medical Technologist/ Laboratory Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Records name of patient and test/s done in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
5. Receives results and goes back to the requesting physician.	Retrieves duplicate copy of Charge Slip from patient/companion.	None	2 minutes	Medical Technologist/ Laboratory Aide
	Writes the patient name or relationship to the patient of the person who received the result in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
	Instructs the patient/companion to return to the doctor.	None		Medical Technologist/ Laboratory Aide
6. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Laboratory Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Technologist/ Laboratory Aide
Total			17 minutes	
*Note: For walk-in patients, provides records/data to Medical Technologist.				
*Allowable period for extension due to unusual circumstances: one (1) day to three (3) days.				



8. RADIOLOGY SERVICES

Provision of imaging techniques such as x-ray radiography and ultrasound to diagnosed disease.

8.1 Ultrasound

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Ultrasound Examination Request			Resident on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Ultrasound Room and presents request slip.	Receives and examines Ultrasound request if properly and completely filled-up and duly signed by the requesting Medical Officer. Prepares charge slip, examines bill and instructs patient/companion to proceed to the Cashier for payment.	None	5 minutes	Radiologic Technologist
2. Undergoes Radiology Procedures.	Prepares patient on the ultrasound examining table.	None	5 minutes	Radiologic Technologist
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
3. Proceeds to Cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Depends upon the examination requested	2 minutes	Radiologic Technologist/ Cashier
Goes back to Ultrasound Room and presents OR.	Records name of patient and examination done.	None	2 minutes	Radiologic Technologist
	Records the Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist/ Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
4. Waits for results.	Encodes the result of the ultrasound in the computer and print results for patient's copy.	None	5 minutes	Radiologic Technologist/ Sonologist
5. Gets results and proceeds to Medical Officer.	Releases result to the patient/ companion upon signing on the logbook as proof of release.	None	2 minutes	Radiologic Technologist
6. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Radiology Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Radiologic Technologist
Total			55 minutes	
*Allowable period for extension due to unusual circumstances: Thirty (30) minutes).				

8.2 X-Ray

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. X-Ray Examination Request	Resident on Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Radiology Room and presents request slip.	Receives and examines Radiology request if properly and completely filled-up and duly signed by the requesting Medical Officer.	None	5 minutes	Radiologic Technologist
2. Undergoes Radiology procedures.	Conducts radiology procedure.	None	2 minutes	Radiologic Technologist
	Examines the radiograph done if it is satisfactory. Shows radiograph to Medical Officer for wet reading.	None	2 minutes	Radiologic Technologist
3. Proceeds to cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	2 minutes	Cashier
4. Returns to Radiology Room and presents OR.	Records name of patient and examination to be done.	None	2 minutes	Radiologic Technologist
	Records Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist
5. Waits for results.	Advices the patient/companion to return on the date set for the release of the official result.	None	2 minutes	Radiologic Technologist
	Presents the radiograph to the Radiologist for reading.	None	10 minutes	Radiologic Technologist
	Encodes the result of the x-ray in the computer and prints results for patient's copy.	None	5 minutes	Radiologic Technologist
6. Claims results.	Releases result and/or Radiology film to the patient/companion upon signing in the logbook as proof of release.	None	2 minutes	Radiologic Technologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Radiology Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Radiologic Technologist
Total			36 minutes	
*Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

9. HEALTH INFORMATION MANAGEMENT UNIT (Medical Records)

Provision of a quality management of medical records.

9.1 Issuance of Medical, Medico-Legal Certificate and Clinical Abstract

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Medico-Legal: written request for medico-legal certificate	Chief of Police or other authorities signed by he Head of Agency of Barangay



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of a Clinical Abstract/Medical/Medico-Legal Certificate. Submit duly accomplished request for copy of Medical Records. Note: For Medical Certificate and Clinical Abstract: Submits written request for Medical Certificate and Clinical Abstract. For Medico-Legal Certificate: Submits written request for medico-legal certificate from the Chief of Police or other authorities signed by the Head of Agency/Barangay.	Interviews patient to establish identity and to know the reason for the request and require the patient/authorized party to accomplish the request for copy of Medical Records. Receives accomplished Request for copy of Medical Records Office. Searches and retrieves for the OPD chart/medico-legal chart/admission chart. Seeks clearance from the Attending Physician. Prepares 2 copies of Clinical Abstract, Medical, Medico-Legal Certificates.	None None None None	2 minutes 1 minute 2 minutes 2 minutes 5 minutes	Medical Records Officer/Clerk Medical Records Officer/Clerk Medical Records Officer/Clerk Medical Records Officer/Clerk Medical Records Officer/Clerk
2. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip form and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/Clerk
3. Proceeds to the Cashier and pays the corresponding fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer. Note: If patient is admitted and classified as NBB/Indigent patient, no fees to be collected. Note: For clinical abstract, payment is not required.	Medical Certificate – Php 100.00 Medico-Legal Certificate – Php 100.00 Clinical Abstract – Free Student – Php 50.00 PWD/Senior Citizen – Php 50.00	2 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Presents the Official Receipt/Charge Slip to the Medical Records Officer/Clerk.	Forwards certificate and medical records to the attending physician for review and signature.	None	1 minute	Medical Records Officer/Clerk
	Affixes hospital dry seal on the certificate with initial.	None	1 minute	Medical Records Officer/Clerk
	Records the certificate in the Clinical Abstract Registry and/or Medical Certificate Registry and/or Medico-Legal Registry.	None	2 minutes	Medical Records Officer/Clerk
5. Receives one (1) original copy of the certificate and signs on the Registry/Logbook.	Releases the certificate, asks patient and/or requesting party to sign, and release one (1) original copy of the certificate and advise patient.	None	1 minute	Medical Records Officer/Clerk
6. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Medical Records Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides Citizen/Customer Feedback Form (for Out-Patient) to the watcher.	None	2 minutes	Medical Records Officer/Clerk
Total			22 minutes	



9.2 Preparation and Issuance of Birth Certificate

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up and reviews of the Birth Certificate draft form and affixes signature.	Interviews patient and verifies whether patient is literate or not. If Literate: Parent fills-up the Birth Certificate draft form and certifies the accuracy and completeness of data by signing the official form. If Illiterate: Fill-up draft form of Birth Certificate with assistance and forwards the same to the Supervising Nurse.	None	3 minutes	DR/OR/ Ward Nurse/ Nursing Attendant
	Reviews entries in the draft form and affixes his/her initials; endorses the accomplished form to the Medical Records Officer/Clerk for transcription in the official form.	None	2 minutes	DR/OR/ Ward Nurse/ Nursing Attendant
2. Reviews and signs official birth certificate.	Transcribes data from the draft form into the official form (4 copies) using the PhilCris Version 4.0 system/using typewriter, and forwards the same to the parent for review and checking. Note: If there are corrections, the Medical Records Officer/Clerk will correct the item.	None	5 minutes	Medical Records Officer/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Reviews and signs the Official Birth Certificate.	None	2 minutes	Medical Records Officer/Clerk
	Receives, reviews and signs official Birth Certificate and forwards the same to the Medical Records Officer/Clerk.	None	2 minutes	Medical Officer/Attending Physician
3. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instruct the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/Clerk
4. Proceeds to the Cashier and presents charge slip. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advise patient to proceed to the Social Welfare Officer. Note: If patient is classified as NBB/Indigent patient, no fees to be collected.	None	1 minute	Medical Records Officer/Clerk
5. Presents Official Receipt and receives four (4) copies of original official Birth Certificate and signs the birth registry.	Releases Birth Certificate, advise the parents and ask the parents to sign the registry/logbook.	None	2 minutes	Medical Records Officer/Clerk
6. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Medical Records Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient)	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total			21 minutes	



9.3 Issuance of Death Certificate

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Death Certificate.	Interviews and determines the nearest relation to the deceased and forwards the medical records of the deceased patient to the Attending Physician.	None	2 minutes	Nurse on Duty
	Note: For death that occurred outside the hospital, e.g. Dead on Arrival, without medical assistance, advise the nearest relative or any person who has knowledge of the death, is responsible for reporting the event to the Local Health Officer within 48 hours. The Local Health Officer is the one who will prepare the Certificate of Death/Certificate of Fetal Death; the process is in accordance with DOH Circular No. 2016-0317.			
	Fill-up the Death Certificate Draft form.	None	2 minutes	Nurse on Duty
2. Answers pertinent question.	Completes medical diagnosis (immediate cause of death, antecedent cause of death, underlying cause and others).	None	3 minutes	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Checks completeness of data entry and forwards the Death Certificate draft form to the Health Information Management Unit.	None	2 minutes	Medical Officer/ Attending Physician
3. Reviews and signs official Death Certificate.	Receives the Death Certificate Draft Form/medical records of the deceased patient.	None	1 minute	Medical Records Officer/Clerk
	Transcribes data into the official Death Certificate Form using the PhilCris Version 4.0 System/using typewriter.	None	5 minutes	Medical Records Officer/Clerk
	Presents the Death Certificate four (4) copies to the attending physician and patient's relative for review and signature.	None	2 minutes	Medical Records Officer/Clerk
4. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/Clerk
5. Proceeds to the Cashier and pays the fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and prepares Official Receipt. Note: If the requesting party is unable to pay, advises them to proceed to the Social Welfare Officer.	Php 100.00	2 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Presents Official Receipt, acknowledges acceptance of four (4) copies of Death Certificate and signs in the logbook.	Releases four (4) copies of the Death Certificate to the nearest kin of the deceased, ask to sign the registry/logbook and advice the patient's relative to register the Death Certificate at the Local Civil Registrar and shall retain duplicate copy of the Death Certificate.	None	2 minutes	Medical Records Officer/Clerk
7. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Medical Records Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total			23 minutes	

9.4 Release of Clinical Information to Insurance and Other Agency Verifier

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For insurance purposes: Waiver/Authorization Letter	Insurance Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clinical Information. Presents waiver/Authorization letter and Hospital ID Number.	Receives waiver/ authorization letter from the authorized Insurance Verifier or other agency.	None	1 minute	Medical Records Officer/Clerk
	Interviews and establishes the identity of the insurance verifier and other agency.	None	1 minute	Medical Records Officer/Clerk
	Authenticates signature on the waiver.	None	1 minute	Medical Records Officer/Clerk
2. Fill-up request for copy of Medical Records Form.	Receives the request for copy of Medical Records Forms.	None	1 minute	Medical Records Officer/Clerk
	Retrieves requested Medical Records.	None	2 minutes	Medical Records Officer/Clerk
	Informs attending physician of the request and seek for clearance to release it or not.	None	2 minutes	Medical Records Officer/Clerk
3. Gets charge slip and proceed to the Cashier.	Prepares the charge slip and instructs insurance verifier to pay the required verification and duplication fees to the Cashier.	None	2 minutes	Medical Records Officer/Clerk
4. Proceeds to the Cashier and pays the fee.	Receives payment.	Certification-Php 100.00	2 minutes	Cashier
Receives the Official Receipt.	Issues Official Receipt.	Certified Copy – Php20.00/page		
5. Presents the Official Receipt.	If photocopy is requested, allows verifier to go over the medical records.	None	10 minutes	Medical Records Officer/Clerk
	Authenticates photocopied document, affixes hospital dry seal with initial or Certified True Copy marked with date and affixes signature over printed name.	None	2 minutes	Medical Records Officer/Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and acknowledges copy of the Medical Records.	Records in the official registry, releases photocopied information to the insurance verifier or other authorized requesting party and advise.	None	1 minute	Medical Records Officer/Clerk
7. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Medical Records Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total			27 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

10. PHILHEALTH/BILLING

Provision of quality assistance for availment of Philhealth benefits computation and payment of bills.

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If the patient is any of the following: 1. Spouse – photocopy of Marriage Contract 2. Child – photocopy of Birth Certificate/Baptismal Certificate Employed Sector: Private/Government 1. Part II of Form I to be signed by employer (completely filled-up) 2. Member Data Record (MDR) 3. Properly Accomplished Form 1 and 2	

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Self-Employed 1. Photocopy of the receipt or Proof of contribution Note: Photocopy of receipt of proof of contribution, 9 to 12 months prior to admission 2. Member Data Record (MDR) 3. Properly accomplished Form 1 and 2 Indigent/4Ps/Sponsored 1. Photocopy of valid, non-expired ID Note: In case the ID is expired, get a certificate or CE 1 form and submit the original CE 1 form 2. Properly accomplished Form 1 and 2 OFW 1. Member Data Record (MDR) or Proof of Payment 2. Properly accomplished Form 1 and 2 Lifetime Member 1. Photocopy of Senior Citizen's ID with Birthdate/Photocopy of Birth Certificate			PHIC Office, San Fernando City	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Philhealth office for verification of eligibility.	Requests client to present Philhealth ID/MDR/any valid ID.	None	5 minutes	Philhealth Clerk
Receives and fills-up forms.	Issues Philhealth forms upon admission and instructs patient's relatives to complete requirements.	None	3 minutes	Philhealth Clerk
2. Submits properly filled-up forms and complete set of requirements.	Receives and checks the completeness of the requirements.	None	3 minutes	Philhealth Clerk
3. Receives Statement of Account (SOA).	Computes hospital bill and issues Statement of Account (SOA) upon discharge of patient.	None	7 minutes	Philhealth Clerk/ Billing Clerk
4. Proceeds to Cashier and pays excess fee/hospital bill.	Instructs patient to pay at the Cashier.	Philhealth Excess/ Hospital Bill	2 minutes	Billing Clerk/ Cashier
5. Receives discharge clearance and goes home.	Issues discharge clearance.	Philhealth Excess/ Hospital Bill	2 minutes	Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Philhealth/Billing Records Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form upon discharge.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form (for Out-Patient).	None	2 minutes	Philhealth/Billing Clerk
Total			24 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

11. AMBULANCE SERVICES

Provision of a safe medical, emergency transport of patients to other health facilities.

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets Emergency Room Charge Slip and proceeds to the Cashier to pay for charges.	Fills-out Emergency Room Charge Slip, computes charges and instruct patient's companion to pay at the Cashier.	None	3 minutes	ER Nurse
2. Pays at the Cashier.	Receives the payment and prepares the Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	3 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Waits for the documents to be accomplished and the ambulance to be prepared.	Receives the request from the Resident Doctor-on-Duty for transfer/referral of patient to other health care facility.	None	1 minute	Driver
	Prepares the Trip Ticket properly and completely and approved by the Chief of Hospital or the Medical Officer on duty in his/her absence.	None	3 minutes	Driver
4. Accompanies patient during transport.	Transports patient safely to the designated health care facility.	None	Depends on destination	Driver/Nurse/ Nursing Attendant
	After transport, immediately returns to the official station after the conduct or transfer and require the Nurse/Nursing Attendant to sign in the Trip Ticket.	None	Depends on destination from the hospital	Driver/Nurse/ Nursing Attendant
5. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Administrative Unit if transferred.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	Administrative Clerk
Total			12 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				



12. SOCIAL SERVICE

Provision of medical assistance for indigent patients with regards to their hospital bill; assistance on the availment of blood services; care of unidentified patients; abandoned patients; abused child; enrollment in Philhealth Point of Care Program.

12.1 PERSONAL SERVICE RENDERED

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Orients the patient watcher/relative regarding the policy on Personal Service Rendered.	None	15 minutes	Medical Social Welfare Officer
2. Receives and signs the Personal Service Rendered (PSR) form.	Issues Personal Service Rendered Form to watcher/relative for signing as an agreement and endorse to the hospital staff in charge.	None	5 minutes	Medical Social Welfare Officer
3. Submits the accomplished Personal Service Rendered (PSR) form.	Receives the accomplished PSR form and computes the equivalent value of the service rendered.	None	5 minutes	Medical Social Welfare Officer
4. Receives the Personal Service Rendered (PSR) form certificate with the equivalent value of service rendered.	Attaches the Personal Service Rendered form certificate to the hospital Statement of Account/Bill.	None	5 minutes	Medical Social Welfare Officer
5. Proceeds to the Billing Section.	Instructs the watcher/relative to proceed to the Billing Section for adjustment of hospital bill.	None	5 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Medical Social Welfare Unit if not admitted or transferred.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form	None	2 minutes	Medical Social Welfare Officer
Total			37 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

12.2 PAYMENT IN KIND PROCESS

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Prepares the Payment in Kind (PIK) form and refers watcher/relative to dietitian/nutritionist.	None	15 minutes	Medical Social Welfare Officer
2. Submits the Payment in Kind (PIK) form to the Dietitian/Nutritionist.	Receives Payment in Kind (PIK) form and assesses the goods/items. Returns the Payment in Kind (PIK) form.	None	5 minutes	Medical Social Welfare Officer
3. Receives the filled-up PIK form and proceeds to the Social Service Office.	Receives the filled-up Payment in Kind (PIK) form with certain value.	None	5 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives the notice of counterpart and filled-up PIK form.	Issues notice of counterpart and attaches it with the filled-up Payment in Kind (PIK) form to the hospital bill.	None	5 minutes	Medical Social Welfare Officer
5. Proceeds to the Billing Office.	Receives the Payment in Kind (PIK) form and recomputes the bill.	None	5 minutes	Cashier/ Billing Clerk
6. Proceeds to Cashier to pay hospital bill.	Receives Statement of Account and Payment in Kind (PIK) form and collect fees.	None	5 minutes	Cashier
7. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Medical Social Welfare/Dietary Unit.	Provides and instructs client/watcher to fill up Client/Customer Feedback Form (for Out-Patient).	None	2 minutes	Medical Social Welfare Officer/ Nutritionist-Dietitian II
Total			42 minutes	

***Allowable period for extension due to unusual circumstance: Thirty (30) minutes.

12.3 ADMISSION OF UNIDENTIFIED PATIENTS

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	Interviews patient/client then refers to Medical Social Welfare Officer.	None	10 minutes	Nurse/ Medical Records Officer/ Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives referral from Nurse on Duty.	None	15 minutes	Medical Social Welfare Officer
	Facilitates and endorses provision of needed procedures and treatment.	None	30 minutes	Medical Social Welfare Officer
2. Answers pertinent questions if conscious.	Exhausts all available means of locating patient's relative through: a. Coordination with the concern Social Welfare Office, Barangay Official or Police. b. Conducts home visits. c. Linkages with media.	None	2 days	Medical Social Welfare Officer
3. Answers pertinent questions if conscious.	Regularly visits the patient at the ward, establishes rapport and obtain more data needed to locate the relative.	None	30 minutes	Medical Social Welfare Officer
4. Continuous medication and treatment.	Determines the needs of the patient by closely coordinating and collaborating with the attending physician and the ward nurse.	None	30 minutes	Medical Social Welfare Officer
5. Continuous medication and treatment.	Facilitates possible Institutional placement if relatives are not located.	None	2 days	Medical Social Welfare Officer
	Informs all concern authorities if unidentified patient dies.	None	2 days	Medical Social Welfare Officer
	Recommends Pauper's Burial.	None	2 days	Medical Social Welfare Officer
	Coordinates with the Local Government Unit (LGU) to facilitate Pauper's Burial if available.	None	2 days	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If not available, ask for the Chief of Hospital's approval to facilitate the Pauper's Burial.	None	2 days	Medical Social Welfare Officer
	Documents and files relevant information.	None	15 minutes	Medical Social Welfare Officer
Receives and fills-up Client/Customer Feedback Form (for In-Patients) and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form (for In-Patient).	None	2 days	Ward Nurse/ Nursing Attendant/ Medical Social Welfare Officer
Total			12 days, 2 hours & 12 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

12.4 ASSISTING ABUSED PATIENT

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		COMPLEX		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Investigates all cases that indicate possible abuse.	None	1 hour	Medical Social Welfare Officer
2. Submits self for assessment.	Establishes rapport with the survivor.	None	1 day	Medical Social Welfare Officer
Answers pertinent questions.	Conducts data gathering while providing safety and comfort to the survivor.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Participates in the helping process.	Provides information, practical assistance/ psychological counseling to the survivor.			
3. Participates in the helping process.	Coordinates and reports to other team members (Medical Social Welfare Office, PNP Office, Barangay Office).	None	2 days	Medical Social Welfare Officer
4. Participates in the helping process.	Classifies patient based on DOH-A.O. 51-A for abused patients.	None	15 minutes	Medical Social Welfare Officer
5. Participates in the helping process.	Records all activities and files them accordingly.	None	15 minutes	Medical Social Welfare Officer
	Prepares Social Case Study Report/Case Summary Report for ready reference.	None	30 minutes	Medical Social Welfare Officer
6. Participates in the helping process.	Visits the survivor, maintain coordination and provides appropriate services.	None	30 minutes	Medical Social Welfare Officer
7. Receives and fills-up Client/ Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the OPD/ER/WCPU unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	OPD/ER Nurse/ Physician on Duty/ Medical Social Welfare Officer/ WCPU
Total			3 days, 2 hours & 32 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



12.5 RED CROSS BLOOD SAMARITAN

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the patient if he/she is qualified to avail the program.	None	15 minutes	Medical Social Welfare Officer
	Refers the patient if qualified.	None	10 minutes	Medical Social Welfare Officer
	Advices the patient's relative to purchase blood at the Philippine National Red Cross (PNRC) or look for possible donor.	None	10 minutes	Medical Social Welfare Officer
2. Receives the Blood Samaritan Form and present to the Philippine National Red Cross (PNRC).	Prepares the Blood Samaritan Form and Certificate of Indigency Form in order to avail the Blood Samaritan Assistance Program.	None	10 minutes	Medical Social Welfare Officer
	Issues the Blood Samaritan Form to the patient's watcher.	None	5 minutes	Medical Social Welfare Officer
3. Receives and fills-up Client/Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the Medical Social Welfare unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form (for Out-Patient).	None	2 minutes	Medical Social Welfare Officer
Total			52 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

12.6 POINT OF CARE PROGRAM

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the client.	None	15 minutes	Medical Social Welfare Officer
2. Responds to questions and participates to the helping process.	Classifies patient based on DOH A.O. 51-A (C3 and D are qualified patients).	None	15 minutes	Medical Social Welfare Officer
	Administers Information Education Campaign, advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
3. Participates in the helping process.	Enrolls qualified indigent patients to Point of Care – On Site Rapid Enrolment (ORE).	None	30 minutes	Medical Social Welfare Officer
Receives the Hospital Sponsored Member Certificate. Participates in the helping process.	Prepares and issues the Hospital Sponsored Member Certificate duly signed by the Medical Social Welfare Officer and the Chief of Hospital.	None	10 minutes	Medical Social Welfare Officer
	Advises the client/watcher to enroll to a PHIC Voluntary payment.	None	5 minutes	Medical Social Welfare Officer
	Submits documents/requirement at the hospital PHIC office.	None	10 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Monitors the list of Point of Care members and prints the Group Payment Slip Details for the payment of the premium contribution. Files the documents for information and future reference.	None	30 minutes	Medical Social Welfare Officer
	Submits a report to the Office of PSWD, MSWD, DSWD.	None		Medical Social Welfare Officer
4. Receives and fills-up Client/Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the Medical Social Welfare unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 22 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

12.7 ASSISTING ABANDONED PATIENTS

OFFICE OR DIVISION:	BACNOTAN DISTRICT HOSPITAL			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	a. Interviews patient/client then refer to Medical Social Welfare Officer.	None	10 minutes	Nurse/ Medical Records Officer/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. Conducts dialogue/conference to other professionals.	None	30 minutes	Medical Social Welfare Officer
2. Continuous medication and participates in the assistive process.	Reports and coordinates the case to the Medical Social Welfare Officer through telephone calls and written communication.	None	2 days	Medical Social Welfare Officer
	Reports and secure police blotter and barangay certificate.	None	2 days	Medical Social Welfare Officer
3. Continuous medication and participates in the assistive process.	Exhaust all possible resources to locate patient's relatives through home visits, use of tri-media, etc.	None	2 days	Medical Social Welfare Officer
	Counsels and surrenders the patient to the family if located.	None	1 hour	Medical Social Welfare Officer
	Coordinates to Medical Social Welfare Officer/DSWD if not located for the patient's temporary placement.	None	1 day	Medical Social Welfare Officer
4. Participates in the assistive process.	Makes documentation for monitoring purposes.	None	10 minutes	Medical Social Welfare Officer
5. Receives and fills-up Client/Customer Feedback Form (for In-Patients) and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form (for In-Patient).	None	2 minutes	Ward Nurse/ Nursing Attendant/ Medical Social Welfare Officer
Total			7 days, 1 hour & 52 minutes	



12.8 AVAILMENT OF MEDICAL ASSISTANCE PROGRAM

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office and answers pertinent questions.	Gathers data on the patient's situation and assesses the economic status.	None	15 minutes	Medical Social Welfare Officer
	Conducts advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
	Classifies patient based on DOH A.O. 51-A.	None	15 minutes	Medical Social Welfare Officer
2. Complies and submits the needed requirements.	Prepares and informs the client on the requirements needed.	None	1 hour	Medical Social Welfare Officer
3. Endorses the Guarantee Letter received.	Receives the Guarantee Letter.	None	5 minutes	Medical Social Welfare Officer
	Files the document needed and prepares the Monthly Utilization Report.	None	10 minutes	Medical Social Welfare Officer
4. Receives and fills-up Client/ Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the Medical Social Welfare unit.	Provides and instructs client/watcher to fill-up Client/ Customer Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 2 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

12.9 AVAILMENT OF PCSO ENDOWMENT FUND

OFFICE OR DIVISION:		BACNOTAN DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews the patient for assessment if qualified to avail of Endowment Fund.	None	15 minutes	Medical Social Welfare Officer
2. Complies to the policies/rules and the needed requirements.	Prepares and orients relatives regarding the coverage, assistance and requirement.	None	15 minutes	Medical Social Welfare Officer
3. Answers pertinent questions.	Intakes interview and prepare Social Case Study Report/Case Summary Report.	None	1 hour	Medical Social Welfare Officer
	Validates and submits documents/requirement to PCSO.	None	1 day	Medical Social Welfare Officer
4. Endorses the Guarantee Letter/Letter of Acceptance from PCSO to the Medical Social Welfare Officer.	Receives the Guarantee Letter/Letter of Acceptance from PCSO then forwards to the District Hospital Accountant for liquidation.	None	1 day	Medical Social Welfare Officer
	Files and records for reference.	None	15 minutes	Medical Social Welfare Officer
5. Receives and fills-up Client/ Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the Medical Social Welfare unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 days & 1 hour	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

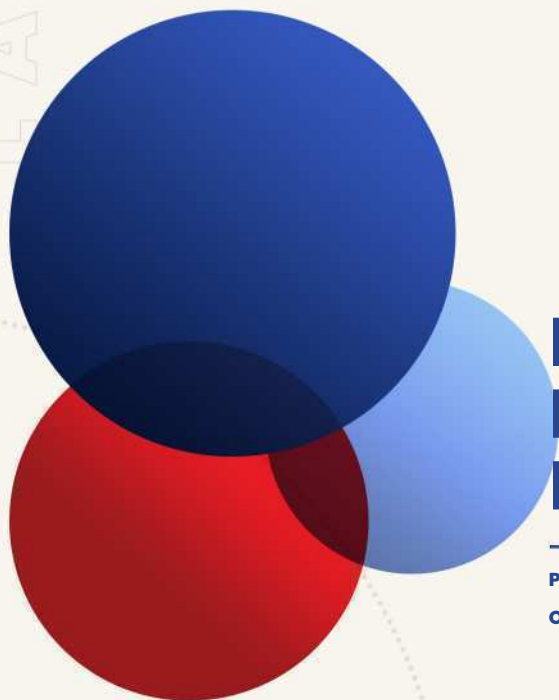
How to send a feedback?	Answer the client feedback form and drop it at the box located outside the different units of the hospital.
How feedback is processed?	<p>Every day of the month, HR personnel of the hospital opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Office of the Administrative Officer for appropriate action.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-4044.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located outside the different units of the hospital.</p> <p>Complaints may also be filed thru telephone at:</p> <p>Bacnotan District Hospital Tel No. : (072) 607-4044 Email : bdh_bacnotan@yahoo.com</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, citizen may contact (072) 607-4044.</p>



<p>How complaint is processed?</p>	<p>The HR personnel-in-Charge opens the Complaint Box on a daily basis and evaluates each complaint.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be forwarded to the Chief of Hospital and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-4044.</p>
<p>Contact Information of Bacnotan District Hospital</p>	<p>Dr. ZENSERLY D. PAGADUAN, RN, MPH Chief of Hospital I Bacnotan District Hospital, Bacnotan, La Union e-mail: bdh_bacnotan@yahoo.com Tel No.: (072) 607-4044</p> <p>ANNE GIRLIE C. DULAY, MPA Administrative Officer V Bacnotan District Hospital, Bacnotan, La Union e-mail: bdh_bacnotan@yahoo.com Tel No.: (072) 607-4044</p>



LA UNION



BALAOAN DISTRICT HOSPITAL

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. TRIAGE AREA

Provision of a hospital triage system to strengthen hospital infection control.

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/watcher shall wash their hands following proper procedure in the designated washing area.	Guide patient/watcher in the proper hand washing.	None	1 minute	Triage Team
2. The patient proceeds to the Staff Nurse-in-Charge. The Staff Nurse shall record patient's temperature in the patient registration form. NOTE: If symptom of Mild COVID observed from the patient he/she shall be isolated in an area where they continue with the next step wherein information gathering and physical examinations are done (COVID Triaging tent/table).	Guide patient/watcher in the proper hand washing.	None	1 minute	Triage Team
3. Patient fills-up the Patient Registration Form; questionnaire and signs the declaration form.	Assist and guide patients.	None	1 minute	Triage Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Patients take a seat in pre-arranged/numbered chairs which are at least two (2) meters apart and wait for their turn to be assessed by the Triage Nurse.	Monitors compliance to social distancing.	None	2 minutes	Triage Nurse
5. Patient proceeds to the Triage Nurse who shall interpret the form.	Interprets the form and refer patients to proper area.	None	1 minute	Triage Nurse
Total		None	6 minutes	

2. EMERGENCY DEPARTMENT

Provision of medical and surgical care to patients in need of immediate care.

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/Watcher gives complaint.	Records chief complaint and vital signs, assesses injury/illness of patient. Notes patient's necessary data and refers to the Medical Officer on duty.	None	5 minutes	ER Nurse
2. Undergoes Physical Examination.	Examines/Assesses patient's condition.	None	5 minutes	Medical Officer III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: For Surgical Case.	Gives initial management, request for ancillary procedures (Laboratory examination, Radiology, ECG and Ultrasound, etc) if necessary.	None	3 minutes	Medical Officer
	Institutes emergency care. Refers to Philhealth section to check PHIC eligibility.	None	10 minutes	Medical Officer/ Nurse
3. Proceeds to Pharmacy/Laboratory/Radiology/Social Welfare Office/Philhealth (if surgical) and wait for results.	Provides for Ancillary Service.	None	2 minutes	Pharmacist/ Medical Technologist/ Radiology Technologist/ Social Welfare Officer/ Philhealth Clerk
4. Returns to Emergency Room for Medical Assessment/Disposition.	Evaluates/interprets results from Ancillary Services	None	3 minutes	Medical Officer
	Determines disposition of patient (i.e. to be admitted, to be discharged or referred).		2 minutes	Medical Officer, ER Staff
5. Either: a. Goes home with medications and proceeds to cashier for payment of bills. b. Submits self for admission (refer to admission services). c. Consents for transfer to other institution (refer to ambulance service).	Receives payment and issues Official Receipt.	None	2 minutes	Php80.00 + Ancillary fees if any (Pharmacy/X-Ray/ Laboratory)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the OPD/ER.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	ER Staff
Total		None	34 minutes	
***Allowable period for extension due to unusual circumstances: One (1) hour depending upon the extent of injury for surgical cases and observation time for other cases.				

3. OUT-PATIENT DEPARTMENT

Provision of treatment of out-patients care to clients with health issues for diagnosis/treatment that does not require for admission.

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains an OPD Number based on the lane provided e.g. Senior Citizen, PWD, Pregnant.	Oversees OPD Number distribution.	None	1 minute	Medical Records Clerk
2. Presents himself/herself to the OPD Nurse.	Determines the priority of patients' treatment based on the severity of their conditions.	None	1 minute	OPD Nurse
3. Registers		None		Nurse
OLD PATIENT: Presents Hospital ID Number Card.	Retrieves OPD records.	None	1 minute	Medical Records Clerk
NEW PATIENT:	Fills-up New OPD Form and Issues OPD ID.	None	5 minutes	Medical Records Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DepEd Teachers	Verifies PHIC Master List Retrieves OPD Chart Fills-up New Form and Issues OPD ID.	None	5 minutes	Medical Records Clerk
Referred Patient	Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Ophthalmology Patient	Verifies Doctor's request Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Family Planning	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Under Six	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Dental Patient	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
4. Undergoes initial assessment.	Takes and records chief complaint and vital signs. Assesses patient Refers to Medical Officer.	None	3 minutes	Nurse/ Nursing Attendant
5. Undergoes Physical Examination.	Conducts consultation Requests for Ancillary services. Refers to other facilities/Medical Specialist.	None	10 minutes	Medical Officer
6. Receives results from diagnostic works.	Interprets diagnostic results.	None	1 minute	Medical Officer
	Prescribes medicines.	None	1 minute	Medical Officer
	Refers to other facilities/Medical Specialists.	None	5 minutes	Medical Records Clerk
	Admits patients.	None	1 minute	Medical Officer
	Discharges patients.	None	5 minutes	Medical Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Proceeds to hospital pharmacy.	Instructs patient/watcher to proceed to the hospital pharmacy for medicine pricing.	None	5 minutes	Medical Officer/ Nurse
8. Pays consultation fees and costs of prescribed drugs & medicines at the Cashier.	Collects payment and issues Official Receipt.	Php50.00 plus cost of prescribed drugs & medicines	5 minutes	Cashier/ Pharmacist
9. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box at the OPD/ER.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	OPD Staff Nurse
Total			1 hour and 16 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

4. ADMISSION

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clean Patients	Secures consent for admission.	None	2 minutes	ER Nurse
1. Submits self for admission.				
2. Stays at Emergency Room.	Makes admission orders.	None	5 minutes	Resident on Duty
	Carry out admitting orders.	None	5 minutes	ER Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepares for transport to room/ward.	Notifies the Ward Nurse/Nursing Attendant on duty of the admission then transports patient to ward/room.	None	5 minutes	Medical Officer/ Nurse
Covid Patients - Once confirmed to be a mild Covid case; 1. Patient shall submit self for admission.	Secures consent of care for admission Coordinate/report to RESU and RHU for the patient positive Covid case.	None	5 minutes	Triage Nurse
2. Still at the COVID Triage Tent.	Makes admission orders.	None	5 minutes	Resident on Duty
	Carry out admitting orders.	None	5 minutes	ER Nurse
3. Prepares for transport to COVID isolation room/ward.	Notifies the Ward Nurse/Nursing Attendant on duty of the admission then transports patient to Covid isolation ward/room.	None	2 minutes	ER Nurse
Total		None	31 minutes	
***Allowable period for extension due to unusual circumstances: 30 minutes.				

5. IN-PATIENT SERVICES

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clean Patient 1. Receives medicines and other Services.	Provides nursing services needed during stay.	None	15 minutes	Ward Nurse/ Nursing Attendant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Makes daily rounds and as necessary.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Monitors/visits as necessary.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Facilitates ancillary services as ordered.	None	5 minutes	Ancillary Staff
	Refers to Medical Officers on duty as necessary.	None	2 minutes	Ward Nurse/ Nursing Attendant
	Gives health education.	None	15 minutes	Ward Nurse/ Nursing Attendant
	Instructs patient/watcher to fill up in-patient survey form.	None	3 minutes	Ward Nurse/ Nursing Attendant
	Prepares patient's chart and forwards it to the different departments for discharge clearance.	None	5 minutes	Ward Nurse/ Nursing Attendant
2. Received and fills-up Client Satisfaction Survey (In-Patient Form) and drop it at the designated drop box at the Nursing Station.	Instruct client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	Ward Nurse/ Nursing Attendant
3. Goes to Billing Section, pays Hospital Bills.	Instruct patients/watchers to go to the Billing Section and pay corresponding bills at the Cashier. *If patient is PHIC member or dependent: Submits Philhealth requirements to Philhealth Office.	None	10 minutes	Ward Nurse/ Nursing Attendant, Billing Clerk, PHIC Clerk, Cashier
4. Gets medicines to be continued at home.	Gives discharge instructions/referrals as necessary and unconsumed medicines.	None	5 minutes	Ward Nurse/ Nursing Attendant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Signs and issues discharge clearance to be shown to the Security Guard.	None	1 minute	Ward Nurse
5. Goes Home.	Assists patient for discharge.	None	1 minutes	Ward Nurse/ Nursing Attendant
	Records the date and time of discharge of patient.	None	1 minutes	Ward Nurse
	Records patient's condition and disposition upon discharge.	None	1 minutes	Ward Nurse
Total			1 hour and 16 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				
*For patients to be transferred – prepares for transfer to hospital of choice.	Informs the patient/watchers about the need for referral.	None	3 minutes	Resident on Duty
	Secures informed consent for referral.	None	2 minutes	Ward Nurse
	Instruct watcher to go to the Billing Section to settle hospital bill.	None	2 minutes	Ward Nurse/ Nursing Attendant
	Accomplishes referral slip.	None	3 minutes	Resident on Duty
	Communicates to the concerned staff of the referral hospital for proper endorsement.	None	3 minutes	Resident on Duty
	Conducts safely the patient per ambulance.	None	30 minutes	Ward Nurse/ Ambulance Driver
	Secures return slip.	None	3 minutes	Ward Nurse
Total		None	46 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				
COVID Patients - Treatment/handling of Covid patient should be handled with extra precautions and care				
1. Receives medicines and other services.	Provides nursing services needed during stay.	None	15 minutes	Ward Nurse/ Nursing Attendant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct daily rounds and as necessary.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Perform and collect the needed diagnostic work-ups (RT-CPR, Chest radiography, blood work ups, Nasopharyngeal/ Oropharyngeal swabbing, etc.).	None	5 minutes	Medical Technologist/ Rad. Tech
	Conduct on time medication and monitoring.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Provide health education and medical	None	5 minutes	Ward Nurse/ Nursing Attendant
2. Go Home/ Discharge.	Assists patient for discharge.	None	1 minute	Ward Nurse/ Nursing Attendant
	Records the date and time of discharge of patient.	None	1 minute	Ward Nurse
	Records patient's condition and disposition upon discharge (stable vital sign, no worsening signs and symptoms, 2 negative results of RT-PCR testing).	None	1 minute	Ward Nurse
	Instruct home medications and care.	None		ROD/Ward Nurse
	Educating on transmission and prevention of Covid.	None	5 minutes	ROD/Ward Nurse
	Advice quarantine of the patient.	None	2 minutes	ROD/Ward Nurse
	RHU updating on Covid patient status.	None	2 minutes	ROD/Ward Nurse
Total		None	47 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



6. LABORATORY SERVICES

Provision of tests done on clinical specimens in order to obtain information about the health of a patient as pertaining to the diagnosis, treatment and prevention of disease.

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory with proper and completely filled-out Request Slip/Specimen.	Receives and examines completeness and correctness of data filled-out in the form.	None	2 minutes	Medical Technologist/ Laboratory Aide
	Prepares materials for specimen collection.	None	1 minute	Medical Technologist/ Laboratory Aide
	Extracts blood or let the patient collect specimen (e.g. urine) or receives specimen (if already collected).	None	2 minutes	Medical Technologist/ Laboratory Aide
2. Proceeds to Cashier to pay for charges for laboratory examinations to be done.	Instructs patient/companion to pay at the Cashier and then advises patient to wait for the result outside the laboratory or to come back at a specified time.	None	3 minutes	Medical Technologist/ Laboratory Aide
3. Pays laboratory fees at the Cashier.	Collects payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	5 minutes	Cashier
4. Waits for results.	Tests patient sample using manual/automated methods or reads microscopically.	None	Depends upon the Laboratory examination/s to be done	Medical Technologist/ Laboratory Aide
	Records in Result Form/s, Receiving Logbook/s of test/s done.	None		Medical Technologist/ Laboratory Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Records name of patient and test/s done in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
5. Receives results and goes back to the requesting physician.	Retrieves duplicate copy of Charge Slip from patient/ companion.	None	2 minutes	Medical Technologist/ Laboratory Aide
	Writes the patient name or relationship to the patient of the person who received the result in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
	Instructs the patient/companion to return to the doctor.	None	2 minutes	Medical Technologist/ Laboratory Aide
6. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box at the Laboratory Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Lab. Staff
Total		None	17 minutes	
*Note: For walk-in patients, provides records/data to Medical Technologist.				
***Allowable period for extension due to unusual circumstances: one (1) day to three (3) days.				

7. RADIOLOGY SERVICES

Provision of imaging techniques such as x-ray radiography and ultrasound to diagnosed disease.

7.1 Ultrasound

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Ultrasound Examination Request	Resident on Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Ultrasound Room and presents request slip.	Receives and examines Ultrasound request if properly and completely filled-up and duly signed by the requesting Medical Officer. Prepares charge slip, examines bill and instructs patient/companion to proceed to the Cashier for payment.	None	5 minutes	Radiologic Technologist
2. Undergoes Radiology Procedures.	Prepares patient on the ultrasound examining table.	None	5 minutes	Radiologic Technologist
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
3. Proceeds to Cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Depends upon the examination requested	2 minutes	Radiologic Technologist/ Cashier
Goes back to Ultrasound Room and presents OR.	Records name of patient and examination done.	None	2 minutes	Radiologic Technologist
	Records the Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist/ Cashier
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
4. Waits for results.	Encodes the result of the ultrasound in the computer and print results for patient's copy.	None	5 minutes	Radiologic Technologist/ Sonologist
5. Gets results and proceeds to Medical Officer.	Releases result to the patient/companion upon signing on the logbook as proof of release.	None	2 minutes	Radiologic Technologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box at the Radiology Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Radiologic Technologist
Total			55 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes).				

7.2 X-Ray

OFFICE OR DIVISION:		BALAOAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Ultrasound Examination Request			Resident on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Radiology Room and presents request slip.	Receives and examines Radiology request if properly and completely filled-up and duly signed by the requesting Medical Officer.	None	5 minutes	Radiologic Technologist
2. Undergoes Radiology procedures.	Conducts radiology procedure.	None	2 minutes	Radiologic Technologist
	Examines the radiograph done if it is satisfactory. Shows radiograph to Medical Officer for wet reading.	None	2 minutes	Radiologic Technologist, Medical Officer
3. Proceeds to cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	2 minutes	Cashier
Returns to Radiology Room and presents OR.	Records name of patient and examination to be done.	None	2 minutes	Radiologic Technologist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Records Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist
4. Waits for results.	Advices the patient/ companion to return on the date set for the release of the official result.	None	2 minutes	Radiologic Technologist
	Presents the radiograph to the Radiologist for reading.	None	10 minutes	Radiologic Technologist
	Encodes the result of the x-ray in the computer and prints results for patient's copy.	None	5 minutes	Radiologic Technologist
5. Claims results.	Releases result and/or Radiology film to the patient/ companion upon signing in the logbook as proof of release.	None	2 minutes	Radiologic Technologist
6. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box at the Radiology Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Radiologic Technologist
Total			36 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

8. HEALTH INFORMATION MANAGEMENT UNIT (Medical Records)

Provision of a quality management of medical records.

8.1 Issuance of Medical, Medico-Legal Certificate and Clinical Abstract

OFFICE OR DIVISION:		BALAOAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Medico-Legal: written request for medico-legal certificate			Chief of Police or other authorities signed by the Head of Agency of Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of a Clinical Abstract/Medical/Medico-Legal Certificate. Submit duly accomplished request for copy of Medical Records.	Interviews patient to establish identity and to know the reason for the request and require the patient/authorized party to accomplish the request for copy of Medical Records.	None	2 minutes	Medical Records Officer/ Clerk
Note: For Medical Certificate and Clinical Abstract: Submits written request for Medical Certificate and Clinical Abstract.	Receives accomplished Request for copy of Medical Records Office.	None	1 minute	Medical Records Officer/ Clerk
For Medico-Legal Certificate: Submits written request for medico-legal certificate from the Chief of Police or other authorities signed by the Head of Agency/Barangay.	Searches and retrieves for the OPD chart/medico-legal chart/admission chart.	None	2 minutes	Medical Records Officer/ Clerk
	Seeks clearance from the Attending Physician.	None	2 minutes	Medical Records Officer/ Clerk
	Prepares 2 copies of Clinical Abstract, Medical, Medico-Legal Certificates.	None	5 minutes	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip form and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/ Clerk
3. Proceeds to the Cashier and pays the corresponding fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer. Note: If patient is admitted and classified as NBB/Indigent patient, no fees to be collected. Note: For clinical abstract, payment is not required.	Medical Certificate – Php 100.00 Medico-Legal Certificate – Php 100.00 Clinical Abstract – Free Student – Php 50.00 PWD/Senio Citizen – Php 50.00	2 minutes	Cashier
4. Presents the Official Receipt/Charge Slip to the Medical Records Officer/Clerk.	Forwards certificate and medical records to the attending physician for review and signature.	None	1 minute	Medical Records Officer/ Clerk
	Affixes hospital dry seal on the certificate with initial.	None	1 minute	Medical Records Officer/ Clerk
	Records the certificate in the Clinical Abstract Registry and/or Medical Certificate Registry and/or Medico-Legal Registry.	None	2 minutes	Medical Records Officer/ Clerk
5. Receives one (1) original copy of the certificate and signs on the Registry/Logbook.	Releases the certificate, asks patient and/or requesting party to sign, and release one (1) original copy of the certificate and advise patient.	None	1 minute	Medical Records Officer/ Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box at the Medical Record Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Record Clerk
Total			22 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

8.2 Preparation and Issuance of Birth Certificate

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up and reviews of the Birth Certificate draft form and affixes signature.	<p>Interviews patient and verifies whether patient is literate or not.</p> <p>If Literate: Parent fills-up the Birth Certificate draft form and certifies the accuracy and completeness of data by signing the official form.</p> <p>If Illiterate: Fill-up draft form of Birth Certificate with assistance and forwards the same to the Supervising Nurse.</p>	None	3 minutes	DR/OR/ Ward Nurse/ Nursing Attendant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Reviews entries in the draft form and affixes his/her initials; endorses the accomplished form to the Medical Records Officer/Clerk for transcription in the official form.	None	2 minutes	DR/OR/ Ward Nurse/ Nursing Attendant
2. Reviews and signs official birth certificate.	Transcribes data from the draft form into the official form (4 copies) using the PhilCris Version 4.0 system/using typewriter, and forwards the same to the parent for review and checking. Note: If there are corrections, the Medical Records Officer/Clerk will correct the item.	None	5 minutes	Medical Records Officer/ Clerk
	Reviews and signs the Official Birth Certificate.	None	2 minutes	Medical Records Officer/ Clerk
	Receives, reviews and signs official Birth Certificate and forwards the same to the Medical Records Officer/Clerk.	None	2 minutes	Medical Officer/ Attending Physician
3. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instruct the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/ Clerk
4. Proceeds to the Cashier and presents charge slip. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advise patient to proceed to the Social Welfare Officer.	Php 100.00	2 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: If patient is classified as NBB/Indigent patient, no fees to be collected.			
5. Presents Official Receipt and receives four (4) copies of original official Birth Certificate and signs the birth registry.	Releases Birth Certificate, advise the parents and ask the parents to sign the registry/logbook.	None	2 minutes	Medical Records Officer/ Clerk
6. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Medical Record Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/ Clerk
Total			21 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

8.3 Issuance of Death Certificate

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Death Certificate.	Interviews and determines the nearest relation to the deceased and forwards the medical records of the deceased patient to the Attending Physician.	None	2 minutes	Nurse on Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: For death that occurred outside the hospital, e.g. Dead on Arrival, without medical assistance, advice the nearest relative or any person who has knowledge of the death, is responsible for reporting the event to the Local Health Officer within 48 hours. The Local Health Officer is the one who will prepare the Certificate of Death/Certificate of Fetal Death; the process is in accordance with DOH Circular No. 2016-0317.			
	Fill-up the Death Certificate Draft form.	None	2 minutes	Nurse on Duty
2. Answers pertinent question.	Completes medical diagnosis (immediate cause of death, antecedent cause of death, underlying cause and others).	None	3 minutes	Attending Physician
	Checks completeness of data entry and forwards the Death Certificate draft form to the Health Information Management Unit.	None	1 minute	Nurse on Duty
3. Reviews and signs official Death Certificate.	Receives the Death Certificate Draft Form/medical records of the deceased patient.	None	1 minute	Medical Records Officer/ Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Transcribes data into the official Death Certificate Form using the PhilCris Version 4.0 System/using typewriter.	None	5 minutes	Medical Records Officer/ Clerk
	Presents the Death Certificate four (4) copies to the attending physician and patient's relative for review and signature.	None	2 minutes	Medical Records Officer/ Clerk
4. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/ Clerk
5. Proceeds to the Cashier and pays the fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and prepares Official Receipt. Note: If the requesting party is unable to pay, advises them to proceed to the Social Welfare Officer.	Php 100.00	2 minutes	Cashier
6. Presents Official Receipt, acknowledges acceptance of four (4) copies of Death Certificate and signs in the logbook.	Releases four (4) copies of the Death Certificate to the nearest kin of the deceased, ask to sign the registry/logbook and advise the patient's relative to register the Death Certificate at the Local Civil Registrar and shall retain duplicate copy of the Death Certificate.	None	2 minutes	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Medical Record Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/ Clerk Medical Record Clerk
Total			23 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

8.4 Release of Clinical Information to Insurance and Other Agency Verifier

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For insurance purposes: Waiver/Authorization Letter			Insurance Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clinical Information. Presents waiver/Authorization on letter and Hospital ID Number.	Receives waiver/authorization letter from the authorized Insurance Verifier or other agency.	None	1 minute	Medical Records Officer/ Clerk
	Interviews and establishes the identity of the insurance verifier and other agency.	None	1 minute	Medical Records Officer/ Clerk
	Authenticates signature on the waiver.	None	1 minute	Medical Records Officer/ Clerk
2. Fill-up request for copy of Medical Records Form.	Receives the request for copy of Medical Records Forms.	None	1 minute	Medical Records Officer/ Clerk
	Retrieves requested Medical Records.	None	2 minutes	Medical Records Officer/ Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Informs attending physician of the request and seek for clearance to release it or not.	None	2 minutes	Medical Records Officer/ Clerk
3. Gets charge slip and proceed to the Cashier.	Prepares the charge slip and advises insurance verifier to pay the required verification and duplication fees to the Cashier.	None	2 minutes	Medical Records Officer/ Clerk
4. Proceeds to the Cashier and pays the fee.	Receives payment.	Certification- Php 100.00	2 minutes	Cashier
Receives the Official Receipt	Issues Official Receipt	Certified Copy – Php20.00/page		
5. Presents the Official Receipt.	If photocopy is requested, allows verifier to go over the medical records.	None	10 minutes	Medical Records Officer/ Clerk
	Authenticates photocopied document, affixes hospital dry seal with initial or Certified True Copy marked with date and affixes signature over printed name.	None	2 minutes	Medical Records Officer/ Clerk
6. Receives and acknowledges copy of the Medical Records.	Records in the official registry, releases photocopied information to the insurance verifier or other authorized requesting party and advise.	None	1 minute	Medical Records Officer/ Clerk
7. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Medical Record Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/ Clerk Medical Record Clerk
Total			27 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



9. PHILHEALTH/BILLING

Provision of quality assistance for availment of Philhealth benefits computation and payment of bills.

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>If the patient is any of the following:</p> <ol style="list-style-type: none"> 1. Spouse – photocopy of Marriage Contract 2. Child – photocopy of Birth Certificate/Baptismal Certificate <p>Employed Sector: Private/Government</p> <ol style="list-style-type: none"> 1. Part II of Form I to be signed by employer (completely filled-up) 2. Member Data Record (MDR) 3. Properly Accomplished Form 1 and 2 <p>Self-Employed</p> <ol style="list-style-type: none"> 1. Photocopy of the receipt or Proof of contribution <p>Note: Photocopy of receipt of proof of contribution, 9 to 12 months prior to admission</p> <ol style="list-style-type: none"> 2. Member Data Record (MDR) 3. Properly accomplished Form 1 and 2 <p>Indigent/4Ps/Sponsored</p> <ol style="list-style-type: none"> 1. Photocopy of valid, non-expired ID <p>Note: In case the ID is expired, get a certificate or CE 1 form and submit the original CE 1 form</p> <ol style="list-style-type: none"> 2. Properly accomplished Form 1 and 2 <p>OFW</p> <ol style="list-style-type: none"> 1. Member Data Record (MDR) or Proof of Payment 2. Properly accomplished Form 1 and 2 <p>Lifetime Member</p> <ol style="list-style-type: none"> 1. Photocopy of Senior Citizen's ID with Birthdate/Photocopy of Birth Certificate 		PHIC Office, San Fernando City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Philhealth office for verification of eligibility.	Requests client to present Philhealth ID/MDR/any valid ID.	None	5 minutes	Philhealth Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives and fills-up forms.	Issues Philhealth forms upon admission and instructs patient's relatives to complete requirements.	None	3 minutes	Philhealth Clerk
2. Submits properly filled-up forms and complete set of requirements.	Receives and checks the completeness of the requirements.	None	3 minutes	Philhealth Clerk
3. Receives Statement of Account (SOA).	Computes hospital bill and issues Statement of Account (SOA) upon discharge of patient.	None	7 minutes	Philhealth Clerk/ Billing Clerk
4. Proceeds to Cashier and pays excess fee/hospital bill.	Instructs patient to pay at the Cashier.	Philhealth Excess/ Hospital Bill	2 minutes	Billing Clerk/ Cashier
5. Receives discharge clearance and goes home.	Issues discharge clearance.	None	2 minutes	Nurse
6. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Philhealth/Billing Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Philhealth Clerk/ Billing Clerk
Total			24 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

10. AMBULANCE SERVICES

Provision of a safe medical, emergency transport of patients to other health facilities.

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets Emergency Room Charge Slip and proceeds to the Cashier to pay for charges.	Fills-out Emergency Room Charge Slip, computes charges and instruct patient's companion to pay at the Cashier.	None	3 minutes	ER Nurse
2. Pays at the Cashier.	Receives the payment and prepares the Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	3 minutes	Cashier
3. Waits for the documents to be accomplished and the ambulance to be prepared.	Receives the request from the Resident Doctor-on-Duty for transfer/ referral of patient to other health care facility.	None	3 minutes	Driver
	Prepares the Trip Ticket properly and completely and approved by the Chief of Hospital or the Medical Officer on duty in his/her absence.	None	3 minutes	Driver
4. Accompanies patient during transport.	Transports patient safely to the designated health care facility.	None	Depends on destination	Driver/Nurse/ Nursing Attendant
	After transport, immediately returns to the official station after the conduct or transfer and require the Nurse/Nursing Attendant to sign in the Trip Ticket.	None	Depends on destination from the hospital	Driver/Nurse/ Nursing Attendant
5. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Administrative Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Admin. Clerk
Total			12 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

11. SOCIAL SERVICE

Provision of medical assistance for indigent patients with regards to their hospital bill; assistance on the availment of blood services; care of unidentified patients; abandoned patients; abused child; enrollment in Philhealth Point of Care Program.

11.1 PERSONAL SERVICE RENDERED

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Orients the patient watcher/relative regarding the policy on Personal Service Rendered.	None	15 minutes	Medical Social Welfare Officer
2. Receives and signs the Personal Service Rendered (PSR) form.	Issues Personal Service Rendered Form to watcher/relative for signing as an agreement and endorse to the hospital staff in charge.	None	5 minutes	Medical Social Welfare Officer
3. Submits the accomplished Personal Service Rendered (PSR) form.	Receives the accomplished PSR form and computes the equivalent value of the service rendered.	None	5 minutes	Medical Social Welfare Officer
4. Receives the Personal Service Rendered (PSR) form certificate with the equivalent value of service rendered.	Receives the accomplished PSR form and computes the equivalent value of the service rendered.	None	5 minutes	Medical Social Welfare Officer
5. Proceeds to the Billing Section.	Instructs the watcher/relative to proceed to the Billing Section for adjustment of hospital bill.	None	5 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Medical Social Welfare Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			37 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

11.2 PAYMENT IN KIND PROCESS

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Prepares the Payment in Kind (PIK) form and refers watcher/relative to dietitian/nutritionist.	None	15 minutes	Medical Social Welfare Officer
2. Submits the Payment in Kind (PIK) form to the Dietitian/Nutritionist.	Receives Payment in Kind (PIK) form and assesses the goods/items. Returns the Payment in Kind (PIK) form.	None	5 minutes	Nutritionist Dietitian
3. Receives the filled-up PIK form and proceeds to the Social Service Office.	Receives the filled-up Payment in Kind (PIK) form with certain value.	None	5 minutes	Medical Social Welfare Officer
4. Receives the notice of counterpart and attaches it with the filled-up Payment in Kind (PIK) form to the hospital bill.	Issues notice of counterpart and attaches it with the filled-up Payment in Kind (PIK) form to the hospital bill.	None	5 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceeds to the Billing Office.	Receives the Payment in Kind (PIK) form and recomputes the bill.	None	5 minutes	Cashier/ Billing Clerk
6. Proceeds to Cashier to pay hospital bill.	Receives Statement of Account and Payment in Kind (PIK) form and collect fees.	None	5 minutes	Cashier
7. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Medical Social Welfare Unit/Dietary Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Social Welfare Officer/ Nutritionist Dietician II
Total			42 minutes	
***Allowable period for extension due to unusual circumstance: Thirty (30) minutes.				

11.3 ADMISSION OF UNIDENTIFIED PATIENTS

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	Interviews patient/client then refers to Medical Social Welfare Officer.	None	10 minutes	Nurse/ Medical Records Officer/ Clerk
	Receives referral from Nurse on Duty.	None	15 minutes	Medical Social Welfare Officer
	Facilitates and endorses provision of needed procedures and treatment.	None	30 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Answers pertinent questions if conscious.	Exhausts all available means of locating patient's relative through: a. Coordination with the concern Social Welfare Office, Barangay Official or Police. b. Conducts home visits. c. Linkages with media.	None	2 days	Medical Social Welfare Officer
3. Answers pertinent questions if conscious.	Regularly visits the patient at the ward, establishes rapport and obtain more data needed to locate the relative.	None	30 minutes	Medical Social Welfare Officer
4. Continuous medication and treatment.	Determines the needs of the patient by closely coordinating and collaborating with the attending physician and the ward nurse.	None	30 minutes	Medical Social Welfare Officer
5. Continuous medication and treatment.	Facilitates possible Institutional placement if relatives are not located.	None	2 days	Medical Social Welfare Officer
	Informs all concern authorities if unidentified patient dies.	None	2 days	Medical Social Welfare Officer
	Recommends Pauper's Burial.	None	2 days	Medical Social Welfare Officer
	Coordinates with the Local Government Unit (LGU) to facilitate Pauper's Burial if available.	None	2 days	Medical Social Welfare Officer
	If not available, ask for the Chief of Hospital's approval to facilitate the Pauper's Burial.	None	2 days	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Documents and files relevant information.	None	Documents and files relevant	Medical Social Welfare Officer
6. Received and fills-up Client Satisfaction Survey (In-Patient Form) and drop it to the designated drop box near the Nursing Station.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Social Welfare Officer/ Ward Nurse/ Nursing Attendant
Total			12 days, 2 hours & 12 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

11.4 ASSISTING ABUSED PATIENT

OFFICE OR DIVISION:		BALAOAN DISTRICT HOSPITAL		
CLASSIFICATION:		COMPLEX		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Investigates all cases that indicate possible abuse.	None	1 hour	Medical Social Welfare Officer
2. Submits self for assessment.	Establishes rapport with the survivor.	None	1 hour	Medical Social Welfare Officer
Answers pertinent questions.	Conducts data gathering while providing safety and comfort to the survivor.			
Participates in the helping process.	Provides information, practical assistance/psychological counseling to the survivor.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Participates in the helping process.	Coordinates and reports to other team members (Medical Social Welfare Office, PNP Office, Barangay Office).	None	2 days	Medical Social Welfare Officer
4. Participates in the helping process.	Classifies patient based on DOH-A.O. 51-A for abused patients.	None	15 minutes	Medical Social Welfare Officer
5. Participates in the helping process.	Records all activities and files them accordingly.	None	15 minutes	Medical Social Welfare Officer
	Prepares Social Case Study Report/Case Summary Report for ready reference.	None	30 minutes	Medical Social Welfare Officer
6. Participates in the helping process.	Visits the survivor, maintain coordination and provides appropriate services.	None	15 minutes	Medical Social Welfare Officer
7. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box at the OPD/ER Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	OPD/ER Staff Nurse
Total			3 days, 2 hours & 32 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

11.5 RED CROSS BLOOD SAMARITAN

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the patient if he/she is qualified to avail the program.	None	15 minutes	Medical Social Welfare Officer
	Refers the patient if qualified.	None	10 minutes	Medical Social Welfare Officer
	Advices the patient's relative to purchase blood at the Philippine National Red Cross (PNRC) or look for possible donor.	None	10 minutes	Medical Social Welfare Officer
2. Receives the Blood Samaritan Form and present to the Philippine National Red Cross (PNRC).	Prepares the Blood Samaritan Form and Certificate of Indigency Form in order to avail the Blood Samaritan Assistance Program.	None	10 minutes	Medical Social Welfare Officer
	Issues the Blood Samaritan Form to the patient's watcher.	None	5 minutes	Medical Social Welfare Officer
3. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Social Welfare Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	OPD/ER Staff Nurse
Total			52 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



11.6 POINT OF CARE PROGRAM

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the client.	None	15 minutes	Medical Social Welfare Officer
2. Responds to questions and participates to the helping process.	Classifies patient based on DOH A.O. 51-A (C3 and D are qualified patients).	None	15 minutes	Medical Social Welfare Officer
	Administers Information Education Campaign, advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
3. Participates in the helping process.	Enrolls qualified indigent patients to Point of Care – On Site Rapid Enrolment (ORE).	None	30 minutes	Medical Social Welfare Officer
Receives the Hospital Sponsored Member Certificate Participates in the helping process.	Prepares and issues the Hospital Sponsored Member Certificate duly signed by the Medical Social Welfare Officer and the Chief of Hospital.	None	10 minutes	Medical Social Welfare Officer
	Advises the client/watcher to enroll to a PHIC Voluntary payment.	None	5 minutes	Medical Social Welfare Officer
	Submits documents/requirement at the hospital PHIC office.	None	10 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Monitors the list of Point of Care members and prints the Group Payment Slip Details for the payment of the premium contribution.	None	30 minutes	Medical Social Welfare Officer
	Files the documents for information and future reference.	None	10 minutes	Medical Social Welfare Officer
	Submits a report to the Office of PSWD, MSWD, DSWD.	None		Medical Social Welfare Officer
4. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Social Welfare Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 22 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

11.7 ASSISTING ABANDONED PATIENTS

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	a. Interviews patient/client then refer to Medical Social Welfare Officer.	None	10 minutes	Nurse/ Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. Conducts dialogue/conference to other professionals.	None	30 minutes	Medical Social Welfare Officer
2. Continuous medication and participates in the assistive process.	Reports and coordinates the case to the Medical Social Welfare Officer through telephone calls and written communication.	None	2 days	Medical Social Welfare Officer
	Reports and secure police blotter and barangay certificate.	None	2 days	Medical Social Welfare Officer
3. Continuous medication and participates in the assistive process.	Exhaust all possible resources to locate patient's relatives through home visits, use of tri-media, etc.	None	2 days	Medical Social Welfare Officer
	Counsels and surrenders the patient to the family if located.	None	1 hour	Medical Social Welfare Officer
	Coordinates to Medical Social Welfare Officer/DSWD if not located for the patient's temporary placement.	None	1 day	Medical Social Welfare Officer
4. Participates in the assistive process.	Makes documentation for monitoring purposes.	None	10 minutes	Medical Social Welfare Officer
5. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Nursing Station.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Social Welfare Officer/ Ward Nurse/ Nursing Attendant
Total			7 days, 1 hour & 52 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

11.8 AVAILMENT OF MEDICAL ASSISTANCE PROGRAM

OFFICE OR DIVISION:	BALAOAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office and answers pertinent questions.	Interviews and assesses the client.	None	15 minutes	Medical Social Welfare Officer
	Conducts advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
	Classifies patient based on DOH A.O. 51-A.	None	15 minutes	Medical Social Welfare Officer
2. Complies and submits the needed requirements.	Prepares and informs the client on the requirements needed.	None	1 hour	Medical Social Welfare Officer
3. Endorses the Guarantee Letter received.	Receives the Guarantee Letter.	None	5 minutes	Medical Social Welfare Officer
	Files the document needed and prepares the Monthly Utilization Report.	None	10 minutes	Medical Social Welfare Officer
4. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Social Welfare Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 2 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



11.9 AVAILMENT OF PCSO ENDOWMENT FUND

OFFICE OR DIVISION:		BALAOAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews the patient for assessment if qualified to avail of Endowment Fund.	None	15 minutes	Medical Social Welfare Officer
2. Complies to the policies/rules and the needed requirements.	Prepares and orients relatives regarding the coverage, assistance and requirement.	None	15 minutes	Medical Social Welfare Officer
3. Answers pertinent questions.	Intakes interview and prepare Social Case Study Report/Case Summary Report.	None	1 hour	Medical Social Welfare Officer
	Validates and submits documents/requirement to PCSO.	None	1 day	Medical Social Welfare Officer
4. Endorses the Guarantee Letter/Letter of Acceptance from PCSO to the Medical Social Welfare Officer.	Receives the Guarantee Letter/Letter of Acceptance from PCSO then forwards to the District Hospital Accountant for liquidation.	None	1 day	Medical Social Welfare Officer
	Files and records for reference.	None	15 minutes	Medical Social Welfare Officer
5. Received and fills-up Client Satisfaction Survey (Out-Patient Form) and drop it to the designated drop box near the Social Welfare Unit.	Instruct client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 days, 1 hour & 47 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

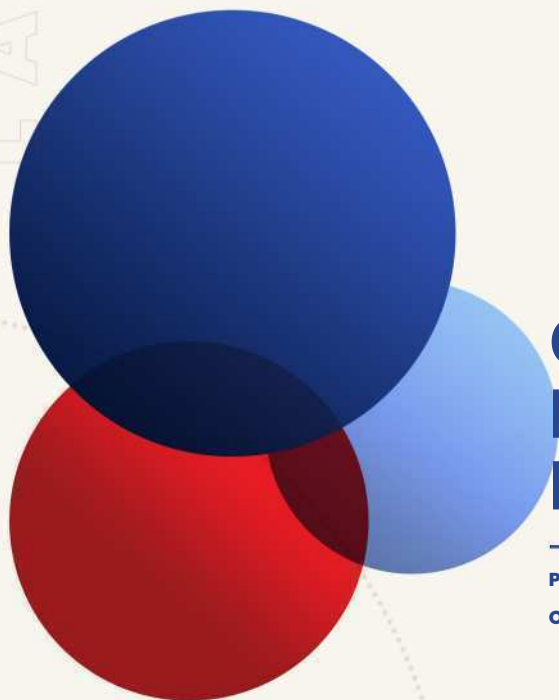
How to send a feedback?	Answer the client feedback form and drop it at the box located outside at the different units of the hospital.
How feedback is processed?	<p>Everyday of the month, HR personnel of the hospital opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded to the Office of the Administrative Officer for appropriate action.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-4044.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located outside at the different units of the hospital.</p> <p>Complaints may also be file thru telephone at</p> <p>Balaoan District Hospital, Balaoan, La Union Tel No.: (072) 603-0280 e-mail: bldh.balaoan@gmail.com Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, citizen may contact (072) 603-0280.</p>



<p>How complaint is processed?</p>	<p>The Social Worker/HR personnel of the hospital opens the Complaint Box on a daily basis and compiles all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating unit and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 603-0280.</p>
<p>Contact Information of Balaoan District Hospital</p>	<p>MARK ANTHONY S. TOMBOC, MD, MPA Chief of Hospital I Balaoan District Hospital, Balaoan, La Union e-mail: bldh.balaoan@gmail.com Tel No.: (072) 603-0280</p> <p>MARIO R. PANELO Administrative Officer V Balaoan District Hospital, Balaoan, La Union e-mail: bldh.balaoan@gmail.com Tel No.: (072) 603-0280</p>



LA UNION



CABA DISTRICT HOSPITAL

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. TRIAGE AREA

Provision of a hospital triage system to intensify hospital infection control.

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient (and watcher) shall wash their hands following proper procedure in the designated sink.	Observes and guide patient/watcher in hand washing.	None	1 minute	Triage Team
2. The patient proceeds to the Staff-in-Charge of temperature taking and hand disinfection. Staff shall write patient's temperature in the patient registration form. NOTE: Febrile patients shall be isolated in an area where they continue with the next step (RED OPD/ER Waiting Area).	Takes temperature and logs temperature in the patient's registration form. Assists patient.	None	1 minute	Triage Nurse
3. Patient fills-up the Patient Registration Form; questionnaire and signs the declaration form.	Assist and guide patients.	None	1 minute	Triage Nurse
4. Patients take a seat in pre-arranged/numbered chairs which are at least two (2) meters apart and wait for their turn to be assessed by the Triage Nurse.	Monitors compliance to social distancing.	None	2 minutes	Triage Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Patient proceeds to the Triage Nurse who shall interpret the form.	Interprets the form and refer patients to proper area.	None	1 minute	Triage Nurse
Total		None	6 minutes	

2. EMERGENCY DEPARTMENT

Provision of medical and surgical care to patients arriving at the hospital in need of immediate care.

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/ Watcher gives complaint.	Records chief complaint and vital signs, assesses injury/illness of patient. Notes patient's necessary data and refers to the Medical Officer on duty.	None	5 minutes	ER Nurse
2. Undergoes Physical Examination.	Examines/Assesses patient's condition.	None	5 minutes	Medical Officer III
Note: For Surgical Case.	Gives initial management, request for ancillary procedures (Laboratory examination, Radiology, ECG and Ultrasound, etc) if necessary.	None	3 minutes	Medical Officer
	Institutes emergency care. Refers to Philhealth section to check PHIC eligibility.	None	10 minutes	Medical Officer/ Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to Pharmacy/Laboratory/Radiology/Social Welfare Office/Philhealth (if surgical) and wait for results.	Provides for Ancillary Service.	None	2 minutes	Pharmacist/ Medical Technologist/ Radiology Technologist/ Social Welfare
4. Returns to Emergency Room for Medical Assessment/Disposition.	Evaluates/interprets results from Ancillary Services. Determines disposition of patient (i.e. to be admitted, to be discharged or referred).	None	3 minutes 2 minutes	Medical Officer Medical Officer, ER Staff
5. Either: a. Goes home with medications and proceeds to cashier for payment of bills. b. Submits self for admission (refer to admission services). c. Consents for transfer to other institution (refer to ambulance service).	Evaluates/interprets results from Ancillary Services. Determines disposition of patient (i.e. to be admitted, to be discharged or referred).	None	2 minutes	Php80.00 + Ancillary fees if any (Pharmacy/X-Ray/ Laboratory)
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the OPD/ER if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	ER staff (Nurse/Nursing Attendant).
Total			34 minutes	

***Allowable period for extension due to unusual circumstances: One (1) hour depending upon the extent of injury for surgical cases and observation time for other cases.

3. OUT-PATIENT DEPARTMENT

Provision of treatment of out-patients, people with health problems who visit the hospital for diagnosis or treatment but do not at this time require to be admitted.

OFFICE OR DIVISION:		CABA DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains an OPD Number based on the lane provided. e.g. Senior Citizen, PWD, Pregnant	Oversees OPD Number distribution.	None	1 minute	Medical Records Clerk
2. Presents himself/herself to the OPD Nurse.	Determines the priority of patients' treatment based on the severity of their conditions.	None	1 minute	OPD Nurse
3. Registers OLD PATIENT: Presents Hospital ID Number Card	Retrieves OPD records.	None	1 minute	Medical Records Clerk
NEW PATIENT:	Fills-up New OPD Form and Issues OPD ID.	None	5 minutes	Medical Records Clerk
Referred Patient	Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Family Planning	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Under Six	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Dental Patient	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Undergoes initial assessment.	Takes and records chief complaint and vital signs Assesses patient Refers to Medical Officer.	None	3 minutes	Nurse/ Nursing Attendant
5. Undergoes Physical Examination.	Conducts consultation Requests for Ancillary services. Refers to other facilities/Medical Specialist.	None	10 minutes	Medical Officer
6. Receives results from diagnostic works.	Interprets diagnostic results.	None	1 minute	Medical Officer
	Prescribes medicines.	None	1 minute	Medical Officer
	Refers to other facilities/Medical Specialists.	None	5 minutes	Medical Officer
	Admits patients.	None	1 minute	Medical Officer
	Discharges patients.	None	5 minutes	Medical Officer
7. Proceeds to hospital pharmacy.	Instructs patient/watcher to proceed to the hospital pharmacy for medicine pricing.	None	5 minutes	Medical Officer/ Nurse
8. Pays consultation fees and prescribed medicines at the Cashier.	Collects payment and issues Official Receipt.	Php50.00 plus determined cost of prescribed medicines	5 minutes	Cashier/ Pharmacist
9. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the OPD/ER if not admitted or transferred.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	OPD staff (Nurse/Nursing Attendant)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.				
Total			1 hour and 6 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

4. SENIOR CITIZEN CLINIC

Provision of specialized/prioritized consultation for the elderly in line with the vision of CDH to be a Center of H.O.P.E.: Focus on the Elderly by 2022.

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Old Patients: Presents Hospital ID Number Card.	For Old Patient: Asks for Hospital ID Number Card. Retrieves patient's health record.	None	1 minute	Nurse or Nursing Attendant on Duty
For New Patient: Gives pertinent personal data and receives a Hospital ID Number Card.	For New Patient: Interviews the patient, fills up the patient health record and issues a Hospital ID Number Card.	None	5 minutes	Nurse or Nursing Attendant on Duty
2. Undergoes vital signs taking and initial assessment.	Asks the patient's chief complaint, takes the vital signs, refers the patient to the Physician On duty.	None	5 minutes	Nurse or Nursing Attendant on Duty
3. Undergoes Physical Examination.	Takes thorough history and does complete physical examination.	None	10 minutes	Physician on Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Give diagnosis or differentials and determines the medical care needed.	None	2 minutes	Physician on Duty
	Fills-up and gives to the OPD nurse, request form/s for diagnostic work-up when necessary.	None	2 minutes	
4. Presents diagnostic request form.	Receives diagnostic request form.	None	1 minute	Medical Technologist/ Radiologic Technologist
Undergoes diagnostic work ups.	Issues charge slip.	Refer to the 2017 Revenue Code of the Province of La union	1 minute	
5. Pays necessary fees.	Receives payment and issues official receipt.	None	2 minutes	Cashier
	Note: If patient is unable to pay, advises patient to proceed to the Medical Social Service.	Refer to the 2017 Revenue Code of the Province of La union		
	Evaluates and classifies patient.		2 minutes	Medical Social Worker Officer
6. Receives diagnostic work-ups result.	Issues the diagnostic result to the patient/ companion.	None	2 minutes	Patient/ Companion/ Medical Technologist/ Radiologic Technologist
7. Gives the diagnostic work-ups result to the Nurse on Duty.	Receives and attaches results of diagnostic work-ups requested by the Physician to the OPD record.	None	1 minute	Nurse or Nursing Attendant on Duty
	Hands the OPD record with the results to the Physician.		1 minute	
8. Listens to the doctor's order, advice and instructions.	Interprets the results of the diagnostic work-up and manage the patient accordingly.	None	5 minutes	Physician on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Gives prescription/s and instruction/s to the patient including exact date of follow up check-up.</p> <p>Note: Admits patient needing further monitoring and treatment that the hospital can cater.</p> <p>Note: Refers patients needing further evaluation and management under a specific specialization to a Specialist or under the care of a tertiary hospital if medical needs are beyond the capacity of the hospital.</p>	None	<p>15 minutes</p> <p>5 minutes</p>	Physician on Duty
9. Gives prescription to the Pharmacist on Duty.	<p>Receives the prescription to the patient.</p> <p>Issues charge slip.</p> <p>Note: if medicines for senior citizen are available (Medicines donated by DOH and MMLM) it is given to patient free of charge.</p>	Refer to the Pharmacy list of prices	<p>1 minute</p> <p>2 minutes</p>	Pharmacist
10. Pays necessary fees.	Receives payment and issues official receipt.	Refer to the Pharmacy fees	2 minutes	Cashier
11. Gives the charge slip and show the official receipt.	<p>Issues prescribed medicines.</p> <p>Instructs patient regarding take home medications.</p>	N one	2 minutes	Pharmacist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the OPD/ER if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	OPD staff (Nurse/Nursing Attendant)
Total			1 hour and 9 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

5. ADMISSION

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	Secures consent for admission.	None	2 minutes	ER Nurse
2. Stays at Emergency Room.	Makes admission orders.	None	5 minutes	Resident on Duty
	Carry out admitting orders.	None	5 minutes	ER Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepares for transport to room/ward.	Notifies the Ward Nurse/Nursing Attendant on duty of the admission then transports patient to ward/room.	None	2 minutes	ER Nurse
Total			14 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

6. IN-PATIENT SERVICES

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:		CABA DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives medicines and other services.	Provides nursing services needed during stay.	None	15 minutes	Ward Nurse/ Nursing Attendant
	Makes daily rounds and as necessary.	None	5 minutes	ROD/Ward Nurse/ Nursing Attendant
	Monitors/visits as necessary.	None	5 minutes	ROD/Ward Nurse/ Nursing Attendant
	Facilitates ancillary services as ordered.	None	5 minutes	Ancillary Staff
	Refers to Medical Officers on duty as necessary.	None	2 minutes	Ward Nurse/ Nursing Attendant
	Gives health education.	None	15 minutes	Ward Nurse/ Nursing Attendant
	Instructs patient/watcher to fill up in-patient survey form.	None	3 minutes	Ward Nurse/ Nursing Attendant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares patient's chart and forwards it to the different departments for discharge clearance.	None	5 minutes	Ward Nurse/ Nursing Attendant
2. Receives and answers Client/Customer Satisfaction Survey Form for In-patient and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Ward Nurse/ Nursing Attendant
3. Goes to Billing Section, pays Hospital Bills.	Instruct patients/watchers to go to the Billing Section and pay corresponding bills at the Cashier. *If patient is PHIC member or dependent: Submits Philhealth requirements to Philhealth Office.	None	10 minutes	Ward Nurse/ Nursing Attendant, Billing Clerk, PHIC Clerk, Cashier
4. Gets medicines to be continued at home.	Gives discharge instructions/referrals as necessary and unconsumed medicines.	None	5 minutes	Ward Nurse/ Nursing Attendant
	Signs and issues discharge clearance to be shown to the Security Guard.	None	1 minute	Ward Nurse
5. Goes Home.	Assists patient for discharge.	None	1 minute	Ward Nurse/ Nursing Attendant
	Records the date and time of discharge of patient.	None	1 minute	Ward Nurse
	Records patient's condition and disposition upon discharge.	None	1 minute	Ward Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*For patients to be transferred – prepares for transfer to hospital of choice.	Informs the patient/watchers about the need for referral.	None	3 minutes	Resident on Duty
	Secures informed consent for referral.	None	2 minutes	Ward Nurse
	Instruct watcher to go to the Billing Section to settle hospital bill.	None	2 minutes	Ward Nurse/ Nursing Attendant
	Accomplishes referral slip.	None	3 minutes	Resident on Duty
	Communicates to the concerned staff of the referral hospital for proper endorsement.	None	3 minutes	Resident on Duty
	Conducts safely the patient per ambulance.	None	30 minutes	Ward Nurse/ Ambulance Driver
	Secures return slip.	None	3 minutes	Ward Nurse
Total			2 hours & 2 minutes	
***Allowable period of extension due to unusual circumstances: 30 minutes.				

7. LABORATORY SERVICES

Provision of tests done on clinical specimens in order to obtain information about the health of a patient as pertaining to the diagnosis, treatment and prevention of disease.

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory with proper and completely filled-out Request Slip/Specimen.	Receives and examines completeness and correctness of data filled-out in the form.	None	2 minutes	Medical Technologist/ Laboratory Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares materials for specimen collection.	None	1 minute	Medical Technologist/ Laboratory Aide
	Extracts blood or let the patient collect specimen (e.g. urine) or receives specimen (if already collected).	None	2 minutes	Medical Technologist/ Laboratory Aide
2. Proceeds to Cashier to pay for charges for laboratory examinations to be done.	Instructs patient/companion to pay at the Cashier and then advises patient to wait for the result outside the laboratory or to come back at a specified time.	None	3 minutes	Medical Technologist/ Laboratory Aide
3. Pays laboratory fees at the Cashier.	Collects payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	5 minutes	Cashier
4. Waits for results.	Tests patient sample using manual/ automated methods or reads microscopically.	None	Depends upon the Laboratory examination/s to be done	Medical Technologist/ Laboratory Aide
	Records in Result Form/s, Receiving Logbook/s of test/s done.	None		Medical Technologist/ Laboratory Aide
	Records name of patient and test/s done in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
5. Receives results and goes back to the requesting physician.	Retrieves duplicate copy of Charge Slip from patient/ companion.	None	2 minutes	Medical Technologist/ Laboratory Aide
	Writes the patient name or relationship to the patient of the person who received the result in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Instructs the patient/companion to return to the doctor.	None		Medical Technologist/ Laboratory Aide
6.. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the Laboratory Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Instructs patient/companion to pay at the Cashier and then advises patient to wait for the result outside the laboratory or to come back at a specified time.	None	3 minutes	Medical Technologist/ Laboratory Aide
Total			17 minutes	
*Note: For walk-in patients, provides records/data to Medical Technologist. *Allowable period for extension due to unusual circumstances: one (1) day to three (3) days.				

8. RADIOLOGY SERVICES

Provision of imaging techniques such as x-ray radiography and ultrasound to diagnosed disease.

8.1 Ultrasound

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Ultrasound Examination Request			Resident on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Ultrasound Room and presents request slip.	Receives and examines Ultrasound request if properly and completely filled-up and duly signed by the requesting Medical Officer.	None	5 minutes	Radiologic Technologist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares charge slip, examines bill and instructs patient/companion to proceed to the Cashier for payment.			
2. Undergoes Radiology Procedures.	Prepares patient on the ultrasound examining table.	None	5 minutes	Radiologic Technologist
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
3. Proceeds to Cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Depends upon the examination requested	2 minutes	Radiologic Technologist/ Cashier
Goes back to Ultrasound Room and presents OR.	Records name of patient and examination done.	None	2 minutes	Radiologic Technologist
	Records the Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
4. Waits for results.	Encodes the result of the ultrasound in the computer and print results for patient's copy.	Depends upon the examination requested	2 minutes	Radiologic Technologist/ Cashier
5. Gets results and proceeds to Medical Officer.	Releases result to the patient/companion upon signing on the logbook as proof of release.	Depends upon the examination requested	2 minutes	Radiologic Technologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the Radiology Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Radiologic Technologist
Total			55 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes).				

8.2 X-Ray

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Ultrasound Examination Request			Resident on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Radiology Room and presents request slip.	Receives and examines Radiology request if properly and completely filled-up and duly signed by the requesting Medical Officer.	None	5 minutes	Radiologic Technologist
2. Undergoes Radiology procedures.	Conducts radiology procedure.	None	2 minutes	Radiologic Technologist
	Examines the radiograph done if it is satisfactory. Shows radiograph to Medical Officer for wet reading.	None	5 minutes	Radiologic Technologist, Medical Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	2 minutes	Cashier
4. Returns to Radiology Room and presents OR.	Records name of patient and examination to be done.	None	2 minutes	Radiologic Technologist
	Records Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist
5. Waits for results.	Advices the patient/companion to return on the date set for the release of the official result.	None	2 minutes	Radiologic Technologist
	Presents the radiograph to the Radiologist for reading.	None	10 minutes	Radiologic Technologist
	Encodes the result of the x-ray in the computer and prints results for patient's copy.	None	5 minutes	Radiologic Technologist
6. Claims results.	Releases result and/or Radiology film to the patient/companion upon signing in the logbook as proof of release.	None	2 minutes	Cashier
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the Radiology Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Client Feedback Form.	None	2 minutes	Radiologic Technologist
Total			36 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

9. HEALTH INFORMATION MANAGEMENT UNIT (Medical Records)

Provision of a quality management of medical records.

9.1 Issuance of Medical, Medico-Legal Certificate and Clinical Abstract

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Medico-Legal: written request for medico-legal certificate			Chief of Police or other authorities signed by the Head of Agency of Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of a Clinical Abstract/Medical/Medico-Legal Certificate. Submit duly accomplished request for copy of Medical Records.	Interviews patient to establish identity and to know the reason for the request and require the patient/authorized party to accomplish the request for copy of Medical Records.	None	2 minutes	Medical Records Officer/ Clerk
Note: For Medical Certificate and Clinical Abstract: Submits written request for Medical Certificate and Clinical Abstract. For Medico-Legal Certificate: Submits written request for medico-legal certificate from the Chief of Police or other authorities signed by the Head of Agency/Barangay.	Receives accomplished Request for copy of Medical Records Office.	None	1 minute	Medical Records Officer/ Clerk
	Searches and retrieves for the OPD chart/medico-legal chart/admission chart.	None	2 minutes	Medical Records Officer/ Clerk
	Seeks clearance from the Attending Physician.	None	2 minutes	Medical Records Officer/ Clerk
	Prepares 2 copies of Clinical Abstract, Medical, Medico-Legal Certificates.	None	5 minutes	Medical Records Officer/ Clerk
2. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip form and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to the Cashier and pays the corresponding fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer. Note: If patient is admitted and classified as NBB/Indigent patient, no fees to be collected. Note: For clinical abstract, payment is not required.	Medical Certificate – Php 100.00 Medico-Legal Certificate – Php 100.00 Clinical Abstract – Free Student – Php 50.00 PWD/Senior Citizen – Php 50.00	2 minutes	Cashier
4. Presents the Official Receipt/Charge Slip to the Medical Records Officer/Clerk.	Forwards certificate and medical records to the attending physician for review and signature.	None	1 minute	Medical Records Officer/Clerk
	Affixes hospital dry seal on the certificate with initial.	None	1 minute	Medical Records Officer/Clerk
	Records the certificate in the Clinical Abstract Registry and/or Medical Certificate Registry and/or Medico-Legal Registry.	None	2 minutes	Medical Records Officer/Clerk
5. Receives one (1) original copy of the certificate and signs on the Registry/Logbook.	Releases the certificate, asks patient and/or requesting party to sign, and release one (1) original copy of the certificate and advise patient.	None	1 minute	Medical Records Officer/Clerk
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the HIMU/Medical Records Unit.	Provides and instructs client/watcher fill up Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total			22 minutes	

9.2 Preparation and Issuance of Birth Certificate

OFFICE OR DIVISION:		CABA DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up and reviews of the Birth Certificate draft form and affixes signature.	Interviews patient and verifies whether patient is literate or not. If Literate: Parent fills-up the Birth Certificate draft form and certifies the accuracy and completeness of data by signing the official form. If Illiterate: Fill-up draft form of Birth Certificate with assistance and forwards the same to the Supervising Nurse.	None	3 minutes	DR/OR/ Ward Nurse/ Nursing Attendant
	Reviews entries in the draft form and affixes his/her initials; endorses the accomplished form to the Medical Records Officer/Clerk for transcription in the official form.	None	2 minutes	DR/OR/ Ward Nurse/ Nursing Attendant
2. Reviews and signs official birth certificate.	Transcribes data from the draft form into the official form (4 copies) using the PhilCris Version 4.0 system/using typewriter, and forwards the same to the parent for review and checking. Note: If there are corrections, the Medical Records Officer/Clerk will correct the item.	None	5 minutes	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Reviews and signs the Official Birth Certificate.	None	2 minutes	Medical Records Officer/ Clerk
	Receives, reviews and signs official Birth Certificate and forwards the same to the Medical Records Officer/Clerk.	None	2 minutes	Medical Officer/ Attending Physician
3. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instruct the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/ Clerk
4. Proceeds to the Cashier and presents charge slip. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advise patient to proceed to the Social Welfare Officer. Note: If patient is classified as NBB/Indigent patient, no fees to be collected.	Php 100.00	2 minutes	Cashier
5. Presents Official Receipt and receives four (4) copies of original official Birth Certificate and signs the birth registry.	Releases Birth Certificate, advise the parents and ask the parents to sign the registry/logbook.	None	2 minutes	Medical Records Officer/ Clerk
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the HIMU/Medical Records Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Cashier
Total			22 minutes	

9.3 Issuance of Death Certificate

OFFICE OR DIVISION:		CABA DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Death Certificate.	Interviews and determines the nearest relation to the deceased and forwards the medical records of the deceased patient to the Attending Physician.	None	2 minutes	Nurse on Duty
	Note: For death that occurred outside the hospital, e.g. Dead on Arrival, without medical assistance, advise the nearest relative or any person who has knowledge of the death, is responsible for reporting the event to the Local Health Officer within 48 hours. The Local Health Officer is the one who will prepare the Certificate of Death/Certificate of Fetal Death; the process is in accordance with DOH Circular No. 2016-0317.			
	Fill-up the Death Certificate Draft form.	None	2 minutes	Nurse on Duty
2. Answers pertinent question.	Completes medical diagnosis (immediate cause of death, antecedent cause of death, underlying cause and others).	None	3 minutes	Attending Physician



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Checks completeness of data entry and forwards the Death Certificate draft form to the Health Information Management Unit.	None	1 minute	Nurse on Duty
3. Reviews and signs official Death Certificate.	Receives the Death Certificate Draft Form/medical records of the deceased patient.	None	1 minute	Medical Records Officer/ Clerk
	Transcribes data into the official Death Certificate Form using the PhilCris Version 4.0 System/using typewriter.	None	5 minutes	Medical Records Officer/ Clerk
	Presents the Death Certificate four (4) copies to the attending physician and patient's relative for review and signature.	None	2 minutes	Medical Records Officer/ Clerk
4. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/ Clerk
5. Proceeds to the Cashier and pays the fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and prepares Official Receipt. Note: If the requesting party is unable to pay, advises them to proceed to the Social Welfare Officer.	Php 100.00	2 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Presents Official Receipt, acknowledges acceptance of four (4) copies of Death Certificate and signs in the logbook.	Releases four (4) copies of the Death Certificate to the nearest kin of the deceased, ask to sign the registry/logbook and advice the patient's relative to register the Death Certificate at the Local Civil Registrar and shall retain duplicate copy of the Death Certificate.	None	2 minutes	Medical Records Officer/ Clerk
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the HIMU/Medical Records Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Records Officer/ Clerk
Total		None	23 minutes	

9.4 Release of Clinical Information to Insurance and Other Agency Verifier

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2B-Government to Private Agency
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For insurance purposes: Waiver/Authorization Letter	Insurance Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clinical Information.	Receives waiver/authorization letter from the authorized Insurance Verifier or other agency.	None	1 minute	Medical Records Officer/ Clerk
Presents waiver/ Authorization letter and Hospital ID Number.	Interviews and establishes the identity of the insurance verifier and other agency.	None	1 minute	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Authenticates signature on the waiver.	None	1 minute	Medical Records Officer/ Clerk
2. Fill-up request for copy of Medical Records Form.	Receives the request for copy of Medical Records Forms.	None	1 minute	Medical Records Officer/ Clerk
	Retrieves requested Medical Records.	None	2 minutes	Medical Records Officer/ Clerk
	Informs attending physician of the request and seek for clearance to release it or not.	None	2 minutes	Medical Records Officer/ Clerk
3. Gets charge slip and proceed to the Cashier.	Prepares the charge slip and advises insurance verifier to pay the required verification and duplication fees to the Cashier.	None	1 minute	Medical Records Officer/ Clerk
4. Proceeds to the Cashier and pays the fee.	Receives payment.	Certification-Php 100.00	2 minutes.	Cashier
Receives the Official Receipt.	Issues Official Receipt.	Certified Copy – Php20.00/page		
5. Presents the Official Receipt.	If photocopy is requested, allows verifier to go over the medical records.	None	10 minutes	Medical Records Officer/ Clerk
	Authenticates photocopied document, affixes hospital dry seal with initial or Certified True Copy marked with date and affixes signature over printed name.	None	2 minutes	Medical Records Officer/ Clerk
6. Receives and acknowledges copy of the Medical Records.	Records in the official registry, releases photocopied information to the insurance verifier or other authorized requesting party and advise.	None	1 minute	Medical Records Officer/ Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receives and answers Client/Customer Satisfaction Survey for Out-patient Form and drop it at the designated drop box at the HIMU/Medical Records.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Records Officer/ Clerk
Total			26 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

10. PHILHEALTH/BILLING

Provision of quality assistance for availment of Philhealth benefits computation and payment of bills.

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>If the patient is any of the following:</p> <ol style="list-style-type: none"> Spouse – photocopy of Marriage Contract Child – photocopy of Birth Certificate/Baptismal Certificate <p>Employed Sector: Private/Government</p> <ol style="list-style-type: none"> Part II of Form I to be signed by employer (completely filled-up) Member Data Record (MDR) Properly Accomplished Form 1 and 2 <p>Self-Employed</p> <ol style="list-style-type: none"> Photocopy of the receipt or Proof of contribution Note: Photocopy of receipt of proof of contribution, 9 to 12 months prior to admission Member Data Record (MDR) Properly accomplished Form 1 and 2 <p>Indigent/4Ps/Sponsored</p> <ol style="list-style-type: none"> Photocopy of valid, non-expired ID Note: In case the ID is expired, get a certificate or CE 1 form and submit the original CE 1 form Properly accomplished Form 1 and 2 <p>OFW</p> <ol style="list-style-type: none"> Member Data Record (MDR) or Proof of Payment Properly accomplished Form 1 and 2 <p>Lifetime Member</p> <ol style="list-style-type: none"> Photocopy of Senior Citizen's ID with Birthdate/Photocopy of Birth Certificate 	PHIC Office, San Fernando City



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Philhealth office for verification of eligibility.	Requests client to present Philhealth ID/MDR/any valid ID.	None	5 minutes	Philhealth Clerk
Receives and fills-up forms.	Issues Philhealth forms upon admission and instructs patient's relatives to complete requirements.	None	3 minutes	Philhealth Clerk
2. Submits properly filled-up forms and complete set of requirements.	Receives and checks the completeness of the requirements.	None	3 minutes	Philhealth Clerk
3. Receives Statement of Account (SOA).	Computes hospital bill and issues Statement of Account (SOA) upon discharge of patient.	None	7 minutes	Philhealth Clerk/ Billing Clerk
4. Proceeds to Cashier and pays excess fee/hospital bill.	Instructs patient to pay at the Cashier.	Philhealth Excess/ Hospital Bill	2 minutes	Billing Clerk/ Cashier
5. Receives discharge clearance and goes home.	Issues discharge clearance.	None	2 minutes	Nurse
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the Philhealth/Billing/ Cashier Unit.	Provides Client Feedback Form to watcher/patient.	None	2 minutes	Philhealth/Billing/ Cash Clerk
Total			24 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

11. AMBULANCE SERVICES

Provision of a safe medical, emergency transport of patients to other health facilities.

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets Emergency Room Charge.	Fills-out Emergency Room.	None	3 minutes	ER Nurse
Slip and proceeds to the Cashier to pay for charges.	Charge Slip, computes charges and instruct patient's companion to pay at the Cashier.			
2. Pays at the Cashier.	Receives the payment and prepares the Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	3 minutes	Cashier
3. Waits for the documents to be accomplished and the ambulance to be prepared.	Receives the request from the Resident Doctor-on-Duty for transfer/referral of patient to other health care facility.	None	1 minute	Driver
	Prepares the Trip Ticket properly and completely and approved by the Chief of Hospital or the Medical Officer on duty in his/her absence.	None	1 minute	Driver
4. Accompanies patient during transport.	Transports patient safely to the designated health care facility.	None	Depends on destination	Driver/Nurse/ Nursing Attendant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	After transport, immediately returns to the official station after the conduct or transfer and require the Nurse/Nursing Attendant to sign in the Trip Ticket.	None	Depends on destination from the hospital	Driver/Nurse/Nursing Attendant
Total			10 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

12. SOCIAL SERVICE

Provision of medical assistance for indigent patients with regards to their hospital bill; assistance on the availment of blood services; care of unidentified patients; abandoned patients; abused child; enrollment in Philhealth Point of Care Program.

12.1 PERSONAL SERVICE RENDERED

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Orients the patient watcher/relative regarding the policy on Personal Service Rendered.	None	15 minutes	Medical Social Welfare Officer
2. Receives and signs the Personal Service Rendered (PSR) form.	Issues Personal Service Rendered Form to watcher/relative for signing as an agreement and endorse to the hospital staff in charge.	None	5 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submits the accomplished Personal Service Rendered (PSR) form.	Receives the accomplished PSR form and computes the equivalent value of the service rendered.	None	5 minutes	Medical Social Welfare Officer
4. Receives the Personal Service Rendered (PSR) form certificate with the equivalent value of service rendered.	Attaches the Personal Service Rendered form certificate to the hospital Statement of Account/Bill.	None	5 minutes	Medical Social Welfare Officer
5. Proceeds to the Billing Section.	Instructs the watcher/relative to proceed to the Billing Section for adjustment of hospital bill.	None	5 minutes	Medical Social Welfare Officer
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			37 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

12.2 PAYMENT IN KIND PROCESS

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2B-Government to Private Agency			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Prepares the Payment in Kind (PIK) form and refers watcher/relative to dietitian/nutritionist.	None	15 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submits the Payment in Kind (PIK) form to the Dietitian/Nutritionist.	Receives Payment in Kind (PIK) form and assesses the goods/items. Returns the Payment in Kind (PIK) form.	None	5 minutes	Nutritionist Dietitian
3. Receives the filled-up PIK form and proceeds to the Social Service Office.	Receives the filled-up Payment in Kind (PIK) form with certain value.	None	5 minutes	Medical Social Welfare Officer
4. Receives the notice of counterpart and filled-up PIK form.	Issues notice of counterpart and attaches it with the filled-up Payment in Kind (PIK) form to the hospital bill.	None	5 minutes	Medical Social Welfare
5. Proceeds to the Billing Office.	Receives the Payment in Kind (PIK) form and recomputes the bill.	None	5 minutes	Cashier/Billing Clerk
6. Proceeds to Cashier to pay hospital bill.	Receives Statement of Account and Payment in Kind (PIK) form and collect fees.	None	5 minutes	Cashier
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			42 minutes	
***Allowable period for extension due to unusual circumstance: Thirty (30) minutes.				

12.3 ADMISSION OF UNIDENTIFIED PATIENTS

OFFICE OR DIVISION:		CABA DISTRICT HOSPITAL		
CLASSIFICATION:		HIGHLY TECHNICAL		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	Interviews patient/client then refers to Medical Social Welfare Officer.	None	10 minutes	Nurse/Medical Records Officer/ Clerk
	Receives referral from Nurse on Duty.	None	15 minutes	Nurse/Medical Records Officer/ Clerk
	Facilitates and endorses provision of needed procedures and treatment.	None	30 minutes	Medical Social Welfare Officer
2. Answers pertinent questions if conscious.	Exhausts all available means of locating patient's relative through: a. Coordination with the concern Social Welfare Office, Barangay Official or Police. b. Conducts home visits. c. Linkages with media.	None	48 hours	Medical Social Welfare Officer
3. Answers pertinent questions if conscious.	Regularly visits the patient at the ward, establishes rapport and obtain more data needed to locate the relative.	None	30 minutes	Medical Social Welfare Officer
4. Continuous medication and treatment.	Determines the needs of the patient by closely coordinating and collaborating with the attending physician and the ward nurse.	None	30 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Continuous medication and treatment.	Facilitates possible Institutional placement if relatives are not located.	None	48 hours	Medical Social Welfare Officer
	Informs all concern authorities if unidentified patient dies.	None	48 hours	Medical Social Welfare Officer
	Recommends Pauper's Burial.	None	48 hours	Medical Social Welfare Officer
	Coordinates with the Local Government Unit (LGU) to facilitate Pauper's Burial if available.	None	48 hours	Medical Social Welfare Officer
	If not available, ask for the Chief of Hospital's approval to facilitate the Pauper's Burial.	None	48 hours	Medical Social Welfare Officer
	Documents and files relevant information.	None	15 minutes	Medical Social Welfare Officer
6. Receives and answers Client/Customer Satisfaction Survey Form for In-patient and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Ward Nurse/Nursing Attendant/Medical Social Welfare Officer
Total			12 days, 2 hours & 12 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

12.4 ASSISTING ABUSED PATIENT

OFFICE OR DIVISION:		CABA DISTRICT HOSPITAL		
CLASSIFICATION:		COMPLEX		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Investigates all cases that indicate possible abuse.	None	1 hour	Medical Social Welfare Officer
2. Submits self for assessment.	Establishes rapport with the survivor.	None	24 hours	Medical Social Welfare Officer
Answers pertinent questions.	Conducts data gathering while providing safety and comfort to the survivor.			
Participates in the helping process.	Provides information, practical assistance/psychological counseling to the survivor.			
3. Participates in the helping process.	Coordinates and reports to other team members (Medical Social Welfare Office, PNP Office, Barangay Office).	None	48 hours	Medical Social Welfare Officer
4. Participates in the helping process.	Classifies patient based on DOH-A.O. 51-A for abused patients.	None	15 minutes	Medical Social Welfare Officer
5. Participates in the helping process.	Records all activities and files them accordingly.	None	15 minutes	Medical Social Welfare Officer
	Prepares Social Case Study Report/Case Summary Report for ready reference.	None	15 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patients and drop it at the designated drop box at the ER/OPD Unit.	Provides and instructs client/watcher to fill up Client Feedback Form.	None	2 minutes	OPD/ER Nurse/Physician on Duty/Medical Social Welfare Officer
Total			3 days, 2 hours & 32 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

12.5 RED CROSS BLOOD SAMARITAN

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the patient if he/she is qualified to avail the program.	None	15 minutes	Medical Social Welfare Officer
	Refers the patient if qualified.	None	10 minutes	Medical Social Welfare Officer
	Advices the patient's relative to purchase blood at the Philippine National Red Cross (PNRC) or look for possible donor.	None	10 minutes	Medical Social Welfare Officer
2. Receives the Blood Samaritan Form and present to the Philippine National Red Cross (PNRC).	Prepares the Blood Samaritan Form and Certificate of Indigency Form in order to avail the Blood Samaritan Assistance Program.	None	10 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issues the Blood Samaritan Form to the patient's watcher.	None	5 minutes	Medical Social Welfare Officer
3. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total		None	52 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

12.6 POINT OF CARE PROGRAM

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the client.	None	15 minutes	Medical Social Welfare Officer
2. Responds to questions and participates to the helping process.	Classifies patient based on DOH A.O. 51-A (C3 and D are qualified patients).	None	15 minutes	Medical Social Welfare Officer
	Administers Information Education Campaign, advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
3. Participates in the helping process.	Enrolls qualified indigent patients to Point of Care – On Site Rapid Enrolment (ORE).	None	30 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives the Hospital Sponsored Member Certificate. Participates in the helping process.	Prepares and issues the Hospital Sponsored Member Certificate duly signed by the Medical Social Welfare Officer and the Chief of Hospital.	None	10 minutes	Medical Social Welfare Officer
	Advises the client/watcher to enroll to a PHIC Voluntary payment.	None	5 minutes	Medical Social Welfare Officer
	Submits documents/requirement at the hospital PHIC office.	None	10 minutes	Medical Social Welfare Officer
	Monitors the list of Point of Care members and prints the Group Payment Slip Details for the payment of the premium contribution.	None	30 minutes	Medical Social Welfare Officer
	Files the documents for information and future reference.	None	10 minutes	Medical Social Welfare Officer
	Submits a report to the Office of PSWD, MSWD, DSWD.	None		Medical Social Welfare Officer
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 22 minutes	
***Allowable period for extension due to unusual circumstance: Thirty (30) minutes.				

12.7 ASSISTING ABANDONED PATIENTS

OFFICE OR DIVISION:		CABA DISTRICT HOSPITAL		
CLASSIFICATION:		HIGHLY TECHNICAL		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	a. Interviews patient/client then refer to Medical Social Welfare Officer.	None	10 minutes	Nurse/Medical Records Officer/Clerk
	b. Conducts dialogue/conference to other professionals.	None	30 minutes	Medical Social Welfare Officer
2. Continuous medication and participates in the assistive process.	Reports and coordinates the case to the Medical Social Welfare Officer through telephone calls and written communication.	None	48 hours	Medical Social Welfare Officer
	Reports and secure police blotter and barangay certificate.	None	48 hours	Medical Social Welfare Officer
3. Continuous medication and participates in the assistive process.	Exhaust all possible resources to locate patient's relatives through home visits, use of tri-media, etc.	None	48 hours	Medical Social Welfare Officer
	Counsels and surrenders the patient to the family if located.	None	1 hour	Medical Social Welfare Officer
	Coordinates to Medical Social Welfare Officer/DSWD if not located for the patient's temporary placement.	None	24 hours	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Participates in the assistive process.	Makes documentation for monitoring purposes.	None	10 minutes	Medical Social Welfare Officer
5. Receives and answers Client/Customer Satisfaction Survey Form for In-patients and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Ward Nurse/Nursing Attendant/Medical Social Welfare Officer
Total			7 days, 1 hour & 52 minutes	

12.8 AVAILMENT OF MEDICAL ASSISTANCE PROGRAM

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office and answers pertinent questions.	Gathers data on the patient's situation and assesses the economic status.	None	15 minutes	Medical Social Welfare Officer
	Conducts advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
	Classifies patient based on DOH A.O. 51-A.	None	15 minutes	Medical Social Welfare Officer
2. Complies and submits the needed	Prepares and informs the client on the requirements needed.	None	1 hour	Medical Social Welfare Officer
3. Endorses the Guarantee Letter received.	Receives the Guarantee Letter.	None	5 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Files the document needed and prepares the Monthly Utilization Report.	None	10 minutes	Medical Social Welfare Officer
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 2 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

12.9 AVAILMENT OF PCSO ENDOWMENT FUND

OFFICE OR DIVISION:	CABA DISTRICT HOSPITAL			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews the patient for assessment if qualified to avail of Endowment Fund.	None	15 minutes	Medical Social Welfare Officer
2. Complies to the policies/rules and the needed requirements.	Prepares and orients relatives regarding the coverage, assistance and requirement.	None	15 minutes	Medical Social Welfare Officer
3. Answers pertinent questions.	Intakes interview and prepare Social Case Study Report/Case Summary Report.	None	1 hour	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Validates and submits documents/requirement to PCSO.	None	24 hours	Medical Social Welfare Officer
4. Endorses the Guarantee Letter/Letter of Acceptance from PCSO to the Medical Social Welfare Officer.	Receives the Guarantee Letter/Letter of Acceptance from PCSO then forwards to the District Hospital Accountant for liquidation.	None	24 hours	Medical Social Welfare Officer
	Files and records for reference.	None	15 minutes	Medical Social Welfare Officer
5. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 days, 1 hour & 32 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located outside the different units of the hospital.
How feedback is processed?	<p>Everyday of the month, HR personnel of the hospital opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Office of the Administrative Officer for appropriate action.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-4044.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located outside the different units of the hospital.</p> <p>Complaints may also be filed thru telephone at</p> <p>CABA DISTRICT HOSPITAL Tel No. : (072) 607-0633 Email : cdh@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, citizen may contact (072) 607-4044.</p>



<p>How complaint is processed?</p>	<p>The HR personnel-in-Charge opens the Complaint Box on a daily basis and evaluates each complaint. The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be forwarded to the Chief of Hospital and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-4044.</p>
<p>Contact Information of Caba District Hospital</p>	<p>Dr. GRETCHEN F. AROMIN, CFP, MPA Chief of Hospital I CABA DISTRICT HOSPITAL, Caba, La Union e-mail: cdh@launion.gov.ph Tel No.: (072) 607-0633</p> <p>NORA T. REMIENDO Administrative Officer I CABA DISTRICT HOSPITAL, Caba, La Union e-mail: cdh@launion.gov.ph Tel No.: (072) 607-0633</p>



NAGUILIAN DISTRICT HOSPITAL

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. TRIAGE AREA

Provision of a hospital triage system to intensify hospital infection control.

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient (and watcher) shall wash their hands following proper procedure in the designated sink.	Observes and guide patient/watcher in hand washing.	None	1 minute	Triage Team
2. The patient proceeds to the Staff-in-Charge of temperature taking and hand disinfection. Staff shall write patient's temperature in the patient registration form. NOTE: Febrile patients shall be isolated in an area where they continue with the next step (RED OPD/ER Waiting Area/Isolation Tent).	Takes temperature and logs temperature in the patient's registration form. Assists patient.	None	1 minute	Triage Nurse
3. Patient fills-up the Patient Registration Form; questionnaire and signs the declaration form.	Assist and guide patients.	None	1 minute	Triage Nurse
4. Patients take a seat in pre-arranged/ numbered chairs which are at least two (2) meters apart and wait for their turn to be assessed by the Triage Nurse.	Monitors compliance to social distancing.	None	2 minutes	Triage Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Patient proceeds to the Triage Nurse who shall evaluate the form and for proper disposition.	Evaluates the form and refer patients to proper area.	None	1 minute	Triage Nurse
Total		None	6 minutes	

2. EMERGENCY DEPARTMENT

Provision of medical and surgical care to patients arriving at the hospital in need of immediate care.

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	All

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/ Watcher tells chief complaints.	Records chief complaint and vital signs, assesses injury/illness of patient. Notes patient's necessary data and refers to the Medical Officer on duty.	None	5 minutes	ER Nurse
2. Undergoes Physical Examination.	Examines/Assesses patient's condition.	None	5 minutes	Medical Officer III
	Gives initial management, request for ancillary procedures (Laboratory examination, Radiology, ECG and Ultrasound, etc) if necessary.	None	3 minutes	Medical Officer
Note: For Surgical Case.	Institutes emergency care. Refers to Philhealth section to check PHIC eligibility.	None	10 minutes	Medical Officer/ Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to Pharmacy/Laboratory/Radiology/Social Welfare Office/Philhealth (if surgical) and wait for results.	Provides for Ancillary Service.	None	2 minutes	Pharmacist/ Medical Technologist/ Radiology Technologist/ Social Welfare Officer/ Philhealth Clerk
4. Returns to Emergency Room for Medical Assessment/Disposition.	Evaluates/interprets results from Ancillary Services.	None	3 minutes	Medical Officer
	Determines disposition of patient (i.e. to be admitted, to be discharged or referred).		2 minutes	Medical Officer, ER Staff
5. Either: a. Goes home with medications and proceeds to cashier for payment of bills. b. Submits self for admission (refer to admission services). c. Consents for transfer to other institution (refer to ambulance service).	Receives payment and issues Official Receipt.	None	2 minutes	Php80.00 + Ancillary fees if any (Pharmacy/X-Ray/Laboratory)
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the ER if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	ER staff (Nurse/Nursing Attendant)
Total		None	34 minutes	
***Allowable period for extension due to unusual circumstances: One (1) hour depending upon the extent of injury for surgical cases and observation time for other cases.				

3. OUT-PATIENT DEPARTMENT

Provision of treatment of out-patients, people with health problems who visit the hospital for diagnosis or treatment but do not at this time require to be admitted.

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains an OPD Number based on the lane provided e.g. Senior Citizen, PWD, Pregnant.	Oversees OPD Number distribution.	None	1 minute	Medical Records Clerk
2. Presents himself/herself to the OPD Nurse.	Determines the priority of patients' treatment based on the severity of their conditions.	None	1 minute	OPD Nurse
3. Registers		None		Nurse
OLD PATIENT: Presents Hospital ID Number Card	Retrieves OPD records.	None	1 minute	Medical Records Clerk
NEW PATIENT:	Fills-up New OPD Form and Issues OPD ID.	None	5 minutes	Medical Records Clerk
Referred Patient	Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Family Planning	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Under Six	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Dental Patient	Retrieves record Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
4. Undergoes initial assessment.	Takes and records chief complaint and vital signs Assesses patient Refers to Medical Officer.	None	3 minutes	Nurse/Nursing Attendant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Undergoes Physical Examination.	Conducts consultation Requests for Ancillary services. Refers to other facilities/Medical Specialist.	None	10 minutes	Medical Officer
6. Receives results from diagnostic works.	Interprets diagnostic results.	None	1 minute	Medical Officer
	Prescribes medicines.	None	1 minute	Medical Officer
	Refers to other facilities/Medical Specialists.	None	5 minutes	Medical Officer
NOTE: If the patient is for admission, proceed to Emergency Room.	Admits patients.	None	1 minute	Medical Officer
	Discharges patients.	None	5 minutes	Medical Officer
7. Proceeds to hospital pharmacy.	Instructs patient/watcher to proceed to the hospital pharmacy for medicine pricing.	None	5 minutes	Medical Officer/ Nurse
8. Pays consultation fees and prescribed medicines at the Cashier.	Collects payment and issues Official Receipt.	Php50.00 plus determined cost of prescribed medicines	5 minutes	Cashier/ Pharmacist
Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the OPD/ER if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	OPD staff (Nurse/Nursing Attendant)
Total		Php50.00 plus determined cost of prescribed medicines	1 hour & 6 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes				

4. ADOLESCENT FRIENDLY HEALTH CLINIC

Provision of Adolescent Friendly Health Clinic consultation in line with the vision of NDH to be a Center of H.O.P.E.: Adolescent Friendly Health Center by 2022.

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Old Patients: Presents Hospital ID Number Card.	For Old Patient: Asks for Hospital ID Number Card. Retrieves patient's health record.	None	2 minutes	Patient/ Companion/ Adolescent Nurse Coordinator
For New Patient: Gives pertinent personal data and receives a Hospital ID Number Card.	For New Patient: Interviews the patient, fills up the patient health record and issues a Hospital ID Number Card.	None	5 minutes	Patient/ Companion/ Adolescent Nurse Coordinator
2. Undergoes vital signs taking and initial assessment.	Asks the patient's chief complaint, takes the vital signs, and refers the patient to the Pediatrician.	None	5 minutes	Adolescent Nurse Coordinator
3. Undergoes Physical Examination.	Takes thorough history and does complete physical examination. Fills up the clinical data in the adolescent patient record as follows: 1. History of Present Illness 2. Review of Systems 3. Past Medical History 4. Immunization History 5. Family History 6. Gynecologic History for Females 7. Psychosocial History 8. Physical Examination	None	5 minutes 8 Minutes 2 Minutes 2 minutes 2 minutes 2 minutes 2 minutes 6 minutes 3 minutes	Pediatrician



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. Problem List and Assessment 10. Diagnostic Plans	None	2 minutes 2 minutes	
4. Returns to the clinic for the evaluation of results.	Evaluates diagnostic results. Determines and explains therapeutic plans including Anticipatory Guidance and Counselling. Determines Patient's Disposition.	None	3 minutes 10 minutes 1 minute	Pediatrician
5. Submits self to Confinement.	Admits the patient.	None	5 minutes	Pediatrician
6. Goes home.	Sends patient home.	None	2 minutes	Pediatrician
7. Gets referral form.	Refers to tertiary hospital, pediatric adolescent specialist, gynecologist, endocrinologist, professional counsellor or a psychologist.	None	2 minutes	Pediatrician
8. Proceeds to social worker office.	Provides supportive counselling to assist patients and families in coping with issues related to adaptation to the patient's diagnosis and treatment.	None	5 minutes	Medical Social Welfare
9. Proceeds to cashier to pay the Consultation Fee.	Instructs patient or companion to pay the consultation fee at the cashier section.	None	5 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near of Pharmacy Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Nurse Coordinator/ Medical Social Welfare
Total		None	1 hour & 21 minutes	
***Allowable period for extension due to unusual circumstances: 30 minutes				

5. ADMISSION

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	Secures consent for admission.	None	2 minutes	ER Nurse
2. Stays at Emergency Room.	Makes admission orders.	None	5 minutes	Resident on Duty
	Carry out admitting orders.		5 minutes	ER Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepares for transport to room/ward.	Notifies the Ward Nurse/Nursing Attendant on duty of the admission then transports patient to ward/room.	None	2 minutes	ER Nurse
Total		None	14 minutes	
***Allowable period for extension due to unusual circumstances: 30 minutes				

6. IN-PATIENT SERVICES

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:		NAGUILIAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives medicines and other services.	Provides nursing services needed during stay.	None	15 minutes	Ward Nurse/Nursing Attendant
	Makes daily rounds and as necessary.	None	5 minutes	ROD/Ward Nurse/Nursing Attendant
	Monitors/visits as necessary.	None	5 minutes	ROD/Ward Nurse/Nursing Attendant
	Facilitates ancillary services as ordered.	None	5 minutes	Ancillary Staff
	Refers to Medical Officers on duty as necessary.	None	2 minutes	Ward Nurse/Nursing Attendant
	Gives health education.	None	15 minutes	Ward Nurse/Nursing Attendant
	Instructs patient/watcher to fill up in-patient survey form.	None	3 minutes	Ward Nurse/Nursing Attendant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares patient's chart and forwards it to the different departments for discharge clearance.	None	5 minutes	Ward Nurse/Nursing Attendant
2. Goes to Billing Section, pays Hospital Bills.	Instruct patients/watchers to go to the Billing Section and pay corresponding bills at the Cashier *If patient is PHIC member or dependent: Submits Philhealth requirements to Philhealth Office.	None	10 minutes	Ward Nurse/Nursing Attendant, Billing Clerk, PHIC Clerk, Cashier
3. Gets medicines to be continued at home.	Gives discharge instructions/referrals as necessary and unconsumed medicines.	None	5 minutes	Ward Nurse/Nursing Attendant
	Signs and issues discharge clearance to be shown to the Security Guard.	None	1 minute	Ward Nurse
4. Receives and answers Client/Customer Satisfaction Survey Form for In-patient and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Ward Nurse/Nursing Attendant
5. Goes Home.	Assists patient for discharge.	None	1 minute	Ward Nurse/Nursing Attendant
	Records the date and time of discharge of patient.	None	1 minute	Ward Nurse
	Records patient's condition and disposition upon discharge.	None	1 minute	Ward Nurse
*For patients to be transferred – prepares for transfer to hospital of choice.	Informs the patient/watchers about the need for referral.	None	3 minutes	Resident on Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Secures informed consent for referral.	None	2 minutes	Ward Nurse
	Instruct watcher to go to the Billing Section to settle hospital bill.	None	2 minutes	Ward Nurse/Nursing Attendant
	Accomplishes referral slip.	None	3 minutes	Resident on Duty
	Communicates to the concerned staff of the referral hospital for proper endorsement.	None	3 minutes	Resident on Duty
	Conducts safely the patient per ambulance.	None	30 minutes	Ward Nurse/Ambulance Driver
	Secures return slip.	None	3 minutes	Ward Nurse
Total		None	1 hour & 16 minutes (for May Go Home patient) 1 hour & 59 minutes (for transferred patient)	
***Allowable period of extension due to unusual circumstances: 30 minutes				

7. LABORATORY SERVICES

Provision of tests done on clinical specimens in order to obtain information about the health of a patient as pertaining to the diagnosis, treatment and prevention of disease.

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory with proper and completely filled-out Request Slip/Specimen.	Receives and examines completeness and correctness of data filled-out in the form.	None	2 minutes	Medical Technologist/Laboratory Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares materials for specimen collection.	None	1 minute	Medical Technologist/ Laboratory Aide
	Extracts blood or let the patient collect specimen. (e.g. urine) or receives specimen (if already collected)	None	2 minutes	Medical Technologist/ Laboratory Aide
2. Proceeds to Cashier to pay for charges for laboratory examinations to be done.	Instructs patient/companion to pay at the Cashier and then advises patient to wait for the result outside the laboratory or to come back at a specified time.	None	3 minutes	Medical Technologist/ Laboratory Aide
3. Pays laboratory fees at the Cashier.	Collects payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	5 minutes	Cashier
4. Waits for results.	Tests patient sample using manual/automated methods or reads microscopically.	None	Depends upon the Laboratory examination/s to be done	Medical Technologist/ Laboratory Aide
	Records in Result Form/s, Receiving Logbook/s of test/s done.	None		Medical Technologist/ Laboratory Aide
	Records name of patient and test/s done in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
5. Receives results and goes back to the requesting physician.	Retrieves duplicate copy of Charge Slip from patient/companion	None	2 minutes	Medical Technologist/ Laboratory Aide
	Writes the patient name or relationship to the patient of the person who received the result in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
	Instructs the patient/companion to return to the doctor.	None	2 minutes	Medical Technologist/ Laboratory Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the Laboratory Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Technologist/ Laboratory Aide
Total		None	17 minutes	
***Note: For walk-in patients, provides records/data to Medical Technologist.				
***Allowable period for extension due to unusual circumstances: one (1) day to three (3) days.				

8. RADIOLOGY SERVICES

Provision of imaging techniques such as x-ray radiography and ultrasound to diagnosed disease.

8.1 Ultrasound

OFFICE OR DIVISION:		NAGUILIAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Ultrasound Examination Request			Resident on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Ultrasound Room and presents request slip.	Receives and examines Ultrasound request if properly and completely filled-up and duly signed by the requesting Medical Officer.	None	5 minutes	Radiologic Technologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares charge slip, examines bill and instructs patient/companion to proceed to the Cashier for payment.			
2. Undergoes Radiology Procedures.	Prepares patient on the ultrasound examining table.	None	5 minutes	Radiologic Technologist
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
3. Proceeds to Cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Depends upon the examination requested	2 minutes	Radiologic Technologist/ Cashier
Goes back to Ultrasound Room and presents OR.	Records name of patient and examination done.	None	2 minutes	Radiologic Technologist
	Records the Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
4. Waits for results.	Encodes the result of the ultrasound in the computer and print results for patient's copy.	None	5 minutes	Radiologic Technologist/ Sonologist
5. Gets results and proceeds to Medical Officer.	Releases result to the patient/companion upon signing on the logbook as proof of release.	None	2 minutes	Radiologic Technologist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the Radiology Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Radiologic Technologist
Total		None	55 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes)				

8.2 X-Ray

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. X-ray Examination Request			Resident on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Radiology Room and presents request slip.	Receives and examines Radiology request if properly and completely filled-up and duly signed by the requesting Medical Officer.	None	5 minutes	Radiologic Technologist
2. Undergoes Radiology procedures.	Conducts radiology procedure.	None	2 minutes	Radiologic Technologist
	Examines the radiograph done if it is satisfactory. Shows radiograph to Medical Officer for wet reading.	None	2 minutes	Radiologic Technologist, Medical Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	2 minutes	Cashier
4. Returns to Radiology Room and presents OR.	Records name of patient and examination to be done.	None	2 minutes	Radiologic Technologist
	Records Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist
5. Waits for results.	Advices the patient/companion to return on the date set for the release of the official result.	None	2 minutes	Radiologic Technologist
	Presents the radiograph to the Radiologist for reading.	None	10 minutes	Radiologic Technologist
	Encodes the result of the x-ray in the computer and prints results for patient's copy.	None	5 minutes	Radiologic Technologist
6. Claims results.	Releases result and/or Radiology film to the patient/companion upon signing in the logbook as proof of release.	None	2 minutes	Radiologic Technologist
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the Radiology Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (as In-patient) upon discharge.	Provides and instructs client/watcher to fill up Client Feedback Form.	None	2 minutes	Radiologic Technologist
Total		None	36 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



9. HEALTH INFORMATION MANAGEMENT UNIT (Medical Records)

Provision of a quality management of medical records.

9.1 Issuance of Medical, Medico-Legal Certificate and Clinical Abstract

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Medico-Legal: written request for medico-legal certificate			Chief of Police or other authorities signed by the Head of Agency of Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of a Clinical Abstract/Medical/Medico-Legal Certificate. Submit duly accomplished request for copy of Medical Records.	Interviews patient to establish identity and to know the reason for the request and require the patient/authorized party to accomplish the request for copy of Medical Records.	None	2 minutes	Medical Records Officer/Clerk
Note: For Medical Certificate and Clinical Abstract: Submits written request for Medical Certificate and Clinical Abstract.	Receives accomplished Request for copy of Medical Records Office.	None	1 minute	Medical Records Officer/Clerk
For Medico-Legal Certificate: Submits written request for medico-legal certificate from the Chief of Police or other authorities signed by the Head of Agency/Barangay.	Searches and retrieves for the OPD chart/medico-legal chart/admission chart.	None	2 minutes	Medical Records Officer/Clerk
	Seeks clearance from the Attending Physician.	None	2 minutes	Medical Records Officer/Clerk
	Prepares 2 copies of Clinical Abstract, Medical, Medico-Legal Certificates.	None	5 minutes	Medical Records Officer/Clerk
2. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip form and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to the Cashier and pays the corresponding fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer. Note: If patient is admitted and classified as NBB/Indigent patient, no fees to be collected. Note: For clinical abstract, payment is not required.	Medical Certificate – Php 100.00 Medico-Legal Certificate – Php 100.00 Clinical Abstract – Free Student – Php 50.00 PWD/Senior Citizen – Php 50.00	2 minutes	Cashier
4. Presents the Official Receipt/Charge Slip to the Medical Records Officer/Clerk.	Forwards certificate and medical records to the attending physician for review and signature.	None	1 minute	Medical Records Officer/Clerk
	Affixes hospital dry seal on the certificate with initial.	None	1 minute	Medical Records Officer/Clerk
	Records the certificate in the Clinical Abstract Registry and/or Medical Certificate Registry and/or Medico-Legal Registry.	None	2 minutes	Medical Records Officer/Clerk
5. Receives one (1) original copy of the certificate and signs on the Registry/Logbook.	Releases the certificate, asks patient and/or requesting party to sign, and release one (1) original copy of the certificate and advise patient.	None	1 minute	Medical Records Officer/Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the HIMU/Medical Records Unit.	Provides and instructs client/watcher fill up Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total		None	22 minutes	

9.2 Preparation and Issuance of Birth Certificate

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Radiology Room and presents request slip.	Interviews patient and verifies whether patient is literate or not. If Literate: Parent fills-up the Birth Certificate draft form and certifies the accuracy and completeness of data by signing the official form. If Illiterate: Fill-up draft form of Birth Certificate with assistance and forwards the same to the Supervising Nurse.	None	3 minutes	DR/OR/Ward Nurse/Nursing Attendant
	Reviews entries in the draft form and affixes his/her initials; endorses the accomplished form to the Medical Records Officer/Clerk for transcription in the official form.	None	2 minutes	DR/OR/Ward Nurse/Nursing Attendant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Reviews and signs official birth certificate.	Transcribes data from the draft form into the official form (4 copies) using the PhilCris Version 4.0 system/using typewriter, and forwards the same to the parent for review and checking. Note: If there are corrections, the Medical Records Officer/Clerk will correct the item.	None	5 minutes	Medical Records Officer/Clerk
	Reviews and signs the Official Birth Certificate.	None	2 minutes	Medical Records Officer/Clerk
	Receives, reviews and signs official Birth Certificate and forwards the same to the Medical Records Officer/Clerk.	None	2 minutes	Medical Officer/Attending Physician
3. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instruct the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/Clerk
4. Proceeds to the Cashier and presents charge slip. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advise patient to proceed to the Social Welfare Officer. Note: If patient is classified as NBB/Indigent patient, no fees to be collected.	Php 100.00	2 minutes	Cashier
5. Presents Official Receipt and receives four (4) copies of original official Birth Certificate and signs the birth registry.	Releases Birth Certificate, advise the parents and ask the parents to sign the registry/logbook.	None	2 minutes	Medical Records Officer/Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	NOTE: If parents are not married, advise the mother to send the birth certificate to the Local Civil Registrar for registration. If married, advise to come back after one (1) week to claim the registered birth certificate.			
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the HIMU/Medical Records Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total		None	21 minutes	

9.3 Issuance of Death Certificate

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Death Certificate.	Interviews and determines the nearest relation to the deceased and forwards the medical records of the deceased patient to the Attending Physician.	None	2 minutes	Nurse on Duty
	Fill-up the Death Certificate Draft form.	None	2 minutes	Nurse on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Answers pertinent question.	Completes medical diagnosis (immediate cause of death, antecedent cause of death, underlying cause and others).	None	3 minutes	Attending Physician
	Checks completeness of data entry and forwards the Death Certificate draft form to the Health Information Management Unit.	None	1 minute	Nurse on Duty
3. Reviews and signs official Death Certificate.	Receives the Death Certificate Draft Form/medical records of the deceased patient.	None	1 minute	Medical Records Officer/Clerk
	Transcribes data into the official Death Certificate Form using the PhilCris Version 4.0 System/using typewriter.	None	5 minutes	Medical Records Officer/Clerk
	Presents the Death Certificate four (4) copies to the attending physician and patient's relative for review and signature.	None	2 minutes	Medical Records Officer/Clerk
4. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instructs the requesting party to pay the corresponding fee to the Cashier.	None	1 minute	Medical Records Officer/Clerk
5. Proceeds to the Cashier and pays the fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and prepares Official Receipt. Note: If the requesting party is unable to pay, advises them to proceed to the Social Welfare Officer.	Php 100.00	2 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Presents Official Receipt, acknowledges acceptance of four (4) copies of Death Certificate and signs in the logbook.	Releases four (4) copies of the Death Certificate to the nearest kin of the deceased, ask to sign the registry/logbook and advice the patient's relative to register the Death Certificate at the Local Civil Registrar and shall retain duplicate copy of the Death Certificate.	None	2 minutes	Medical Records Officer/Clerk
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the HIMU/Medical Records Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total		None	23 minutes	

9.4 Release of Clinical Information to Insurance and Other Agency Verifier

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For insurance purposes: Waiver/Authorization Letter			Insurance Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clinical Information. Presents waiver/Authorization letter and Hospital ID Number.	Receives waiver/authorization letter from the authorized Insurance Verifier or other agency.	None	1 minute	Medical Records Officer/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Interviews and establishes the identity of the insurance verifier and other agency.	None	1 minute	Medical Records Officer/Clerk
	Authenticates signature on the waiver.	None	1 minute	Medical Records Officer/Clerk
2. Fill-up request for copy of Medical Records Form.	Receives the request for copy of Medical Records Forms.	None	1 minute	Medical Records Officer/Clerk
	Retrieves requested Medical Records.	None	2 minutes	Medical Records Officer/Clerk
	Informs attending physician of the request and seek for clearance to release it or not.	None	2 minutes	Medical Records Officer/Clerk
3. Gets charge slip and proceed to the Cashier.	Prepares the charge slip and advises insurance verifier to pay the required verification and duplication fees to the Cashier.	None	1 minute	Medical Records Officer/Clerk
4. Proceeds to the Cashier and pays the fee.	Receives payment.	Certification- Php 100.00	2 minutes	Cashier
Receives the Official Receipt.	Issues Official Receipt.	Certified Copy – Php20.00/page		
5. Presents the Official Receipt.	If photocopy is requested, allows verifier to go over the medical records.	None	10 minutes	Medical Records Officer/Clerk
	Authenticates photocopied document, affixes hospital dry seal with initial or Certified True Copy marked with date and affixes signature over printed name.	None	2 minutes	Medical Records Officer/Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and acknowledges copy of the Medical Records.	Records in the official registry, releases photocopied information to the insurance verifier or other authorized requesting party and advise.	None	1 minute	Medical Records Officer/Clerk
7. Receives and answers Client/Customer Satisfaction Survey for Out-patient Form and drop it at the designated drop box at the HIMU/Medical Records.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total			26 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

10. PHILHEALTH/BILLING

Provision of quality assistance for availment of Philhealth benefits computation and payment of bills.

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If the patient is any of the following: 1. Spouse – photocopy of Marriage Contract 2. Child – photocopy of Birth Certificate/Baptismal Certificate Employed Sector: Private/Government 1. Part II of Form I to be signed by employer (completely filled-up) 2. Member Data Record (MDR) 3. Properly Accomplished Form 1 and 2 Self-Employed 1. Photocopy of the receipt or Proof of contribution Note: Photocopy of receipt of proof of contribution, 9 to 12 months prior to admission 2. Member Data Record (MDR) 3. Properly accomplished Form 1 and 2	None

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Indigent/4Ps/Sponsored 1. Photocopy of valid, non-expired ID Note: In case the ID is expired, get a certificate or CE 1 form and submit the original CE 1 form 2. Properly accomplished Form 1 and 2 OFW 1. Member Data Record (MDR) or Proof of Payment 2. Properly accomplished Form 1 and 2 Lifetime Member 1. Photocopy of Senior Citizen's ID with Birthdate/Photocopy of Birth Certificate			PHIC Office, San Fernando City	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Philhealth office for verification of eligibility.	Requests client to present Philhealth ID/MDR/any valid ID.	None	5 minutes	Philhealth Clerk
Receives and fills-up forms.	Issues Philhealth forms upon admission and instructs patient's relatives to complete requirements.	None	3 minutes	Philhealth Clerk
2. Submits properly filled-up forms and complete set of requirements.	Receives and checks the completeness of the requirements.	None	3 minutes	Philhealth Clerk
3. Receives Statement of Account (SOA).	Computes hospital bill and issues Statement of Account (SOA) upon discharge of patient.	None	7 minutes	Philhealth Clerk/ Billing Clerk
4. Proceeds to Cashier and pays excess fee/hospital bill.	Instructs patient to pay at the Cashier.	Philhealth Excess/Hospital	2 minutes	Cashier
5. Receives discharge clearance and goes home.	Issues discharge clearance.	Philhealth Excess/Hospital	2 minutes	Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box at the PhilHealth/Billing Unit.	Provides Client Feedback Form to watcher/patient.	None	2 minutes	Philhealth/Billing Clerk
Total			24 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes				

11. AMBULANCE SERVICES

Provision of a safe medical, emergency transport of patients to other health facilities.

OFFICE OR DIVISION:		NAGUILIAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets Emergency Room Charge Slip and proceeds to the Cashier to pay for charges.	Fills-out Emergency Room Charge Slip, computes charges and instruct patient's companion to pay at the Cashier.	None	3 minutes	ER Nurse
2. Pays at the Cashier.	Receives the payment and prepares the Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	3 minutes	Cashier
3. Waits for the documents to be accomplished and the ambulance to be prepared.	Receives the request from the Resident Doctor-on-Duty for transfer/referral of patient to other health care facility.	None	1 minute	Driver

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares the Trip Ticket properly and completely and approved by the Chief of Hospital or the Medical Officer on duty in his/her absence.	None	3 minutes	Driver
4. Accompanies patient during transport.	Transports patient safely to the designated health care facility.	None	Depends on destination	Driver/Nurse/Nursing Attendant
Total			10 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

12. SOCIAL SERVICE

Provision of medical assistance for indigent patients with regards to their hospital bill; assistance on the availment of blood services; care of unidentified patients; abandoned patients; abused child; enrollment in Philhealth Point of Care Program.

12.1 PERSONAL SERVICE RENDERED

OFFICE OR DIVISION:		NAGUILIAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Orients the patient watcher/relative regarding the policy on Personal Service Rendered.	None	15 minutes	Medical Social Welfare Officer
2. Receives and signs the Personal Service Rendered (PSR) form.	Issues Personal Service Rendered Form to watcher/relative for signing as an agreement and endorse to the hospital staff in charge.	None	5 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submits the accomplished Personal Service Rendered (PSR) form.	Receives the accomplished PSR form and computes the equivalent value of the service rendered.	None	5 minutes	Medical Social Welfare Officer
4. Receives the Personal Service Rendered (PSR) form certificate with the equivalent value of service rendered.	Receives the accomplished PSR form and computes the equivalent value of service rendered. Attaches the Personal Service Rendered	None	5 minutes	Medical Social Welfare Officer
5. Proceeds to the Billing Section.	Instructs the watcher/relative to proceed to the Billing Section for adjustment of hospital bill.	None	5 minutes	Medical Social Welfare Officer
6. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			37 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes				

12.2 PAYMENT IN KIND PROCESS

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Prepares the Payment in Kind (PIK) form and refers watcher/relative to dietitian/nutritionist.	None	15 minutes	Medical Social Welfare Officer
2. Submits the Payment in Kind (PIK) form to the Dietitian/Nutritionist.	Receives Payment in Kind (PIK) form and assesses the goods/items. Returns the Payment in Kind (PIK) form.	None	5 minutes	Nutritionist Dietitian
3. Receives the filled-up PIK form and proceeds to the Social Service Office.	Receives the filled-up Payment in Kind (PIK) form with certain value.	None	5 minutes	Medical Social Welfare Officer
4. Receives the notice of counterpart and attaches it with the filled-up Payment in Kind (PIK) form to the hospital bill.	Issues notice of counterpart and attaches it with the filled-up Payment in Kind (PIK) form to the hospital bill.	None	5 minutes	Medical Social Welfare Officer
5. Proceeds to the Billing Office.	Receives the Payment in Kind (PIK) form and recomputes the bill.	None	5 minutes	Cashier/Billing Clerk
6. Proceeds to Cashier to pay hospital bill.	Receives Statement of Account and Payment in Kind (PIK) form and collect fees.	None	5 minutes	Medical Social Welfare Officer
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box, near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Nutritionist Dietitian
Total			42 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes				



12.3 ADMISSION OF UNIDENTIFIED PATIENTS

OFFICE OR DIVISION:		NAGUILIAN DISTRICT HOSPITAL		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	Interviews patient/client then refers to Medical Social Welfare Officer.	None	10 minutes	Nurse/ Medical Records Officer/ Clerk
	Receives referral from Nurse on Duty.	None	15 minutes	Medical Social Welfare Officer
	Facilitates and endorses provision of needed procedures and treatment.	None	30 minutes	Medical Social Welfare Officer
2. Answers pertinent questions if conscious.	Exhausts all available means of locating patient's relative through: Coordination with the concern Social Welfare Office, Barangay Official or Police Conducts home visits Linkages with media.	None	48 hours	Medical Social Welfare Officer
3. Answers pertinent questions if conscious.	Regularly visits the patient at the ward, establishes rapport and obtain more data needed to locate the relative.	None	30 minutes	Medical Social Welfare Officer
4. Continuous medication and treatment.	Determines the needs of the patient by closely coordinating and collaborating with the attending physician and the ward nurse.	None	30 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Continuous medication and treatment.	Facilitates possible Institutional placement if relatives are not located.	None	48 hours	Medical Social Welfare Officer
	Informs all concern authorities if unidentified patient dies.	None	48 hours	Medical Social Welfare Officer
	Recommends Pauper's Burial.	None	48 hours	Medical Social Welfare Officer
	Coordinates with the Local Government Unit (LGU) to facilitate Pauper's Burial if available.	None	48 hours	Medical Social Welfare Officer
	If not available, ask for the Chief of Hospital's approval to facilitate	None	48 hours	Medical Social Welfare Officer
	Documents and files relevant information.	None	15 minutes	Medical Social Welfare Officer
6. Receives and answers Client/Customer Satisfaction Survey Form for In-patient and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Ward Nurse/ Nursing Attendant/ Medical Social Welfare Officer
Total			12 days, 2 hours & 12 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes				

12.4 ASSISTING ABUSED PATIENT

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Investigates all cases that indicate possible abuse.	None	1 hour	Medical Social Welfare Officer
2. Submits self for assessment.	Establishes rapport with the survivor.	None	24 hours	Medical Social Welfare Officer
Answers pertinent questions.	Conducts data gathering while providing safety and comfort to the survivor.			
Participates in the helping process.	Provides information, practical assistance/psychological counseling to the survivor.			
3. Participates in the helping process	Coordinates and reports to other team members (Medical Social Welfare Office, PNP Office, Barangay Office).	None	48 hours	Medical Social Welfare Officer
4. Participates in the helping process.	Classifies patient based on DOH-A.O. 51-A for abused patients.	None	15 minutes	Medical Social Welfare Officer
5. Participates in the helping process.	Records all activities and files them accordingly.	None	15 minutes	Medical Social Welfare Officer
	Prepares Social Case Study Report/Case Summary Report for ready reference.	None	30 minutes	Medical Social Welfare Officer
6. Participates in the helping process.	Visits the survivor, maintain coordination and provides appropriate services.	None	30 minutes	Medical Social Welfare Officer
7. Receives and answers Client/Customer Satisfaction Survey Form for Out-patients and drop it at the designated drop box at the Social Welfare Unit.	Provides and instructs client/watcher to fill up Client Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			12 days, 2 hours & 12 minutes	

12.5 RED CROSS BLOOD SAMARITAN

OFFICE OR DIVISION:		NAGUILIAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the patient if he/she is qualified to avail the program.	None	15 minutes	Medical Social Welfare Officer
	Refers the patient if qualified.	None	10 minutes	Medical Social Welfare Officer
	Advices the patient's relative to purchase blood at the Philippine National Red Cross (PNRC) or look for possible donor.	None	10 minutes	Medical Social Welfare Officer
2. Receives the Blood Samaritan Form and present to the Philippine National Red Cross (PNRC).	Prepares the Blood Samaritan Form and Certificate of Indigency Form in order to avail the Blood Samaritan Assistance Program.	None	30 minutes	Medical Social Welfare Officer
	Issues the Blood Samaritan Form to the patient's watcher.	None	5 minutes	Medical Social Welfare Officer
3. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			52 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



12.6 POINT OF CARE PROGRAM

OFFICE OR DIVISION:		NAGUILIAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the client.	None	15 minutes	Medical Social Welfare Officer
1. Responds to questions and participates to the helping process.	Classifies patient based on DOH A.O. 51-A (C3 and D are qualified patients).	None	15 minutes	Medical Social Welfare Officer
	Administers Information Education Campaign, advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
3. Participates in the helping process.	Enrolls qualified indigent patients to Point of Care – On Site Rapid Enrolment (ORE).	None	30 minutes	Medical Social Welfare Officer
Receives the Hospital Sponsored Member Certificate. Participates in the helping process.	Prepares and issues the Hospital Sponsored Member Certificate duly signed by the Medical Social Welfare Officer and the Chief of Hospital.	None	10 minutes	Medical Social Welfare Officer
	Advises the client/watcher to enroll to a PHIC Voluntary payment.	None	5 minutes	Medical Social Welfare Officer
	Submits documents/requirement at the hospital PHIC office.	None	10 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Monitors the list of Point of Care members and prints the Group Payment Slip Details for the payment of the premium contribution.	None	30 minutes	Medical Social Welfare Officer
	Files the documents for information and future reference.	None	10 minutes	Medical Social Welfare Officer
	Submits a report to the Office of PSWD, MSWD, DSWD.	None		Medical Social Welfare Officer
4. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 22 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes				

12.7 ASSISTING ABANDONED PATIENTS

OFFICE OR DIVISION:	NAGUILIAN DISTRICT HOSPITAL			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	a. Interviews patient/client then refer to Medical Social Welfare Officer.	None	10 minutes	Nurse/ Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. Conducts dialogue/conference to other professionals.	None	30 minutes	Medical Social Welfare Officer
2. Continuous medication and participates in the assistive process.	Reports and coordinates the case to the Medical Social Welfare Officer through telephone calls and written communication	None	48 hours	Medical Social Welfare Officer
	Reports and secure police blotter and barangay certificate.	None	48 hours	Medical Social Welfare Officer
3. Continuous medication and participates in the assistive process.	Exhaust all possible resources to locate patient's relatives through home visits, use of tri-media, etc.	None	48 hours	Medical Social Welfare Officer
	Counsels and surrenders the patient to the family if located.	None	1 hour	Medical Social Welfare Officer
	Coordinates to Medical Social Welfare Officer/DSWD if not located for the patient's temporary placement.	None	24 hours	Medical Social Welfare Officer
4. Participates in the assistive process.	Makes documentation for monitoring purposes.	None	48 hours	Medical Social Welfare Officer
5. Receives and answers Client/Customer Satisfaction Survey Form for In-patients and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Ward Nurse/ Nursing Attendant
Total			7 days, 1 hour & 52 minutes	



12.9 AVAILMENT OF PCSO ENDOWMENT FUND

OFFICE OR DIVISION:		NAGUILIAN DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews the patient for assessment if qualified to avail of Endowment Fund.	None	15 minutes	Medical Social Welfare Officer
2. Complies to the policies/rules and the needed requirements.	Prepares and orients relatives regarding the coverage, assistance and requirement.	None	15 minutes	Medical Social Welfare Officer
3. Answers pertinent questions.	Intakes interview and prepare Social Case Study Report/Case Summary Report.	None	1 hour	Medical Social Welfare Officer
	Validates and submits documents/requirement to PCSO.	None	24 hours	Medical Social Welfare Officer
4. Endorses the Guarantee Letter/Letter of Acceptance from PCSO to the Medical Social Welfare Officer.	Receives the Guarantee Letter/Letter of Acceptance from PCSO then forwards to the District Hospital Accountant for liquidation.	None	24 hours	Medical Social Welfare Officer
	Files and records for reference.	None	15 minutes	Medical Social Welfare Officer
5. Receives and answers Client/Customer Satisfaction Survey Form for Out-patient and drop it at the designated drop box near the Social Service Unit.	Provides and instructs client/watcher to fill up Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 days, 1 hour & 47 minutes	

Feedback and Complaints

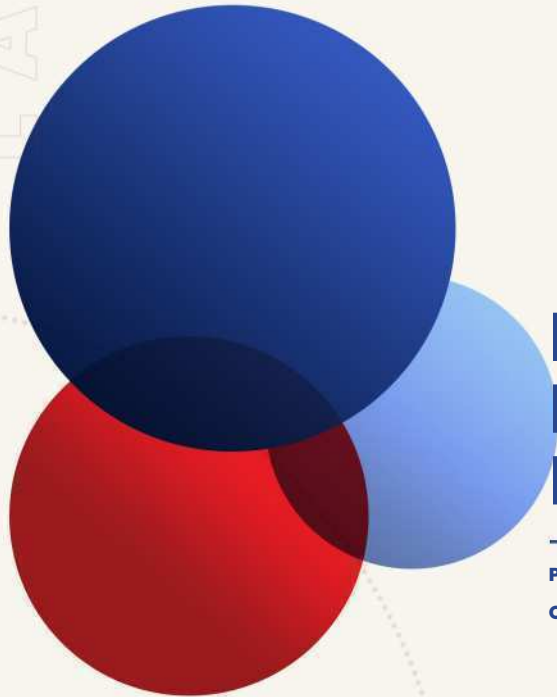
FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located outside the different units of the hospital.
How feedback is processed?	<p>Everyday of the month, HR personnel of the hospital opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Office of the Administrative Officer for appropriate action.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 609-1853.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located outside the different units of the hospital.</p> <p>Complaints may also be filed thru telephone at:</p> <p>Naguilian District Hospital Tel No. : (072) 609-1853 Email : ndh@launion.gov.ph</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, citizen may contact (072) 609-1853.</p>



<p>How complaint is processed?</p>	<p>The HR personnel-in-Charge opens the Complaint Box on a daily basis and evaluates each complaint.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be forwarded to the Chief of Hospital and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 609-1853.</p>
<p>Contact Information of Naguilian District Hospital</p>	<p>DR. EDUARDO S. POSADAS, MPH OIC – Chief of Hospital I Naguilian District Hospital, Naguilian, La Union e-mail: ndh@launion.gov.ph Tel No.: (072) 609-1853</p> <p>JULIE E. COSTALES Administrative Officer V Naguilian District Hospital, Naguilian, La Union e-mail: julie_costales@yahoo.com Tel No.: (072) 609-1853</p>

LA UNION



ROSARIO DISTRICT HOSPITAL

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. TRIAGE AREA

Provision of a hospital triage system to strengthen hospital infection control.

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/watcher shall wash their hands following proper procedure in the designated washing area.	Guide patient/watcher in the proper hand washing.	None	1 minute	Triage Team
2. The patient proceeds to the Staff Nurse-in-Charge. The Staff Nurse shall record patient's temperature in the patient registration form. NOTE: If symptom of Mild COVID observed from the patient he/she shall be isolated in an area where they continue with the next step wherein information gathering and physical examinations are done (COVID Triaging tent/table).	Takes temperature and logs temperature in the patient's registration form. Assists patient.	None	1 minute	Triage Nurse
3. Patient fills-up the Patient Registration Form; questionnaire and signs the declaration form.	Assist and guide patients.	None	1 minute	Triage Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Patients take a seat in pre-arranged/ numbered chairs which are at least two (2) meters apart and wait for their turn to be assessed by the Triage Nurse.	Monitors compliance to social distancing.	None	2 minutes	Triage Nurse
5. Patient proceeds to the Triage Nurse who shall interpret the form.	Interprets the form and refer patients to proper area.	None	1 minute	Triage Nurse
Total		None	6 minutes	

2. EMERGENCY DEPARTMENT

Provision of medical and surgical care to patients arriving at the hospital in need of immediate care.

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/ Watcher gives complaint.	Records chief complaint and vital signs, assesses injury/illness of patient. Notes patient's necessary data and refers to the Medical Officer on duty.	None	5 minutes	ER Nurse
2. Undergoes Physical Examination.	Examines/Assesses patient's condition.	None	5 minutes	Medical Officer III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: For Surgical Case.	Gives initial management, request for ancillary procedures (Laboratory examination, Radiology, ECG and Ultrasound, etc) if necessary.	None	3 minutes	Medical Officer
	Institutes emergency care. Refers to Philhealth section to check PHIC eligibility.	None	10 minutes	Medical Officer/ Nurse
3. Proceeds to Pharmacy/ Laboratory/ Radiology/Social Welfare Office/Philhealth (if surgical) and wait for results.	Provides for Ancillary Service.	None	2 minutes	Pharmacist/ Medical Technologist/ Radiology Technologist/ Social Welfare Officer/Philhealth Clerk
4. Returns to Emergency Room for Medical Assessment/ Disposition.	Evaluates/interprets results from Ancillary Services.	None	3 minutes	Medical Officer
	Determines disposition of patient (i.e. to be admitted, to be discharged or referred).	None	2 minutes	Medical Officer, ER Staff
5. Either: a. Goes home with medications and proceeds to cashier for payment of bills. b. Submits self for admission (refer to admission services).	Receives payment and issues Official Receipt.	None	2 minutes	Php80.00 + Ancillary fees if any (Pharmacy/X-Ray/Laboratory)
6. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the OPD/ER if not admitted or transferred.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	ER Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.				
Total		None	34 minutes	
***Allowable period for extension due to unusual circumstances: One (1) hour depending upon the extent of injury for surgical cases and observation time for other cases.				

3. OUT-PATIENT DEPARTMENT

Provision of treatment of out-patients, people with health problems who visit the hospital for diagnosis or treatment but do not at this time require to be admitted.

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains an OPD Number based on the lane provided e.g. Senior Citizen, PWD, Pregnant.	Oversees OPD Number distribution.	None	1 minute	Medical Records Clerk
2. Presents himself/herself to the OPD Nurse.	Determines the priority of patients' treatment based on the severity of their conditions.	None	1 minute	OPD Nurse
3. Registers				Nurse
OLD PATIENT: Presents Hospital ID Number Card.	Retrieves OPD records.	None	1 minute	Medical Records Clerk
NEW PATIENT:	Fills-up New OPD Form and Issues OPD ID.	None	5 minutes	Medical Records Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DepEd Teachers	Verifies PHIC Master List. Retrieves OPD Chart Fills-up New Form and Issues OPD ID.	None	5 minutes	Medical Records Clerk
Referred Patient	Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Ophthalmology Patient	Verifies Doctor's request. Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Family Planning	Retrieves record. Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Under Six	Retrieves record. Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
Dental Patient	Retrieves record. Fills-up new form and issues OPD ID.	None	5 minutes	Medical Records Clerk
4. Undergoes initial assessment.	Takes and records chief complaint and vital signs. Assesses patient Refers to Medical Officer.	None	3 minutes	Nurse/ Nursing Attendant
5. Undergoes Physical Examination.	Conducts consultation. Requests for Ancillary services. Refers to other facilities/Medical Specialist.	None	10 minutes	Medical Officer
6. Receives results from diagnostic works.	Interprets diagnostic results.	None	1 minute	Medical Officer
	Prescribes medicines.	None	1 minute	Medical Officer
	Refers to other facilities/Medical Specialists.	None	5 minutes	Medical Officer
	Admits patients.	None	1 minute	Medical Officer
	Discharges patients.	None	5 minutes	Medical Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Proceeds to hospital pharmacy.	Instructs patient/watcher to proceed to the hospital pharmacy for medicine pricing.	None	5 minutes	Medical Officer/ Nurse
8. Pays consultation fees and prescribed medicines at the Cashier.	Collects payment and issues Official Receipt.	Php50.00 plus determined cost of prescribed medicines	5 minutes	Cashier/ Pharmacist
9. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the OPD/ER if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs clients/watcher to fill-up Client Feedback Form.	None	2 minutes	OPD Staff/Clerk
Total			1 hour and 16 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

4. ADMISSION

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clean Patients				
1. Submits self for admission.	Secures consent for admission.	None	2 minutes	ER Nurse
2. Stays at Emergency Room.	Makes admission orders.	None	5 minutes	Resident on Duty
	Carry out admitting orders.	None	5 minutes	ER Nurse
3. Prepares for transport to room/ward.	Notifies the Ward Nurse/Nursing Attendant on duty of the admission then transports patient to ward/room.	None	2 minutes	ER Nurse
Covid Patients - Once confirmed to be a mild Covid case;				
1. Patient shall submit self for admission.	Secures consent of care for admission. Coordinate/report to RESU and RHU for the patient positive Covid case.	None	5 minutes	Triage Nurse
2. Still at the COVID Triage Tent.	Makes admission orders.	None	5 minutes	Resident on Duty
	Carry out admitting orders.	None	5 minutes	ER Nurse
3. Prepares for transport to COVID isolation room/ward.	Notifies the Ward Nurse/Nursing Attendant on duty of the admission then transports patient to Covid isolation ward/room.	None	2 minutes	ER Nurse
Total		None	31 minutes	
*Allowable period for extension due to unusual circumstances: 30 minutes.				

5. IN-PATIENT SERVICES

Provision of immediate care and management for patients needing hospital confinement until discharge.

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clean Patients				
1. Receives medicines and other services.	Provides nursing services needed during stay.	None	15 minutes	Ward Nurse/ Nursing Attendant
	Makes daily rounds and as necessary.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Monitors/visits as necessary.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Facilitates ancillary services as ordered.	None	5 minutes	Ancillary Staff
	Refers to Medical Officers on duty as necessary.	None	2 minutes	Ward Nurse/ Nursing Attendant
	Gives health education.	None	15 minutes	Ward Nurse/ Nursing Attendant
	Instructs patient/watcher to fill up in-patient survey form.	None	3 minutes	Ward Nurse/ Nursing Attendant
	Prepares patient's chart and forwards it to the different departments for discharge clearance.	None	5 minutes	Ward Nurse/ Nursing Attendant
2. Received and fills-up Client Satisfaction Survey (In-Patient Form) and drop it at the designated drop box at the Nursing Station.	Instruct client/watcher to fill-up Client/ Customer Feedback Form.	None	2 minutes	Ward Nurse/ Nursing Attendant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Goes to Billing Section, pays Hospital Bills.	Instruct patients/watchers to go to the Billing Section and pay corresponding bills at the Cashier. *If patient is PHIC member or dependent: Submits Philhealth requirements to Philhealth Office.	None	10 minutes	Ward Nurse/ Nursing Attendant, Billing Clerk, PHIC Clerk, Cashier
4. Gets medicines to be continued at home.	Gives discharge instructions/referrals as necessary and unconsumed medicines.	None	5 minutes	Ward Nurse/ Nursing Attendant
	Signs and issues discharge clearance to be shown to the Security Guard.	None	1 minute	Ward Nurse
5. Goes Home.	Assists patient for discharge.	None	1 minute	Ward Nurse/ Nursing Attendant
	Records the date and time of discharge of patient.	None	1 minute	Ward Nurse
	Records patient's condition and disposition upon discharge.	None	1 minute	Ward Nurse
Total			1 hour and 16 minutes	
*Allowable period of extension due to unusual circumstances: 30 minutes.				
*For patients to be transferred – prepares for transfer to hospital of choice.	Informs the patient/watchers about the need for referral.	None	3 minutes	Resident on Duty
	Secures informed consent for referral.	None	2 minutes	Ward Nurse
	Instruct watcher to go to the Billing Section to settle hospital bill.	None	2 minutes	Ward Nurse/ Nursing Attendant
	Accomplishes referral slip.	None	3 minutes	Resident on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Communicates to the concerned staff of the referral hospital for proper endorsement.	None	3 minutes	Resident on Duty
	Conducts safely the patient per ambulance.	None	30 minutes	Ward Nurse/ Ambulance Driver
	Secures return slip.	None	3 minutes	Ward Nurse
Total			46 minutes	
*Allowable period of extension due to unusual circumstances: 30 minutes.				
COVID Patients - Treatment/handling of Covid patient should be handled with extra precautions and care.				
1. Receives medicines and other Services.	Provides nursing services needed during stay.	None	15 minutes	Ward Nurse/ Nursing Attendant
	Conduct daily rounds and as necessary.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Perform and collect the needed diagnostic work-ups (RT-CPR, Chest radiography, blood work ups, Nasopharyngeal/ Oropharyngeal swabbing, etc.).	None	5 minutes	Medical Technologist/ Rad. Tech
	Conduct on time medication and monitoring.	None	5 minutes	ROD/ Ward Nurse/ Nursing Attendant
	Provide health education and medical counseling.	None	5 minutes	Ward Nurse/ Nursing Attendant
2. Go Home/Discharge.	Assists patient for discharge.	None	1 minute	Ward Nurse/ Nursing Attendant
	Records the date and time of discharge of patient.	None	1 minute	Ward Nurse
	Records patient's condition and disposition upon discharge (stable vital sign, no worsening signs and symptoms, 2 negative results of RT-PCR testing).	None	1 minute	Ward Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Instruct home medications and care.			ROD/Ward Nurse
	Educating on transmission and prevention of Covid.	None	5 minutes	ROD/Ward Nurse
	Advice quarantine of the patient.	None	2 minutes	ROD/Ward Nurse
	RHU updating on Covid patient status.	None	2 minutes	ROD/Ward Nurse
Total			47 minutes	
*Allowable period of extension due to unusual circumstances: 30 minutes.				

6. LABORATORY SERVICES

Provision of tests done on clinical specimens in order to obtain information about the health of a patient as pertaining to the diagnosis, treatment and prevention of disease.

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory with proper and completely filled-out Request Slip/Specimen.	Receives and examines completeness and correctness of data filled-out in the form.	None	2 minutes	Medical Technologist/ Laboratory Aide
	Prepares materials for specimen collection.	None	1 minute	Medical Technologist/ Laboratory Aide
	Extracts blood or let the patient collect specimen (e.g. urine) or receives specimen (if already collected).	None	2 minutes	Medical Technologist/ Laboratory Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceeds to Cashier to pay for charges for laboratory examinations to be done.	Instructs patient/ companion to pay at the Cashier and then advises patient to wait for the result outside the laboratory or to come back at a specified time.	None	3 minutes	Medical Technologist/ Laboratory Aide
3. Pays laboratory fees at the Cashier.	Collects payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	5 minutes	Cashier
4. Waits for results.	Tests patient sample using manual/ automated methods or reads microscopically.	None	Depends upon the Laboratory examination/s to be done	Medical Technologist/ Laboratory Aide
	Records in Result Form/s, Receiving Logbook/s of test/s done.	None		Medical Technologist/ Laboratory Aide
	Records name of patient and test/s done in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
5. Receives results and goes back to the requesting physician.	Retrieves duplicate copy of Charge Slip from patient/ companion.	None	2 minutes	Medical Technologist/ Laboratory Aide
	Writes the patient name or relationship to the patient of the person who received the result in Releasing Logbook.	None		Medical Technologist/ Laboratory Aide
	Instructs the patient/ companion to return to the doctor.	None		Medical Technologist/ Laboratory Aide
6. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Laboratory Unit.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Technologist/ Laboratory Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.				
Total		None	17 minutes	
*Note: For walk-in patients, provides records/data to Medical Technologist.				
*Allowable period for extension due to unusual circumstances: one (1) day to three (3) days.				

7. RADIOLOGY SERVICES

Provision of imaging techniques such as x-ray radiography and ultrasound to diagnosed disease.

7.1 Ultrasound

OFFICE OR DIVISION:		ROSARIO DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Ultrasound Examination Request			Resident on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Ultrasound Room and presents request slip.	Receives and examines Ultrasound request if properly and completely filled-up and duly signed by the requesting Medical Officer. Prepares charge slip, examines bill and instructs patient/companion to proceed to the Cashier for payment.	None	5 minutes	Radiologic Technologist
2. Undergoes Radiology Procedures.	Prepares patient on the ultrasound examining table.	None	5 minutes	Radiologic Technologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
3. Proceeds to Cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Depends upon the examination requested	2 minutes	Radiologic Technologist/ Cashier
Goes back to Ultrasound Room and presents OR.	Records name of patient and examination done.	None	2 minutes	Radiologic Technologist
	Records the Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist
	Scans patient according to the region of interest and interprets scanned images.	None	15 minutes	Sonologist
4. Waits for results.	Encodes the result of the ultrasound in the computer and print results for patient's copy.	None	5 minutes	Radiologic Technologist/ Sonologist
5. Gets results and proceeds to Medical Officer.	Releases result to the patient/ companion upon signing on the logbook as proof of release.	Depends upon the examination requested	2 minutes	Radiologic Technologist/ Cashier
6. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Radiology Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Radiologic Technologist
Total		None	55 minutes	
*Allowable period for extension due to unusual circumstances: Thirty (30) minutes).				



7.2 X-Ray

OFFICE OR DIVISION:		ROSARIO DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. X-Ray Examination Request			Resident on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Radiology Room and presents request slip.	Receives and examines Radiology request if properly and completely filled-up and duly signed by the requesting Medical Officer.	None	5 minutes	Radiologic Technologist
2. Undergoes Radiology procedures.	Conducts radiology procedure.	None	2 minutes	Radiologic Technologist
	Examines the radiograph done if it is satisfactory. Shows radiograph to Medical Officer for wet reading.	None	2 minutes	Radiologic Technologist, Medical Officer
3. Proceeds to cashier with charge slip and pays corresponding bill.	Receives payment and issues Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	2 minutes	Cashier
4. Returns to Radiology Room and presents OR.	Records name of patient and examination to be done.	None	2 minutes	Radiologic Technologist
	Records Official Receipt number and amount paid in the logbook.	None	2 minutes	Radiologic Technologist
5. Waits for results.	Advices the patient/companion to return on the date set for the release of the official result.	None	2 minutes	Radiologic Technologist
	Presents the radiograph to the Radiologist for reading.	None	10 minutes	Radiologic Technologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Encodes the result of the x-ray in the computer and prints results for patient's copy.	None	5 minutes	Radiologic Technologist
6. Claims results.	Releases result and/or Radiology film to the patient/companion upon signing in the logbook as proof of release.	None	2 minutes	Radiologic Technologist
7. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Radiology Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Radiologic Technologist
Total			36 minutes	
*Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

8. HEALTH INFORMATION MANAGEMENT UNIT (Medical Records)

Provision of a quality management of medical records.

8.1 Issuance of Medical, Medico-Legal Certificate and Clinical Abstract

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Medico-Legal: written request for medico-legal certificate	Chief of Police or other authorities signed by the Head of Agency of Barangay



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of a Clinical Abstract/Medical/Medico-Legal Certificate. Submit duly accomplished request for copy of Medical Records.	Interviews patient to establish identity and to know the reason for the request and require the patient/authorized party to accomplish the request for copy of Medical Records.	None	2 minutes	Medical Records Officer/Clerk
Note: For Medical Certificate and Clinical Abstract: Submits written request for Medical Certificate and Clinical Abstract.	Receives accomplished Request for copy of Medical Records Office.	None	1 minute	Medical Records Officer/Clerk
For Medico-Legal Certificate: Submits written request for medico-legal certificate from the Chief of Police or other authorities signed by the Head of Agency/Barangay.	Searches and retrieves for the OPD chart/medico-legal chart/admission chart.	None	2 minutes	Medical Records Officer/Clerk
	Seeks clearance from the Attending Physician.	None	2 minutes	Medical Records Officer/Clerk
	Prepares 2 copies of Clinical Abstract, Medical, Medico-Legal Certificates.	None	5 minutes	Medical Records Officer/Clerk
2. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip form and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/Clerk
3. Proceeds to the Cashier and pays the corresponding fee. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer. Note: If patient is admitted and classified as NBB/Indigent patient, no fees to be collected.	Medical Certificate – Php 100.00 Medico-Legal Certificate – Php 100.00 Clinical Abstract – Free Student – Php 50.00 PWD/Senior Citizen – Php 50.00	2 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: For clinical abstract, payment is not required.			
4. Presents the Official Receipt/Charge Slip to the Medical Records Officer/Clerk.	Forwards certificate and medical records to the attending physician for review and signature.	None	1 minute	Medical Records Officer/Clerk
	Affixes hospital dry seal on the certificate with initial.	None	1 minute	Medical Records Officer/Clerk
	Records the certificate in the Clinical Abstract Registry and/or Medical Certificate Registry and/or Medico-Legal Registry.	None	2 minutes	Medical Records Officer/Clerk
5. Receives one (1) original copy of the certificate and signs on the Registry/Logbook.	Releases the certificate, asks patient and/or requesting party to sign, and release one (1) original copy of the certificate and advise patient.	None	1 minute	Medical Records Officer/Clerk
6. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Medical Records Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides Citizen/Customer Feedback Form (for Out-Patient) to the watcher.	None	2 minutes	Medical Records Officer/Clerk
Total		None	36 minutes	



8.2 Preparation and Issuance of Birth Certificate

OFFICE OR DIVISION:		ROSARIO DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up and reviews of the Birth Certificate draft form and affixes signature.	Interviews patient and verifies whether patient is literate or not. If Literate: Parent fills-up the Birth Certificate draft form and certifies the accuracy and completeness of data by signing the official form.	None	3 minutes	DR/OR/ Ward Nurse/ Nursing Attendant
	If Illiterate: Fill-up draft form of Birth Certificate with assistance and forwards the same to the Supervising Nurse.			
	Reviews entries in the draft form and affixes his/her initials; endorses the accomplished form to the Medical Records Officer/Clerk for transcription in the official form.	None	2 minutes	DR/OR/ Ward Nurse/ Nursing Attendant
2. Reviews and signs official birth certificate.	Transcribes data from the draft form into the official form (4 copies) using the PhilCris Version 4.0 system/using typewriter, and forwards the same to the parent for review and checking. Note: If there are corrections, the Medical Records Officer/Clerk will correct the item.	None	5 minutes	Medical Records Officer/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Reviews and signs the Official Birth Certificate.	None	2 minutes	2 minutes
	Receives, reviews and signs official Birth Certificate and forwards the same to the Medical Records Officer/Clerk.	None	2 minutes	Medical Officer/ Attending Physician
3. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instruct the requesting party to pay the fee to the Cashier.	None	5 minutes	Medical Records Officer/Clerk
4. Proceeds to the Cashier and presents charge slip. Receives Official Receipt and proceeds to HIMU.	Receives payment and issues Official Receipt. Note: If patient is unable to pay, advise patient to proceed to the Social Welfare Officer. Note: If patient is classified as NBB/Indigent patient, no fees to be collected.	Php 100.00	2 minutes	Cashier
5. Presents Official Receipt and receives four (4) copies of original official Birth Certificate and signs the birth registry.	Releases Birth Certificate, advise the parents and ask the parents to sign the registry/logbook.	None	2 minutes	Medical Records Officer/Clerk
6. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Medical Records Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total		None	21 minutes	



8.3 Issuance of Death Certificate

OFFICE OR DIVISION:		ROSARIO DISTRICT HOSPITAL		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Death Certificate.	Interviews and determines the nearest relation to the deceased and forwards the medical records of the deceased patient to the Attending Physician.	None	2 minutes	Nurse on Duty
	Note: For death that occurred outside the hospital, e.g. Dead on Arrival, without medical assistance, advise the nearest relative or any person who has knowledge of the death, is responsible for reporting the event to the Local Health Officer within 48 hours. The Local Health Officer is the one who will prepare the Certificate of Death/Certificate of Fetal Death; the process is in accordance with DOH Circular No. 2016-0317.			
	Fill-up the Death Certificate Draft form.	None	2 minutes	Nurse on Duty
2. Answers pertinent question.	Completes medical diagnosis (immediate cause of death, antecedent cause of death, underlying cause and others).	None	3 minutes	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Checks completeness of data entry and forwards the Death Certificate draft form to the Health Information Management Unit.	None	1 minute	Nurse on Duty
3. Reviews and signs official Death Certificate.	Receives the Death Certificate Draft Form/medical records of the deceased patient.	None	1 minute	Medical Records Officer/Clerk
	Transcribes data into the official Death Certificate Form using the PhilCris Version 4.0 System/using typewriter.	None	5 minutes	Medical Records Officer/Clerk
	Presents the Death Certificate four (4) copies to the attending physician and patient's relative for review and signature.	None	2 minutes	Medical Records Officer/Clerk
4. Receives a copy of the charge slip.	Prepares one (1) copy of the charge slip and instructs the requesting party to pay the fee to the Cashier.	None	1 minute	Medical Records Officer/Clerk
5. Proceeds to the Cashier and pays the fee.	Receives payment and prepares Official Receipt.	Php 100.00	2 minutes	Cashier
Receives Official Receipt and proceeds to HIMU.	Note: If the requesting party is unable to pay, advises them to proceed to the Social Welfare Officer.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Presents Official Receipt, acknowledges acceptance of four (4) copies of Death Certificate and signs in the logbook.	Releases four (4) copies of the Death Certificate to the nearest kin of the deceased, ask to sign the registry/logbook and advice the patient's relative to register the Death Certificate at the Local Civil Registrar and shall retain duplicate copy of the Death Certificate.	None	2 minutes	Medical Records Officer/Clerk
7. Receives and fills-up Client Satisfaction Survey for Out-Patient and drop it at the designated drop box at the Medical Records Unit. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total			21 minutes	

8.4 Release of Clinical Information to Insurance and Other Agency Verifier

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For insurance purposes: Waiver/Authorization Letter			Insurance Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clinical Information.	Receives waiver/authorization letter from the authorized Insurance Verifier or other agency.	None	1 minute	Medical Records Officer/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents waiver/Authorization letter and Hospital ID Number.	Interviews and establishes the identity of the insurance verifier and other agency.	None	1 minute	Medical Records Officer/Clerk
	Authenticates signature on the waiver.	None	1 minute	Medical Records Officer/Clerk
2. Fill-up request for copy of Medical Records Form.	Receives the request for copy of Medical Records Forms.	None	1 minute	Medical Records Officer/Clerk
	Retrieves requested Medical Records.	None	2 minutes	Medical Records Officer/Clerk
	Informs attending physician of the request and seek for clearance to release it or not.	None	2 minutes	Medical Records Officer/Clerk
3. Gets charge slip and proceed to the Cashier.	Prepares the charge slip and instructs insurance verifier to pay the required verification and duplication fees to the Cashier.	None	2 minutes	Medical Records Officer/Clerk
4. Proceeds to the Cashier and pays the fee.	Receives payment.	Certification-Php 100.00	2 minutes	Cashier
Receives the Official Receipt.	Issues Official Receipt.	Certified Copy – Php20.00/page		
5. Presents the Official Receipt.	If photocopy is requested, allows verifier to go over the medical records.	None	10 minutes	Medical Records Officer/Clerk
	Authenticates photocopied document, affixes hospital dry seal with initial or Certified True Copy marked with date and affixes signature over printed name.	None	2 minutes	Medical Records Officer/Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and acknowledges copy of the Medical Records.	Records in the official registry, releases photocopied information to the insurance verifier or other authorized requesting party and advise.	None	2 minutes	Medical Records Officer/Clerk
7. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Medical Records Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form (for In-Patient) upon discharge.	Provides and instructs client/watcher to fill-up Client Feedback Form.	None	2 minutes	Medical Records Officer/Clerk
Total			27 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

9. PHILHEALTH/BILLING

Provision of quality assistance for availment of Philhealth benefits computation and payment of bills.

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If the patient is any of the following: 1. Spouse – photocopy of Marriage Contract 2. Child – photocopy of Birth Certificate/Baptismal Certificate Employed Sector: Private/Government 1. Part II of Form I to be signed by employer (completely filled-up) 2. Member Data Record (MDR) 3. Properly Accomplished Form 1 and 2	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Self-Employed 1. Photocopy of the receipt or Proof of contribution Note: Photocopy of receipt of proof of contribution, 9 to 12 months prior to admission 2. Member Data Record (MDR) 3. Properly accomplished Form 1 and 2 Indigent/4Ps/Sponsored 1. Photocopy of valid, non-expired ID Note: In case the ID is expired, get a certificate or CE 1 form and submit the original CE 1 form 2. Properly accomplished Form 1 and 2 OFW 1. Member Data Record (MDR) or Proof of Payment 2. Properly accomplished Form 1 and 2 Lifetime Member 1. Photocopy of Senior Citizen's ID with Birthdate/Photocopy of Birth Certificate		PHIC Satellite Office, Agoo, La Union		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Philhealth office for verification of eligibility.	Requests client to present Philhealth ID/MDR/any valid ID.	None	5 minutes	Philhealth Clerk
Receives and fills-up forms.	Issues Philhealth forms upon admission and instructs patient's relatives to complete requirements.	None	3 minutes	Philhealth Clerk
2. Submits properly filled-up forms and complete set of requirements.	Receives and checks the completeness of the requirements.	None	3 minutes	Philhealth Clerk
3. Receives Statement of Account (SOA).	Computes hospital bill and issues Statement of Account (SOA) upon discharge of patient.	None	7 minutes	Philhealth Clerk/ Billing Clerk
4. Proceeds to Cashier and pays excess fee/hospital bill.	Instructs patient to pay at the Cashier.	Philhealth Excess/Hospital Bill	2 minutes	Billing Clerk/ Cashier
5. Receives discharge clearance and goes home.	Issues discharge clearance.	None	2 minutes	Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Philhealth/Billing Records Unit if not admitted or transferred. - If admitted, patient will be given Client/Customer Feedback Form upon discharge.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form (for Out-Patient).	None	2 minutes	Philhealth/Billing Clerk
Total			27 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

10. AMBULANCE SERVICES

Provision of a safe medical, emergency transport of patients to other health facilities.

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets Emergency Room Charge Slip and proceeds to the Cashier to pay for charges.	Fills-out Emergency Room Charge Slip, computes charges and instruct patient's companion to pay at the Cashier.	None	3 minutes	ER Nurse
2. Pays at the Cashier.	Receives the payment and prepares the Official Receipt.	Refer to the 2017 Revenue Code of the Province of La Union	3 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Waits for the documents to be accomplished and the ambulance to be prepared.	Receives the request from the Resident Doctor-on-Duty for transfer/referral of patient to other health care facility.	None	1 minute	Driver
	Prepares the Trip Ticket properly and completely and approved by the Chief of Hospital or the Medical Officer on duty in his/her absence.	None	3 minutes	Driver
4. Accompanies patient during transport.	Transports patient safely to the designated health care facility.	None	Depends on destination	Driver/Nurse/ Nursing Attendant
	After transport, immediately returns to the official station after the conduct or transfer and require the Nurse/Nursing Attendant to sign in the Trip Ticket.	None	Depends on destination from the hospital	Driver/Nurse/ Nursing Attendant
5. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Administrative Unit if transferred.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	Administrative Clerk
Total			12 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				



11. SOCIAL SERVICE

Provision of medical assistance for indigent patients with regards to their hospital bill; assistance on the availment of blood services; care of unidentified patients; abandoned patients; abused child; enrollment in Philhealth Point of Care Program.

11.1 PERSONAL SERVICE RENDERED

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Orients the patient watcher/relative regarding the policy on Personal Service Rendered.	None	15 minutes	Medical Social Welfare Officer
2. Receives and signs the Personal Service Rendered (PSR) form.	Issues Personal Service Rendered Form to watcher/relative for signing as an agreement and endorse to the hospital staff in charge.	None	5 minutes	Medical Social Welfare Officer
3. Submits the accomplished Personal Service Rendered (PSR) form.	Receives the accomplished PSR form and computes the equivalent value of the service rendered.	None	5 minutes	Medical Social Welfare Officer
4. Receives the Personal Service Rendered (PSR) form certificate with the equivalent value of service rendered.	Attaches the Personal Service Rendered form certificate to the hospital Statement of Account/Bill.	None	5 minutes	Medical Social Welfare Officer
5. Proceeds to the Billing Section.	Instructs the watcher/relative to proceed to the Billing Section for adjustment of hospital bill.	None	5 minutes	Medical Social Welfare Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Medical Social Welfare Unit if not admitted or transferred.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form (for Out-Patient).	None	2 minutes	Medical Social Welfare Officer
Total			12 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

11.2 PAYMENT IN KIND PROCESS

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Prepares the Payment in Kind (PIK) form and refers watcher/relative to dietitian/nutritionist.	None	15 minutes	Medical Social Welfare Officer
2. Submits the Payment in Kind (PIK) form to the Dietitian/Nutritionist.	Receives Payment in Kind (PIK) form and assesses the goods/items. Returns the Payment in Kind (PIK) form.	None	5 minutes	Nutritionist Dietitian
3. Receives the filled-up PIK form and proceeds to the Social Service Office.	Receives the filled-up Payment in Kind (PIK) form with certain value.	None	5 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives the notice of counterpart and filled-up PIK form.	Issues notice of counterpart and attaches it with the filled-up Payment in Kind (PIK) form to the hospital bill.	None	5 minutes	Medical Social Welfare Officer
5. Proceeds to the Billing Office.	Receives the Payment in Kind (PIK) form and recomputes the bill.	None	5 minutes	Cashier/Billing Clerk
6. Proceeds to Cashier to pay hospital bill.	Receives Statement of Account and Payment in Kind (PIK) form and collect fees.	None	5 minutes	Cashier
7. Receives and fills-up Client Satisfaction Survey for Out-Patient Form and drop it at the designated drop box at the Medical Social Welfare/Dietary Unit.	Provides and instructs client/watcher to fill up Client/Customer Feedback Form (for Out-Patient).	None	2 minutes	Medical Social Welfare Officer/ Nutritionist-Dietitian II
Total			42 minutes	
***Allowable period for extension due to unusual circumstance: Thirty (30) minutes.				

11.3 ADMISSION OF UNIDENTIFIED PATIENTS

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	Interviews patient/client then refers to Medical Social Welfare Officer.	None	10 minutes	Nurse/Medical Records Officer/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives referral from Nurse on Duty.	None	15 minutes	Medical Social Welfare Officer
	Facilitates and endorses provision of needed procedures and treatment.	None	30 minutes	Medical Social Welfare Officer
2. Answers pertinent questions if conscious.	Exhausts all available means of locating patient's relative through: a. Coordination with the concern Social Welfare Office, Barangay Official or Police. b. Conducts home visits. c. Linkages with media.	None	2 days	Medical Social Welfare Officer
3. Answers pertinent questions if conscious.	Regularly visits the patient at the ward, establishes rapport and obtain more data needed to locate the relative.	None	30 minutes	Medical Social Welfare Officer
4. Continuous medication and treatment.	Determines the needs of the patient by closely coordinating and collaborating with the attending physician and the ward nurse.	None	30 minutes	Medical Social Welfare Officer
5. Continuous medication and treatment.	Facilitates possible Institutional placement if relatives are not located.	None	2 days	Medical Social Welfare Officer
	Informs all concern authorities if unidentified patient dies.	None	2 days	Medical Social Welfare Officer
	Recommends Pauper's Burial.	None	2 days	Medical Social Welfare Officer
	Coordinates with the Local Government Unit (LGU) to facilitate Pauper's Burial if available.	None	2 days	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If not available, ask for the Chief of Hospital's approval to facilitate the Pauper's Burial.	None	2 days	Medical Social Welfare Officer
	Documents and files relevant information.	None	15 minutes	Medical Social Welfare Officer
6. Receives and fills-up Client/ Customer Feedback Form (for In-Patients) and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form (for In-Patient).	None	2 minutes	Ward Nurse/ Nursing Attendant/ Medical Social Welfare Officer
Total			12 days, 2 hours & 12 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

11.4 ASSISTING ABUSED PATIENT

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	COMPLEX			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Investigates all cases that indicate possible abuse.	None	1 hour	Medical Social Welfare Officer
2. Submits self for assessment.	Establishes rapport with the survivor.	None	1 day	Medical Social Welfare Officer
Answers pertinent questions.	Conducts data gathering while providing safety and comfort to the survivor.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Participates in the helping process.	Provides information, practical assistance/ psychological counseling to the survivor.			
3. Participates in the helping process.	Coordinates and reports to other team members (Medical Social Welfare Office, PNP Office, Barangay Office).	None	2 days	Medical Social Welfare Officer
4. Participates in the helping process.	Classifies patient based on DOH-A.O. 51-A for abused patients.	None	15 minutes	Medical Social Welfare Officer
5. Participates in the helping process.	Records all activities and files them accordingly.	None	15 minutes	Medical Social Welfare Officer
	Prepares Social Case Study Report/Case Summary Report for ready reference.	None	30 minutes	Medical Social Welfare Officer
6. Participates in the helping process.	Visits the survivor, maintain coordination and provides appropriate services.	None	30 minutes	Medical Social Welfare Officer
7. Receives and fills-up Client/ Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the OPD/ER/WCPU unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	OPD/ER Nurse/ Physician on Duty/ Medical Social Welfare Officer/ WCPU
Total			3 days, 2 hours & 32 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				



11.5 RED CROSS BLOOD SAMARITAN

OFFICE OR DIVISION:		ROSARIO DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the patient if he/she is qualified to avail the program.	None	15 minutes	Medical Social Welfare Officer
	Refers the patient if qualified.	None	10 minutes	Medical Social Welfare Officer
	Advices the patient's relative to purchase blood at the Philippine National Red Cross (PNRC) or look for possible donor.	None	10 minutes	Medical Social Welfare Officer
2. Receives the Blood Samaritan Form and present to the Philippine National Red Cross (PNRC).	Prepares the Blood Samaritan Form and Certificate of Indigency Form in order to avail the Blood Samaritan Assistance Program.	None	10 minutes	Medical Social Welfare Officer
	Issues the Blood Samaritan Form to the patient's watcher.	None	5 minutes	Medical Social Welfare Officer
3. Receives and fills-up Client/ Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the Medical Social Welfare unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form (for Out-Patient.	None	2 minutes	Medical Social Welfare Officer
Total			52 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

11.6 POINT OF CARE PROGRAM

OFFICE OR DIVISION:		ROSARIO DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews and assesses the client.	None	15 minutes	Medical Social Welfare Officer
2. Responds to questions and participates to the helping process.	Classifies patient based on DOH A.O. 51-A (C3 and D are qualified patients).	None	15 minutes	Medical Social Welfare Officer
	Administers Information Education Campaign, advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
3. Participates in the helping process.	Enrolls qualified indigent patients to Point of Care – On Site Rapid Enrolment (ORE).	None	30 minutes	Medical Social Welfare Officer
Receives the Hospital Sponsored Member Certificate. Participates in the helping process.	Prepares and issues the Hospital Sponsored Member Certificate duly signed by the Medical Social Welfare Officer and the Chief of Hospital.	None	10 minutes	Medical Social Welfare Officer
	Advises the client/watcher to enroll to a PHIC Voluntary payment.	None	5 minutes	Medical Social Welfare Officer
	Submits documents/ requirement at the hospital PHIC office.	None	10 minutes	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Monitors the list of Point of Care members and prints the Group Payment Slip Details for the payment of the premium contribution.	None	30 minutes	Medical Social Welfare Officer
	Files the documents for information and future reference.	None	10 minutes	Medical Social Welfare Officer
	Submits a report to the Office of PSWD, MSWD, DSWD.	None		Medical Social Welfare Officer
4. Receives and fills-up Client/Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the Medical Social Welfare unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 22 minutes	
***Allowable period of extension due to unusual circumstances: Thirty (30) minutes.				

11.7 ASSISTING ABANDONED PATIENTS

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for admission.	a. Interviews patient/client then refer to Medical Social Welfare Officer.	None	10 minutes	Nurse/ Medical Records Officer/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. Conducts dialogue/conference to other professionals.	None	30 minutes	Medical Social Welfare Officer
2. Continuous medication and participates in the assistive process.	Reports and coordinates the case to the Medical Social Welfare Officer through telephone calls and written communication.	None	2 days	Medical Social Welfare Officer
	Reports and secure police blotter and barangay certificate.	None	2 days	Medical Social Welfare Officer
3. Continuous medication and participates in the assistive process.	Exhaust all possible resources to locate patient's relatives through home visits, use of tri-media, etc.	None	2 days	Medical Social Welfare Officer
	Counsels and surrenders the patient to the family if located.	None	1 hour	Medical Social Welfare Officer
	Coordinates to Medical Social Welfare Officer/DSWD if not located for the patient's temporary placement.	None	1 day	Medical Social Welfare Officer
4. Participates in the assistive process.	Makes documentation for monitoring purposes.	None	10 minutes	Medical Social Welfare Officer
5. Receives and fills-up Client/ Customer Feedback Form (for In-Patients) and drop it at the designated drop box near the Nurses' Station.	Provides and instructs client/watcher to fill-up Client/ Customer Feedback Form (for In-Patient).	None	2 minutes	Ward Nurse/ Nursing Attendant/ Medical Social Welfare Officer
Total			7 days, 1 hour & 52 minutes	



11.8 AVAILMENT OF MEDICAL ASSISTANCE PROGRAM

OFFICE OR DIVISION:		ROSARIO DISTRICT HOSPITAL		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office and answers pertinent questions.	Gathers data on the patient's situation and assesses the economic status.	None	15 minutes	Medical Social Welfare Officer
	Conducts advice giving and counseling.	None	15 minutes	Medical Social Welfare Officer
	Classifies patient based on DOH A.O. 51-A.	None	15 minutes	Medical Social Welfare Officer
2. Complies and submits the needed requirements.	Prepares and informs the client on the requirements needed.	None	1 hour	Medical Social Welfare Officer
3. Endorses the Guarantee Letter received.	Receives the Guarantee Letter.	None	5 minutes	Medical Social Welfare Officer
	Files the document needed and prepares the Monthly Utilization Report.	None	10 minutes	Medical Social Welfare Officer
4. Receives and fills-up Client/ Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the Medical Social Welfare unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 2 minutes	
***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.				

11.9 AVAILMENT OF PCSO ENDOWMENT FUND

OFFICE OR DIVISION:	ROSARIO DISTRICT HOSPITAL
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Social Service Office.	Interviews the patient for assessment if qualified to avail of Endowment Fund.	None	15 minutes	Medical Social Welfare Officer
2. Complies to the policies/rules and the needed requirements.	Prepares and orients relatives regarding the coverage, assistance and requirement.	None	15 minutes	Medical Social Welfare Officer
3. Answers pertinent questions.	Intakes interview and prepare Social Case Study Report/Case Summary Report.	None	1 hour	Medical Social Welfare Officer
	Validates and submits documents/requirement to PCSO.	None	1 day	Medical Social Welfare Officer
4. Endorses the Guarantee Letter/Letter of Acceptance from PCSO to the Medical Social Welfare Officer.	Receives the Guarantee Letter/Letter of Acceptance from PCSO then forwards to the District Hospital Accountant for liquidation.	None	1 day	Medical Social Welfare Officer
	Files and records for reference.	None	15 minutes	Medical Social Welfare Officer
4. Receives and fills-up Client/Customer Feedback Form (for Out-Patients) and drop it at the designated drop box near the Medical Social Welfare unit.	Provides and instructs client/watcher to fill-up Client/Customer Feedback Form.	None	2 minutes	Medical Social Welfare Officer
Total			2 hours & 2 minutes	

***Allowable period for extension due to unusual circumstances: Thirty (30) minutes.



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located outside the different units of the hospital.
How feedback is processed?	<p>Everyday of the month, HR personnel of the hospital opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Office of the Administrative Officer for appropriate action.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 687-0456.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located outside the different units of the hospital.</p> <p>Complaints may also be filed thru telephone at:</p> <p>Rosario District Hospital Tel No. :(072) 687-0456 Email : rdh_rosariolaunion@yahoo.com</p> <p>Office of the Governor: Tel. No. : (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, citizen may contact (072) 687-0456.</p>



<p>How complaint is processed?</p>	<p>The HR personnel-in-Charge opens the Complaint Box on a daily basis and evaluates each complaint.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be forwarded to the Chief of Hospital and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 687-0456.</p>
<p>Contact Information of Rosario District Hospital</p>	<p>Dr. RODOLFO C. TONGSON Provincial Health Officer I/OIC Chief of Hospital Rosario District Hospital, Rosario, La Union e-mail: rdh_rosariolaunion@yahoo.com Tel No.: (072) 687-0456</p> <p>ALEXANDER N. FLORES,DPA Administrative Officer V Rosario District Hospital, Rosario, La Union e-mail: rdh_rosariolaunion@yahoo.com Tel No.: (072) 687-0456</p>



ORGANIZATIONAL ACCOUNTABILITY AND GOVERNANCE SECTOR

PROVINCIAL GOVERNMENT
OF LA UNION

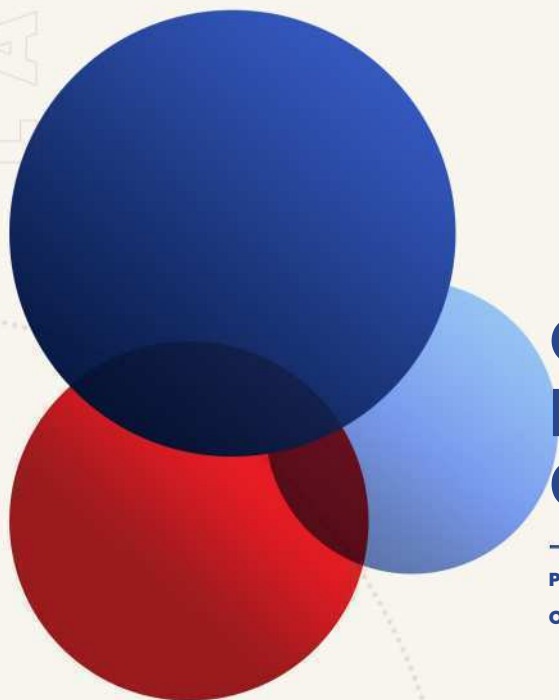
LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



LA UNION



OFFICE OF THE PROVINCIAL GOVERNOR

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. RECEIVING OF REQUEST FOR DATA FOR RESEARCH PURPOSES (WALK-IN CLIENTS)

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	Any requesting individual, institution or establishment shall be allowed to request for data provided that the purpose of request is among the following: A. Theses and dissertations of individuals complying for bachelor's degree, Master's degree, and/ or Doctorate degree. B. Research papers and other research studies which will need data from the Provincial Government of La Union (PGLU) and will be used for academic purposes only. C. Company research/ studies that may require data gathering from the Provincial Government of La Union to be used as research / study reference.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Kindly ensure that letter must: a. Be addressed to the Governor. b. Include specific/ itemized data request. c. Indicate contact person to be reached relative to request. d. Signed by researchers/ requestor of data. e. Noted by research adviser and school dean/ chancellor/ president. f. Must use the official letterhead of school or company. g. Must include deadline/ target date for data request.	Prepared by the requesting individual, institution or establishment.
2. Necessary attachments 1. Background of the Study/ Brief summary of the study to be conducted. 2. Other forms needed to be accomplished by the data provider.	Prepared by the requesting individual, institution or establishment.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit document to the Office of the Provincial Governor (OPG).	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for recorded and scanned document with Referral/ Action Slip.	4. Shall wait for recorded and scanned document with Referral/ Action Slip.	None	2 minutes	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: Referral/ Action slips shall be endorsed to OPPDC as a default action, otherwise, document will be endorsed to concerned PGLU Office as specified by researcher.			
	4.2. Shall record and scan received document for storage of electronic copy.	None	3 minutes	Executive Assistant I
5. Shall receive scanned and recorded document and proceed to OPPDC (or concerned PGLU office) for appropriate action.	5.1. Shall prepare two (2) copies of the Referral/ Action Slip.	None	1 minute	Executive Assistant I
	5.2. Shall endorse and release recorded and scanned document to researcher for endorsement to OPPDC (or concerned PGLU office).	None	1 minute	Executive Assistant I
	5.3. Shall send scanned copy of document to OPPDC (or concerned PGLU Office) via email.	None	1 minute	Executive Assistant I
6. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	6.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
Total		None	15 minutes	

2. RECEIVING OF REQUEST FOR DATA FOR RESEARCH PURPOSES (VIA EMAIL)

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	<p>Any requesting individual, institution or establishment shall be allowed to request for data provided that the purpose of request is among the following:</p> <ol style="list-style-type: none"> 1. Theses and dissertations of individuals complying for bachelor's degree, Master's degree, and/ or Doctorate degree. 2. Research papers and other research studies which will need data from the Provincial Government of La Union (PGLU) and will be used for academic purposes only. 3. Company research/ studies that may require data gathering from the Provincial Government of La Union to be used as research / study reference.
CHECKLIST OF REQUIREMENTS	
1. Official and Formal Request Letter Kindly ensure that letter must: <ol style="list-style-type: none"> a. Be addressed to the Governor. b. Include specific/ itemized data request. c. Indicate contact person to be reached relative to request. d. Signed by researchers/ requestor of data. e. Noted by research adviser and school dean/ chancellor/ president. f. Must use the official letterhead of school or company. g. Must include deadline/ target date for data request. 	Prepared by the requesting individual, institution or establishment.
2. Necessary attachments <ol style="list-style-type: none"> a. Background of the Study/ Brief summary of the study to be conducted. b. Other forms needed to be accomplished by the data provider. 	Prepared by the requesting individual, institution or establishment.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall send document to the Office of the Provincial Governor's Official Email Address (govpacoy@launion.gov.ph).	1.1. Executive Assistant I shall check the completeness of the sent documents.	None	2 minutes	Executive Assistant I
	1.2. Receiving staff shall acknowledge receipt of the email including a control number for the researcher's reference and contact details of OPPDC (or concerned PGLU Office) for reference.	None	1 minute	Executive Assistant I
2. Client shall receive a response email with indicated tracking number of the document.	2.1. Shall print received email with attachments.	None	1 minute	Executive Assistant I
	1.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to OPPDC. Note: Referral/ Action slips shall be endorsed to OPPDC as a default action, otherwise, document will be endorsed to concerned PGLU Office as specified by researcher.	None	2 minutes	Executive Assistant I
	2.3. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	2.4. Shall endorse and release recorded and scanned document to OPPDC (or concerned PGLU office) for appropriate action.	None	1 minute	Releasing Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Shall contact / coordinate with OPPDC (or concerned PGLU) as indicated in the email response.	3.1. Shall send scanned copy of document to OPPDC (or concerned PGLU Office) via email.	None	1 minute	Scanning Staff
Total		None	10 minutes	

3. RECEIVING OF REQUEST TO FLOAT QUESTIONNAIRES AND CONDUCT SURVEYS FOR RESEARCH PURPOSES (WALK-IN CLIENTS)

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	Any requesting individual, institution or establishment shall be allowed to request for data provided that the purpose of request is among the following: A. Theses and dissertations of individuals complying for bachelor’s degree, Master’s degree, and/ or Doctorate degree. B. Research papers and other research studies which will need data from the Provincial Government of La Union (PGLU) and will be used for academic purposes only. C. Company research/ studies that may require data gathering from the Provincial Government of La Union to be used as research / study reference.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	
<div>1. Official and Formal Request Letter</div> <div>Kindly ensure that letter must:</div> <div>a. Must be addressed to the Governor.</div> <div>b. Include specific request (float questionnaires/ conduct survey) including specific number of target respondents, type of target respondents such as profession, age, gender, office employment, etc.</div> <div>c. Indicate contact person to be reached relative to request.</div> <div>d. Signed by researchers/ requestor of data.</div> <div>e. Noted by research adviser and school dean/ chancellor/ president.</div> <div>f. Must use the official letterhead of school or company.</div> <div>g. Must include deadline/ target date for questionnaire/ survey results.</div>	<div>Prepared by the requesting individual, institution or establishment.</div>



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Necessary attachments a. Background of the Study/ Brief summary of the study to be conducted b. Copy of Questionnaires/ Survey Questions			Prepared by the requesting individual, institution or establishment.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit document to the Governor's Office Receiving Personnel.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for recorded and scanned document with Referral/ Action Slip.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Office of the Provincial Administrator (OPA). Note: Referral/ Action slips shall be endorsed to the OPA as a default action, otherwise, document will be endorsed to concerned PGLU Office as specified by researcher.	None	1 minute	Security personnel on duty
	4.2. Shall record and scan received document for storage of electronic copy.	None	3 minutes	Executive Assistant I
5. Shall receive scanned and recorded document and proceed to the OPA (or concerned PGLU office) for appropriate action.	5.1. Shall prepare two (2) copies of the Referral/ Action Slip.	None	1 minute	Executive Assistant I
	5.2. Shall endorse and release recorded and scanned document to researcher for endorsement to OPA (or concerned PGLU office).	None	1 minute	Executive Assistant I
	5.3. Shall send scanned copy of document to OPA (or concerned PGLU Office) via email.	None	1 minute	Executive Assistant I
6. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	6.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
Total		None	15 minutes	



4. RECEIVING OF REQUEST TO FLOAT QUESTIONNAIRES AND CONDUCT SURVEYS FOR RESEARCH PURPOSES (VIA EMAIL)

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	Any sending party shall be allowed to request for data provided that the purpose of request is among the following: A. Theses and dissertations of individuals complying for bachelor's degree, Master's degree, and/ or Doctorate degree. B. Research papers and other research studies which will need data from the Provincial Government of La Union (PGLU) and will be used for academic purposes only. C. Company research/ studies that may require data gathering from the Provincial Government of La Union to be used as research / study reference.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Kindly ensure that letter must: a. Be addressed to the Governor. b. Include specific request (float questionnaires/ conduct survey) including specific number of target respondents, type of target respondents such as profession, age, gender, office employment, etc. c. Indicate contact person to be reached relative to request. d. Signed by researchers/ requestor of data. e. Noted by research adviser and school dean/ chancellor/ president. f. Must use the official letterhead of school or company. g. Must include deadline/ target date for questionnaire/ survey results.	Prepared by the requesting individual, institution or establishment.
2. Necessary attachments a. Background of the Study/ Brief summary of the study to be conducted. b. Copy of Questionnaires/ Survey Questions.	Prepared by the requesting individual, institution or establishment.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall send document to the Governor's Office Official Email Address (govpacoy@launion.gov.ph).	1.1. Executive Assistant I shall check the completeness of the sent documents.	None	2 minutes	Executive Assistant I
	1.2. Executive Assistant I shall acknowledge receipt of the email including a control number for the researcher's reference and contact details of OPA (or concerned PGLU Office) for reference.	None	1 minute	Executive Assistant I
2. Client shall receive a response email with indicated tracking number of the document.	2.1. Shall print received email with attachments.	None	1 minute	Executive Assistant I
	2.2. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to OPA. Note: Referral/ Action slips shall be endorsed to OPA as a default action, otherwise, document will be endorsed to concerned PGLU Office as specified by researcher.	None	2 minutes	Executive Assistant I
	2.3. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	2.4. Shall endorse and release recorded and scanned document to OPPDC (or concerned PGLU office) for appropriate action.	None	1 minute	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Shall contact / coordinate with OPA (or concerned PGLU) as indicated in the email response.	3.1. Shall send scanned copy of document to OPA (or concerned PGLU Office) via email.	None	1 minute	Executive Assistant I
Total		None	10 minutes	

5. REQUEST FOR ENDORSEMENT FOR EMPLOYMENT (WALK-IN CLIENTS AND VIA EMAIL)

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL:	Residents of La Union and individuals who are personally known to the Governor and are applying for positions in government or private offices may avail of the service except for those applying/ requesting for employment in the following offices: 1. Provincial Government of La Union. 2. La Union District Hospitals including La Union Medical Center. 3. Organizations, agencies or offices which the Governor is considered as the appointing personnel.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	
<div>1. Mayor’s Endorsement</div> <div>Mayor’s Endorsement must include the following:</div> <div>a. Addressed to the Governor.</div> <div>b. Issued by the Local Chief Executive (LCE) / Mayor in which the applicant is a resident of.</div> <div>c. Contains request for the applicant to be recommended for employment in his/her organization/ agency/ office of choice.</div> <div>2. Necessary attachments</div> <div>a. Application Letter addressed to the head/ chief of the organization/agency/ office where the applicant is applying at</div> <div>Note: Application Letter must include the specific position/ job title the applicant is applying for</div> <div>b. Updated copy of Applicant’s Personal Data Sheet/ Curriculum Vitae/ Bio Data or any corresponding document which can function as reference for profiling.</div>	<div>Prepared by the requesting individual, institution or establishment.</div>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit request to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait updates on signed endorsement for employment.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the OPG Personnel concerned.	None	2 minutes	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned document to concerned OPG Personnel.	None	1 minute	Executive Assistant I
	4.4. Shall prepare Endorsement for Employment for the Governor's Signature.	None	5-10 minutes	Executive Assistant I
	4.5. Shall approve and sign prepared Endorsement for Employment.	None	1 minute Note: Signing of Endorsement is subject to the Governor's approval and availability	Executive Assistant I
5. Shall receive signed document.	5.1. Shall contact requestor to receive signed Endorsement for Employment. Signed endorsement can also be requested to be sent via email in cases of unavailability of requestor to receive original copy of the document.	None	1 minute	Executive Assistant I
	5.2. Shall release signed endorsement to requestor.	None	1 minute	Executive Assistant I
6. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	6.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
Total		None	20 minutes to a Maximum of 1 day (Subject to the Governor's availability)	

5. APPLICATION FOR EMPLOYMENT

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL:	Residents of La Union and individuals who are willing to apply for job openings in the Provincial Government of La Union.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter addressed to the Governor Kindly include the following details in your letter: a. Position/ Job Opening applicant is applying for and Office where the position is available. b. Contact details of Applicant. 2. Necessary attachments a. Personal Data Sheet. b. Supporting documents such as school records and certificates of trainings. c. Other documents as may be required by the Human Resource and Management Unit (HRMU).	a. Secure copy from the PGLU-HRMU. b. Secure copy form applicant's school/ university.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client shall submit application to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@laurion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For applicants who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for the recorded copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the HRMU.	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned document to Applicant. For applications received via email, applicants will be instructed to coordinate with HRMU for updates on their application.	None	1 minute	Executive Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
6. Shall proceed to the HRMU to submit application.	6.1 Shall send an electronic copy of the application via email to the HRMU.	None	1 minute	Executive Assistant I
Total		None	13 minutes	

6. RECEIVING OF INVITATIONS TO THE GOVERNOR (walk-in and via email)

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	Any requesting individual, business establishment or institution shall be allowed to send an invitation to the Governor which may include the following events: 1. Programs and activities organized and conducted by the various offices of the Provincial Government of La Union (PGLU). 2. Programs and activities conducted by PGLU Governance partners such as National Government Agencies, Non-Government Organizations, Local Government Units, among others. 3. Events organized by private organizations.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Invitation Letter Addressed to the Governor Kindly ensure that letter must: a. Must include details of event (date, time, venue). b. Must include a contact person and contact details of the same (A mobile number is preferred for easy coordination). c. Must specify the Governor's role in the event/ invitation. d. Other special notes such as attire to be worn and deadline for confirmation.	Sender of Invitation



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Necessary attachments a. Copy of the Event Programme. b. Confirmation Slip (if needed).			Sender of Invitation	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit invitation to the Governor's Office Receiving Personnel personally or through OPG's official email address at gopacoy@launion.gov.ph .	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the OPG Staff concerned.	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the concerned OPG Staff.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security personnel on duty
6. Shall wait for confirmation from the OPG which will be coordinated by the concerned staff.	6.1. Shall include the invitation in the Governor's schedule.	None	1 minute	Executive Assistant III
	6.2. Shall coordinate with the sender of the invitation.			
	6.3. Shall confirm the attendance of the Governor.			
Total		None	12 minutes (Also subject to the Governor's approval and availability)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial General Services Office (PGSO).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security personnel on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Shall proceed to the Provincial General Services Office to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PGSO relative to their request.	6.1 Shall send an electronic copy of the request to PGSO for their reference and appropriate action.	None	1 minute	Executive Assistant I
Total		None	13 minutes	

8. RECEIVING OF REQUEST TO BORROW INDUSTRIAL/ HEAVY EQUIPMENT

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors shall be allowed to send a request to the Office of the Governor as long as requested materials are available.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Addressed to the Governor Kindly ensure that letter must: a. Must include the specific number of request. b. Must include the details of the request such as date and time of use and venue. c. Must include a contact person with contact number.	Requestor
2. Necessary attachments a. For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. b. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. c. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive.	a. Barangay Council Office b. Office of the City / Municipal Mayor c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Receiving staff shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial Engineering Office (PEO).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
6. Shall proceed to the Provincial Engineering Office to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PEO/ PGSO relative to their request.	6.1 Shall send an electronic copy of the request to PEO for their reference and appropriate action.	None	1 minute	Executive Assistant I
Total		None	13 minutes	

9. RECEIVING OF REQUEST TO BORROW TENTS

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors are allowed to send a request to the Office of the Governor as long as requested materials are available.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Addressed to the Governor Kindly ensure that letter must: a. Must include the specific number of request. b. Must include the details of the request such as date and time of use and venue. c. Must include a contact person with contact number.	Requestor
2. Necessary attachments a. For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. b. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. c. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive. d. Request and Inventory Slip (if request will be provided by the Provincial General Services Office).	a. Barangay Council Office b. Office of the City / Municipal Mayor c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency d. PGLU- Office of the Provincial Governor/ General Services Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial Engineering Office (PEO) or the	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security personnel on duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Shall proceed to the Provincial Engineering Office/ Provincial General Services Office to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PEO/ PGSO relative to their request.	6.1 Shall send an electronic copy of the request to PEO/ PGSO for their reference and appropriate action.	None	1 minute	Executive Assistant I
Total		None	13 minutes	

10. RECEIVING OF REQUEST TO USE SERVICE VEHICLES

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors shall be allowed to send a request to the Office of the Governor as long as requested materials are available.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Addressed to the Governor Kindly ensure that letter must: a. Must include the specific number of request. b. Must include the details of the request such as date and time of use and venue. c. Must include a contact person with contact number.	Requestor
2. Necessary attachments a. For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. b. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. c. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive. d. Request and Inventory Slip.	a. Barangay Council Office b. Office of the City / Municipal Mayor c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency d. PGLU- Office of the Provincial Governor/ General Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial General Services Office (PGSO).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
6. Shall proceed to the Provincial Engineering Office to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PGSO relative to their request.	6.1 Shall send an electronic copy of the request to PEO for their reference and appropriate action.	None	1 minute	Executive Assistant I
Total		None	13 minutes	



11. RECEIVING OF REQUEST TO USE AMBULANCE

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors are allowed to send a request to the Office of the Governor as long as requested materials are available.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Addressed to the Governor Kindly ensure that letter must: a. Must include the details of the request such as date and time of use and venue. b. Must include a contact person with contact number. 2. Necessary attachments a. For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. b. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. c. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive. d. If patient will be transferred to a medical facility outside of La Union, must include doctor's/ hospital's order for transfer. e. Medical abstract (if any)	Requestor a. Barangay Council Office b. Office of the City / Municipal Mayor c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency d. PGLU- Office of the Provincial Governor/ General Services Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at gopacoy@launion.gov.ph .	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial Disaster and Risk Reduction Management Office (PDRRMO).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security personnel on duty
6. Shall proceed to the PDRMO to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PDRMO relative to their request.	6.1. Shall send an electronic copy of the request to PDRMO for their reference and appropriate action.	None	1 minute	Executive Assistant I
Total		None	13 minutes	

12. RECEIVING OF REQUEST TO USE MOBILE DENTAL BUS

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors are allowed to send a request to the Office of the Governor as long as requested materials are available.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Addressed to the Governor Kindly ensure that letter must: a. Must include the details of the request such as date and time of use and venue. b. Must include a contact person with contact number. 2. Necessary attachments a. For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. b. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. c. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive.	Requestor a. Barangay Council Office b. Office of the City / Municipal Mayor c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency d. PGLU- Office of the Provincial Governor/ General Services Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial Health Office (PHO).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
6. Shall proceed to the PHO to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PHO relative to their request.	6.1 Shall send an electronic copy of the request to PHO for their reference and appropriate action.	None	1 minute	Executive Assistant I
Total		None	13 minutes	

13. RECEIVING OF REQUEST TO USE COASTER

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors are allowed to send a request to the Office of the Governor as long as requested materials are available.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Official and Formal Request Letter Addressed to the Governor</p> <p>Kindly ensure that letter must:</p> <ul style="list-style-type: none"> a. Must include the details of the request such as date and time of use and venue. b. Must include a contact person with contact number. 	<p>Requestor</p>
<p>2. Necessary attachments</p> <ul style="list-style-type: none"> a. For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. b. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. c. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive. d. OPG Request Slip 	<ul style="list-style-type: none"> a. Barangay Council Office b. Office of the City / Municipal Mayor c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency d. PGLU- Office of the Provincial Governor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the concerned OPG Staff.	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the concerned OPG Staff.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security personnel on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Shall coordinate with concerned OPG staff relative to the approval of the request.	4.1. Coordinate with the requestor on the approval of the request. Note: Request will be subjected to the Governor's Approval.	None	1 minute	Executive Assistant III
Total		None	13 minutes	

14. RECEIVING OF REQUEST FOR THE USE OF PGLU CONFERENCE ROOMS

[illegible]



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the concerned OPG Staff.	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the concerned OPG Staff.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
6. Shall coordinate with concerned OPG staff relative to the approval of the request.	6.1 Coordinate with the requestor on the approval of the request. Note: Request will be subjected to the Governor's Approval.	None	1 minute	Executive Assistant III
Total		None	13 minutes	

TRANSFORMATIVE
GOVERNANCE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial Health Office (PHO).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Shall proceed to the PHO to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PHO relative to their request.	6.1 Coordinate with the requestor on the approval of the request. Note: Request will be subjected to the Governor's Approval.	None	1 minute	Executive Assistant I
Total		None	13 minutes	

16. RECEIVING OF REQUEST FOR PERSONAL PROTECTIVE SUPPLIES

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors are allowed to send a request to the Office of the Governor as long as requested materials are available.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Addressed to the Governor Kindly ensure that letter must: a. Must include the details of the request such as date and time of use and venue. b. Must include a contact person with contact number. c. Must include specific supplies needed with indicated quantity.	Requestor
2. Necessary attachments a. For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. b. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. c. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive.	a. Barangay Council Office b. Office of the City / Municipal Mayor c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial Health Office (PHO).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
6. Shall proceed to the PHO to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PHO relative to their request.	6.1 Coordinate with the requestor on the approval of the request. Note: Request will be subjected to the Governor's Approval.	None	1 minute	Executive Assistant I/ PHO
Total		None	13 minutes	

17. RECEIVING OF REQUEST FOR RAFFLE ITEMS

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors are allowed to send a request to the Office of the Governor as long as requested materials are available.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Official and Formal Request Letter Addressed to the Governor</p> <p>Kindly ensure that letter must:</p> <ol style="list-style-type: none"> Must include the details of the request such as date and time of use and venue. Must include a contact person with contact number. 	Requestor
<p>2. Necessary attachments</p> <ol style="list-style-type: none"> For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive. 	<ol style="list-style-type: none"> Barangay Council Office Office of the City / Municipal Mayor Office of the LCE of the Local Government Unit, Head of Office of National Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the concerned OPG Staff.	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the concerned OPG Staff.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security personnel on duty

18. RECEIVING OF REQUEST FOR MEDALS AND TROPHIES

PGLU | CITIZEN'S CHARTER



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the concerned OPG Staff.	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the concerned OPG Staff.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
6. Shall coordinate with OPG on the approval of request and proceed to the Provincial General Services Office (PGSO) to claim request.	6.1 Coordinate with the requestor on the approval of the request and issue a corresponding stub to be claimed at the PGSO. Note: Request will be subject to availability and approval of the Governor.	None	1 minute	Executive Assistant I
Total		None	13 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the concerned OPG Staff.	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the concerned OPG Staff.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Shall coordinate with OPG on the approval of request and proceed to the Provincial General Services Office (PGSO) to claim request.	<p>6.1 Coordinate with the requestor on the approval of the request and issue a corresponding stub to be claimed at the PGSO.</p> <p>Note: Request will be subject to availability and approval of the Governor.</p>	None	1 minute	Executive Assistant I
Total		None	13 minutes	

20. RECEIVING OF REQUEST FOR BACKFILL

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	All requestors are allowed to send a request to the Office of the Governor as long as requested materials are available.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official and Formal Request Letter Addressed to the Governor Kindly ensure that letter must: a. Must include the specific number of request. b. Must include the details of the request such as date, time and place of use. c. Must include a contact person with contact number.	Requestor
2. Necessary attachments a. For requesting individuals, letter must include a notation/ endorsement from the Barangay Captain. b. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter. c. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive.	a. Barangay Council Office b. Office of the City / Municipal Mayor c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Provincial Engineering Office (PEO).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the requestor.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
Shall proceed to the Provincial Engineering Office to submit the scanned and recorded request. For requests received via email, clients can directly coordinate with PEO relative to their request.	6.1 Shall send an electronic copy of the request to PEO for their reference and appropriate action.	None	1 minute	Executive Assistant I/ PEO
Total		None	13 minutes	

21. REQUEST FOR SEEDLINGS (WALK-IN CLIENT OR VIA EMAIL)

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	Residents of La Union, Registered/ Accredited Civil Society Organizations (CSO), Government Agencies, Schools, Local Government Units and others as approved by the Governor may avail of the service provided that the purpose of such is for the following: 1. For a community projects such as tree planting and parenting activities; 2. For beautification and environmental projects; and 3. For activities that may contribute to the vision of the province to become the Heart of Agri-tourism in Northern Luzon by 2025.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request Letter Kindly include the following details in your request letter:</p> <ol style="list-style-type: none"> Specific number of seedlings needed Type of seedlings requested (if requestor has preference) Contact person with contact details 	Requestor/ Sending Party
<p>2. Necessary attachments</p> <ol style="list-style-type: none"> If request is from a private individual/ resident of La Union, request letter must be noted by Barangay Captain of requestor's residence barangay If request is from a CSO, or any Non-Government Organization or Group, must include an endorsement from the Mayor/ Local Chief Executive where the organization's office resides If the request is from a Government Agency, request must be noted by the Provincial Head or Regional Head of the Agency. 	<ol style="list-style-type: none"> Barangay Council Office Office of the City / Municipal Mayor Office of the LCE of the Local Government Unit, Head of Office of National Government Agency



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit request to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For clients sending request via email, a tracking number will be sent in response to their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned document with Referral/ Action Slip. For clients sending requests via email, they may follow up directly with OPAg after receipt of acknowledgment email.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Office of the Provincial Agriculturist (OPAg).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned document to client.	None	1 minute	Executive Assistant I
	4.4. Shall also send an electronic copy of the request to OPAg for reference.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
Total		None	13 minutes	



c. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit request to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For clients sending request via email, a tracking number will be sent in response to their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned document with Referral/ Action Slip. For clients sending requests via email, they may follow up directly with OPAg after receipt of acknowledgment email.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the Office of the Provincial Agriculturist (OPAg).	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned document to requestor.	None	1 minute	Executive Assistant I
	4.4. Shall also send an electronic copy of the request to OPAg for reference.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
Total		None	13 minutes	

23. RECEIVING OF REQUEST FOR SNACKS

OFFICE OR DIVISION:	Office of the Provincial Governor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL:	The following may avail of the abovementioned service: 1. Partner Agencies of the PGLU; 2. Sangguniang Kabataan Council, Barangay Councils, Local Government Units; 3. Partner Civil Society Organizations and Non-Government Organizations of the PGLU
CHECKLIST OF REQUIREMENTS	
1. Official and Formal Request Letter Addressed to the Governor Kindly ensure that letter must: a. Must include the details of the request such as date and time of use b. Must include a contact person with contact number c. Must include the specific number of request 2. Necessary attachments a. For requesting organizations, letter must be endorsed by the Municipal/ City Mayor through an endorsement letter b. For requesting government agencies or local government units, letter must be endorsed by the head of office or Local Chief Executive	WHERE TO SECURE Requestor a. Office of the City / Municipal Mayor b. Office of the LCE of the Local Government Unit, Head of Office of National Government Agency



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the security personnel at the information desk for registration.	1.1. Security personnel on duty shall check the client's body temperature and shall strictly implement the standard health protocols on wearing of masks and face shields, social distancing and sanitizing of hands or using of footbaths before proceeding to the destination office. Security personnel shall also record the client's date and time of arrival, purpose and destination office.	None	1 minute	Security personnel on duty
2. Client shall submit letter to the Governor's Office Receiving Personnel personally or through OPG's official email address at govpacoy@launion.gov.ph.	2.1. Executive Assistant I shall check the completeness of the submitted documents.	None	2 minutes	Executive Assistant I
	2.2. Executive Assistant I shall receive complete document/s from Client by stamping received date on the document.	None	1 minute	Executive Assistant I
3. Client shall secure a receiving copy in which the receiving personnel will indicate the tracking number of the document. For those who will be sending via email, a tracking number will be given as acknowledgment of their email.	3.1. Shall assign a control number to the document for tracking purposes.	None	1 minute	Executive Assistant I
	3.2. Shall give a receiving copy or tracking number reference to the client.	None	1 minute	Executive Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall wait for the recorded and scanned copy of the document.	4.1. Shall prepare a referral/ action slip summarizing the content of the received documents and endorsing the same to the concerned OPG Staff.	None	2 minutes	Executive Assistant I
	4.2. Shall record and scan received document for storage of electronic copy.	None	2 minutes	Executive Assistant I
	4.3. Shall endorse and release recorded and scanned documents to the concerned OPG Staff.	None	1 minute	Executive Assistant I
5. Shall accomplish the Customer Feedback Form and submit the form by dropping it in the Suggestion Box.	5.1. Shall request the client to accomplish the Customer Feedback Form.	None	1 minute	Security Personnel on Duty
6. Shall coordinate with OPG on the approval of request.	6.1 Coordinate with the requestor on the approval of the request. Note: Request will be subject to availability of request and approval of the Governor.	None	1 minute	Executive Assistant I
Total		None	13 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the OPG receiving area.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 236.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the OPG receiving area.</p> <p>Complaints may also be filed thru the following:</p> <p>OFFICE OF THE PROVINCIAL GOVERNOR Tel. No.: (072) 888-3608;</p> <p>CSC Hotline Tel. No. : (072) 700- 5643; 1-6565 Cellphone No.: 0908-8816565 Email : csc_reg1@yahoo.com.ph; email@contactcenterngbayan.gov.ph</p> <p>ARTA Hotline Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following: Name of person being complained Incident: Evidence:</p>

<p>How complaint is processed?</p>	<p>Every end of the month, a personnel from the Office of the Provincial Administrator (OPA) opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 321.</p>
<p>Contact Information of the Office of the Provincial Governor</p>	<p>MS. AGNES GRACE A. CARGAMENTO Provincial Administrator Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: adminoffice@launion.gov.ph Tel No.: (072) 242-5550 loc. 321</p>



OFFICE OF THE PROVINCIAL GOVERNOR - INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. ICT Software Assistance – Backup and Reformat

OFFICE OR DIVISION:		Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen G2G – Government to Government		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Fill-out the ICTU Job Request Form.	Assist the client in filling out the Job Request Form (Receiving).	None	1 minute	Data Controller II, HICTS
3. Endorsing the request.	Assessing the scope and difficulty of the request.	None	3 minutes	Data Controller II, HICTS
	ICT Software Assistance – Backup and Reformat.	None	3 hours	Data Controller II, HICTS
4. Wait for the completion of the request.	Sign the Job Request Form (Releasing).	None	1 minute	
5. Receive duly signed Job Request Form.	Record and file Job Request Form.	None	1 minute	Data Controller II, HICTS
6. Fill-up Customer Feedback and Complaint Form.	The Data Controller II shall instruct the customer to fill out the Customer Feedback Form and drop in the suggestion box.	None	1 minute	Data Controller II, HICTS
Total		None	3 hours and 8 minutes	

2. ICT Software Assistance – Driver and Program Installation

OFFICE OR DIVISION:	Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G - Government to Government			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Fill-out the ICTU Job Request Form.	Assist the client in filling out the Job Request Form (Receiving).	None	1 minute	Data Controller II, HICTS
3. Endorsing the request.	Assessing the scope and difficulty of the request.	None	3 minutes	Data Controller II, HICTS
	ICT Software Assistance – Driver and Program Installation.	None	1 hour	Data Controller II, HICTS
4. Wait for the completion of the request.	Sign the Job Request Form (Releasing).	None	1 minute	
5. Receive duly signed Job Request Form.	Record and file Job Request Form.	None	1 minute	Data Controller II, HICTS
6. Fill-up Customer Feedback and Complaint Form.	The Data Controller II shall instruct the customer to fill out the Customer Feedback Form and drop in the suggestion box.	None	1 minute	Data Controller II, HICTS
Total		None	1 hour and 8 minutes	



3. ICT Software Assistance – Desktop and Laptop Troubleshooting

OFFICE OR DIVISION:		Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen G2G - Government to Government		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Fill-out the ICTU Job Request Form.	Assist the client in filling out the Job Request Form (Receiving).	None	1 minute	Data Controller II, HICTS
3. Endorsing the request.	Assessing the scope and difficulty of the request.	None	3 minutes	Data Controller II, HICTS
	ICT Hardware Assistance – Desktop and Laptop Troubleshooting.	None	3 hours	Data Controller II, HICTS
4. Wait for the completion of the request.	Sign the Job Request Form (Releasing).	None	1 minute	
5. Receive duly signed Job Request Form.	Record and file Job Request Form.	None	1 minute	Data Controller II, HICTS
6. Fill-up Customer Feedback and Complaint Form.	The Data Controller II shall instruct the customer to fill out the Customer Feedback Form and drop in the suggestion box.	None	1 minute	Data Controller II, HICTS
Total		None	3 hours and 8 minutes	

4. Hardware Assistance – Printer Troubleshooting

OFFICE OR DIVISION:	Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G - Government to Government			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Fill-out the ICTU Job Request Form.	Assist the client in filling out the Job Request Form (Receiving).	None	1 minute	Data Controller II, HICTS
3. Endorsing the request.	Assessing the scope and difficulty of the request.	None	3 minutes	Data Controller II, HICTS
	ICT Hardware Assistance – Printer Troubleshooting.	None	3 hours	Data Controller II, HICTS
4. Wait for the completion of the request.	Sign the Job Request Form (Releasing).	None	1 minute	
5. Receive duly signed Job Request Form.	Record and file Job Request Form.	None	1 minute	Data Controller II, HICTS
6. Fill-up Customer Feedback and Complaint Form.	The Data Controller II shall instruct the customer to fill out the Customer Feedback Form and drop in the suggestion box.	None	1 minute	Data Controller II, HICTS
Total		None	4 hours and 8 minutes	



5. ICT Hardware Assistance– Network Installation and Troubleshooting

OFFICE OR DIVISION:		Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen G2G - Government to Government		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Fill-out the ICTU Job Request Form.	Assist the client in filling out the Job Request Form (Receiving).	None	1 minute	Data Controller II, HICTS
3. Endorsing the request.	Assessing the scope and difficulty of the request.	None	3 minutes	Data Controller II, HICTS
	ICT Hardware Assistance - Network Installation and Troubleshooting.	None	1 hour	Data Controller II, HICTS
4. Wait for the completion of the request.	Sign the Job Request Form (Releasing).	None	1 minute	Data Controller II, HICTS
5. Receive duly signed Job Request Form.	Record and file Job Request Form.	None	1 minute	Data Controller II, HICTS
6. Fill-up Customer Feedback and Complaint Form.	The Data Controller II shall instruct the customer to fill out the Customer Feedback Form and drop in the suggestion box.	None	1 minute	Data Controller II, HICTS
Total		None	1 hour and 8 minutes	

6. Biometric Registration

OFFICE OR DIVISION:		Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen G2G - Government to Government		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Fill-out the ICTU Job Request Form.	Assist the client in filling out the Job Request Form (Receiving) and Capture Form.	None	1 minute	Data Controller II, HICTS
3. Fill-out the ICTU Biometric Registration Form.	Assist the client in filling out the form.	None	1 minute	Data Controller II, HICTS
4. Receive duly signed Job Request Form and Biometric Registration Form.	Record and file Job Request Form.	None	1 minute	Data Controller II, HICTS
5. Biometric Enrollment.	Capturing a portrait photo of the client.	None	3 minutes	Data Controller II, HICTS
	The client will be enrolled to PGLU biometric machine.	None	5 minutes	Data Controller II, HICTS
6. Fill-up Customer Feedback and Complaint Form..	The Data Controller II shall instruct the customer to fill out the Customer Feedback Form and drop in the suggestion box.	None	1 minute	Data Controller II, HICTS
Total		None	13 minutes	



Feedback and Complaints

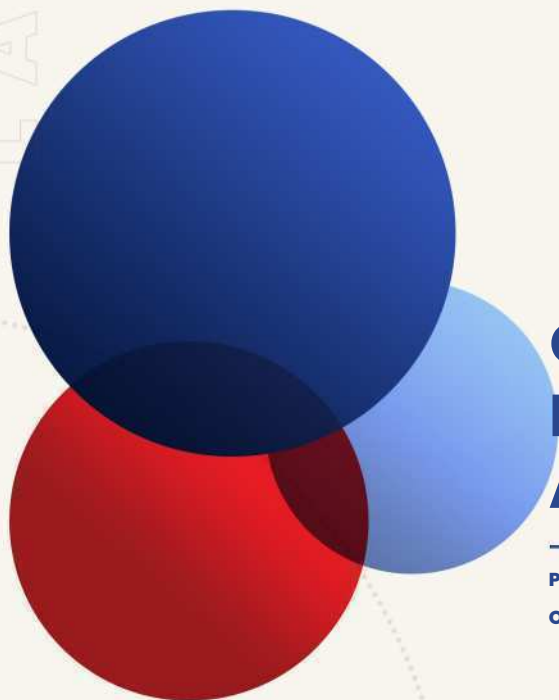
FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located near the door of the ICTU Office.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted. Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 237, 238 and 239.</p>
How to file a complaint?	<p>Answer the client customer and feedback complaint form and drop it at the box located near the ICTU office entrance.</p> <p>Complaints may also be file thru telephone at</p> <p>ICTU: Tel No. :(072) 242 5550 loc. 237, 238, 239, Email : webmaster@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following: Name of person being complained Incident Evidence</p>

<p>How complaint is processed?</p>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 888-2797.</p>
<p>Contact Information of the Information and Communications Technology Unit (ICTU)</p>	<p>MR. GERRY D. BINAS-O Information Technology Officer II Provincial Capitol Building, City of San Fernando, La Union e-mail: webmaster@launion.gov.ph Tel No.: (072) 242-5550 local 237</p> <p>MARIA ELENA C. ESPIRITU Information Technology Officer I Provincial Capitol Building, City of San Fernando, La Union e-mail: webmaster@launion.gov.ph Tel No.: (072) 242-5550 local 238</p> <p>JAMIE ROSE N. MIFA Computer Programmer II Provincial Capitol Building, City of San Fernando, La Union e-mail: webmaster@launion.gov.ph Tel No.: (072) 242-5550 local 238</p>



LA UNION



OFFICE OF THE PROVINCIAL ADMINISTRATOR

PROVINCIAL GOVERNMENT
OF LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. INTERNAL OUTGOING COMMUNICATIONS

These are drafted by the different PGLU Offices in the form of memos which will be signed by the Provincial Governor or Provincial Administrator to be given to the concerned PGLU Offices.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G – Government to Government			
WHO MAY AVAIL:	PGLU Offices/ Hospitals/ OPG Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly signed/ initialed internal outgoing communications.			1. Prepared by the requisitioning office and approved by the Head of Office/ Chief of Hospital/ OPG Unit.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer/ alcohol and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.).	None	1 minute	Guard on duty
2. Submit the duly signed/ initialed internal outgoing communication.	Receive and screen communication, sort it according to its type and urgency, assign a control number, and record it in the iTrack System and google sheet.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
	Review, edit and endorse the communication for further or final action of the Provincial Administrator.	None	5 minutes	Supervising Administrative Officer
	Recheck, edit, affix initial and endorse the communication for signature of the Provincial Governor; else, sign it for dissemination to the concerned office/s.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the internal outgoing communication.	Update the status of the communication in the iTrack System and google sheet, scan and endorse it to the Office of the Provincial Governor, else, release it to concerned office/s.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
4. The client shall fill out the customer feedback form.	The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
Total		None	36 minutes	

2. EXTERNAL OUTGOING COMMUNICATIONS

These are drafted by the by the different PGLU Offices in the form of letters which will be signed by the Provincial Governor or Provincial Administrator to be given to the external parties, partner agencies or citizens.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2B – Government to Business G2C – Government to Citizen
WHO MAY AVAIL:	External Parties or Partner Agencies, Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed/ initialed external outgoing communications.	1. Prepared by the requisitioning external party/ies, partner agency/ies or citizen/s.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer/ alcohol and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.).	None	1 minute	Guard on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the duly signed/initialed external outgoing communication.	Receive and screen communication, sort it according to its type and urgency, assign a control number, and record it in the iTrack System and google sheet.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
	Review, edit and endorse the communication for further or final action of the Provincial Administrator.	None	5 minutes	Supervising Administrative Officer
	Recheck, edit, affix initial and endorse the communication for signature of the Provincial Governor; else, sign it for dissemination to the external party/ies, partner agency/ies and/ or citizen/s.	None	5 minutes	Provincial Administrator
3. Receive the external outgoing communication.	Update the status of the communication in the iTrack System and google sheet, scan and release it to external party/ies, partner agency/ies and/ or citizen/s.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
4. The client shall fill out the customer feedback form.	The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
Total		None	36 minutes	

3. INCOMING COMMUNICATIONS

The type of communication that are received from the different PGLU Offices and other external parties or partner agencies addressed to the Provincial Governor or Provincial Administrator.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
WHO MAY AVAIL:	PGLU Offices/ Hospitals/ OPG Units External Parties or Partner Agencies Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Incoming communications addressed to the Provincial Governor or Provincial Administrator.	1. Prepared by the requisitioning office and approved by the Head of Office/ Chief of Hospital/ OPG Unit. 2. Prepared by the requisitioning external party/ies, partner agency/ies or citizen/s.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer/ alcohol and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.).	None	1 minute	Guard on duty
2. Submit the incoming communication.	Receive and screen communication, sort it according to its type and urgency, assign a control number, and record it in the iTrack System and google sheet.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
	Review and endorse the communication for further or final action of the Provincial Administrator.	None	5 minutes	Supervising Administrative Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Recheck and endorse the communication for appropriate action of the office/s, external party/ies, partner agency/ies and/ or citizen/s.	None	5 minutes	Provincial Administrator
3. Receive the endorsed incoming communication.	Update the status of the communication in the iTrack System and google sheet, scan and release it to the office/s, external party/ies, partner agency/ies and/ or citizen/s.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
4. The client shall fill out the customer feedback form.	The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
Total		None	36 minutes	

4. GENERAL ADMINISTRATIVE DOCUMENTS

These are Special Orders, Executive Orders, Resolutions, SP Endorsements, Contracts, Project Proposals, Travel Authorities, Leaves, Appointments, Travel Orders, Administrative Orders, Other Documents that are received from the different PGLU Offices that need to be signed by the Provincial Governor or Provincial Administrator

a. For Governor's Approval

- Special Orders, Executive Orders, Resolutions, SP Endorsements, Contracts, Project Proposals, Appointments, Administrative Orders
- Travel Authorities
- Travel Orders of Department Heads/ Chiefs of Hospitals outside La Union
- Leaves of Vice Governor, Board Members, Local Chief Executives, Department Heads/ Chief of Hospitals
- Payroll
- Other Documents (Program of Work, Rental, among others)

b. For PA's Approval

- Travel Orders of Department Heads/ Chiefs of Hospitals/ OPG Unit Heads within La Union and Travel Orders of Other Staff outside La Union
- Leaves (PGLU Staff)
- Other Documents (Certificate of Employment, Service Record, among others)

4.1 TRAVEL DOCUMENTS

These are Travel Authorities & Travel Orders within and outside La Union

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G – Government to Government			
WHO MAY AVAIL:	PGLU Offices/ Hospitals/ OPG Units ,Sangguniang Panlalawigan (SP), Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Travel Authorities. 2. Travel Orders within La Union. 3. Travel Orders outside La Union.			1. Prepared by the requisitioning office and approved by the Head of Office/ Chief of Hospital/ OPG Unit, SP, or LGUs.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer/ alcohol and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on duty
2. Submit the Travel Document.	Receive and screen Travel Document, sort it according to its type and urgency, assign a control number, and record it in the iTrack System and google sheet.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
	Review and endorse the Travel Document for further or final action of the Provincial Administrator.	None	3 minutes	Supervising Administrative Officer
	Recheck, affix initial and endorse the Travel Document for signature of the Provincial Governor; else, sign it for dissemination to the concerned office/s or	None	3 minutes	Administrative Assistant II/ Administrative Aide IV



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the Travel Document.	Update the status of the communication in the iTrack System and google sheet, scan and release it to the concerned office/s or individual/s.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
4. The client shall fill out the customer feedback form.	The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
Total		None	27 minutes	

4.2 PAYROLL

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	PGLU Offices/ Hospitals/ OPG Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed/ initialed payroll.	1. Prepared by the requisitioning office and approved by the Head of Office/ Chief of Hospital/ OPG Unit.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer/ alcohol and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.)	None	1 minute	Guard on duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the payroll.	Receive and screen payroll, sort it according to its type and urgency, assign a control number, and record it in the Admin. Logbook.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
	Recheck, affix initial and endorse the payroll for signature of the Provincial Governor.	None	5 minutes	Provincial Administrator
3. Receive the payroll.	Update the status of the communication in the Admin. Logbook & google sheet and release it to the concerned office/s.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
4. The client shall fill out the customer feedback form.	The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
Total		None	21 minutes	

4.3 OTHER ADMINISTRATIVE DOCUMENTS

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	PGLU Offices/ Hospitals/ OPG Units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed/ initialed payroll.	1. Prepared by the requisitioning office and approved by the Head of Office/ Chief of Hospital/ OPG Unit.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the guard for registration using logbook at the guard's table.	Guard on duty, checks body temperature of client, client uses hand sanitizer/ alcohol and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield, No Entry" policy. (Take note of the date, time, purpose, etc.).	None	1 minute	Guard on duty
2. Submit Other Administrative Document.	Receive and screen other administrative document, sort it according to its type and urgency, assign a control number, and record it in the iTrack System and google sheet.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
	Review, edit and endorse other administrative document for further or final action of the Provincial Administrator.	None	1 day	Administrative Officer V/ Research Analyst
	Recheck, edit, affix initial and endorse other administrative document for signature of the Provincial Governor; else, sign it for dissemination to the office/s.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
3. Receive Other Administrative Document.	Update the status of the communication in the iTrack System and google sheet, scan and release it to external party/ies, partner agency/ies and/ or citizen/s.	None	10 minutes	Administrative Assistant II/ Administrative Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The client shall fill out the customer feedback form.	The person in charge will ask the client to fill out the customer feedback form before allowing the client to leave.	None	5 minutes	Administrative Assistant II/ Administrative Aide IV
Total		None	2 days and 26 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the OPA receiving area.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 236.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the OPA receiving area.</p> <p>Complaints may also be filed thru the following:</p> <p>OFFICE OF THE PROVINCIAL GOVERNOR Tel. No.: (072) 888-3608;</p> <p>CSC Hotline Tel. No. : (072) 700- 5643; 1-6565 Cellphone No.: 0908-8816565 Email : csc_reg1@yahoo.com.ph; email@contactcenterngbayan.gov.ph</p> <p>ARTA Hotline Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p> <p>Client should provide the following: Name of person being complained Incident: Evidence:</p>

<p>How complaint is processed?</p>	<p>Every end of the month, a personnel from the Office of the Provincial Administrator (OPA) opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 321.</p>
<p>Contact Information of the Office of the Provincial Administrator</p>	<p>MS. AGNES GRACE A. CARGAMENTO Provincial Administrator Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: adminoffice@launion.gov.ph Tel No.: (072) 242-5550 loc. 321</p>



OFFICE OF THE PROVINCIAL ADMINISTRATOR - HUMAN RESOURCE MANAGEMENT UNIT

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. ISSUANCE OF SERVICE RECORDS

Upon request, this document is provided to verify employee's essential service-related records.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU) and PROVINCIAL TREASURER'S OFFICE (PTO)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen			
WHO MAY AVAIL:	1. Any elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Any requesting individual as it pertains to his/her records.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Request Form 2. Official Receipt			1. Staff-in-charge in General Administrative Section of OPA-HRMU. 2. Staff-in-charge in Cash Receipt Unit of Provincial Treasurer's Office.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For retired and resigned employees, proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to OPA-HRMU to fill-out the log-sheet placed in front of the office and disinfect hands.	Ensure that the log-sheet and disinfectant is readily available in front of the offices.	None	1 minute	General Administrative Services Assistant
3. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall assist the client.	None	1 minute	General Administrative Services Assistant
4. Fill-out Request Form.	HR Staff shall request client to fill-out Request Form and check/receive the properly accomplished form.	None	2 minutes	General Administrative Services Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed to PTO for payment of fee.		Php 25.00 per page	5 minutes	PTO staff
6. Present OR to HR staff in-charge, affix signature in the log and receive the requested Service Record by the HR transaction window.	Receive and verify the OR from the client.	None	1 minute	General Administrative Services Assistant
	HR Staff shall input the name of the client in the PMIS and print the Service Record.	None	2 minutes	General Administrative Services Assistant
	Attach the OR and accomplished request form to the printed Service Record and authenticate the document with the PGLU dry seal.	None	1 minute	General Administrative Services Assistant
	Forward the document to Section Head for review and initials.	None	1 minute	General Administrative Services Assistant
	Review, affix initials and return the document to the HR in-charge.	None	2 minutes	Section Head
	Forward the initialed document to the HRMO for signature.	None	1 minute	General Administrative Services Assistant
	Review and sign the document.	None	5 minutes	HRMO
	Write details in the Employees Request Log for the releasing of Service Record.	None	1 minute	General Administrative Services Assistant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	By the transaction window, HR Staff shall request the client to affix signature in the log and receive the Service Record. HR staff shall file the request form for reference.	None	2 minutes	General Administrative Services Assistant
7. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	General Administrative Services Assistant
Total		Php 25.00	29 minutes	

2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

- Upon request, this document is provided to certify the employment and employment history of an individual.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU) and PROVINCIAL TREASURER’S OFFICE (PTO)		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen		
WHO MAY AVAIL:	1. Any elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Any requesting individual as it pertains to his/her records.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Request Form 2. Official Receipt (OR) from Provincial Treasurer’s Office (PTO) 3. For substitution/representative, Original & Photocopy of Two (2) Valid I.D.’s. Photocopies must contain three (3) consistent signatures of the applicant (as applicable)		1. Staff-in-charge of General Administrative Section of OPA-HRMU. 2. Staff-in-charge of Cash Receipt Unit of Provincial Treasurer’s Office. 3. Personal documents of requesting individual.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For retired and resigned employees, proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to OPA-HRMU to fill-out the log-sheet placed in front of the office and disinfect hands.	Ensure that the log-sheet and disinfectant is readily available in front of the offices.	None	1 minute	General Administrative Services Assistant
3. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall assist the client.	None	1 minute	General Administrative Services Assistant
4. Fill-out Request Form.	HR Staff shall request client to fill-out request form, check the form if properly accomplished, and receive form.	None	2 minutes	General Administrative Services Assistant
5. Proceed to PTO for payment of fee.		Php 90.00 (Php 60.00 for COE + Php 30.00 for Documentary Stamp)	1 minute	General Administrative Services Assistant
6. Present OR to HR staff in-charge, affix signature in the log and receive the requested Certificate of Employment by the HR transaction window.	Receive and verify the OR from the client.	None	1 minute	General Administrative Services Assistant
	HR Staff shall input the name of the client in the PMIS for verification of needed data.	None	2 minutes	General Administrative Services Assistant
	Call the Accounting Office to acquire the needed data (Accounting Staff for PHO and respective Accountants for hospitals).	None	2 minutes	General Administrative Services Assistant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare and print the Certificate of Employment.	None	2 minutes	General Administrative Services Assistant
	Attach the OR and accomplished request form to the printed Certificate of Employment and authenticate the document with the PGLU dry seal.	None	1 minute	General Administrative Services Assistant
	Forward the document to Section Head for review and initials.	None	1 minute	General Administrative Services Assistant
	Review, affix initials and return the document to the HR in-charge.	None	2 minutes	Section Head
	Forward the initialed document to the HRMO for signature.	None	1 minute	General Administrative Services Assistant
	Review and sign the document.	None	5 minutes	HRMO
	Once signed, HR staff shall write details in the Employees Request Log for the releasing of Certificate of Employment.	None	1 minute	General Administrative Services Assistant
	By the transaction window, HR staff shall request the client to affix signature in the log and receive the Certificate of Employment. HR staff shall file the request form for reference.	None	3 minutes	General Administrative Services Assistant
7. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	General Administrative Services Assistant
Total		Php 90.00	34 minutes	

3. ASSISTANCE TO WALK-IN APPLICANTS FOR JOB APPLICATIONS

This service ensures provision of assistance to as many as interested and qualified applicants for existing and anticipated vacancies. Interested applicant must meet the Qualification Standards, such as Education, Experience, Eligibility, and Training, being required by the position.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen
WHO MAY AVAIL:	1. Any person who is interested to apply in any job vacancy in the Provincial Government of La Union (PGLU).
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application Letter addressed to Gov. Francisco Emmanuel “Pacoy” R. Ortega III (5 copies) 2. Revised 2017 CSC Form 212 (5 copies) 3. CSC Work Experience Sheet (5 copies) 4. 5 pcs, passport size ID picture 5. Copy of Transcript of Records and Diploma 6. Authenticated Copy of Certificate of Eligibility or Board Examination, if any 7. Copy of Driver’s License and/or Security Guard License, if any 8. Copy of Certificate of Trainings, if any 9. Copy of Certificate of Employment or Service Record, if any 10. Copy of PSA Birth Certificate 11. Copy of Performance Rating 12. Endorsement Letter (optional) 	<ol style="list-style-type: none"> 1. Personal documents of the applicant. 2. For CSC Form 212 and CSC Work Experience Sheet, applicant may a.) Download forms at the website of CSC https://tinyurl.com/PGLU-pds-wes, or b.) Ask for a hard copy from the Recruitment Officers of OPA-HRMU. 3. Records Office of the school or college previously attended. 4. Office of the Professional Regulation Commission (PRC). 5. Land Transportation Office or PNP CSG-SOSIA. 6. HR Office of previous employer. 7. Office of the Philippine Statistics Agency (PSA).

3.1 WALK-IN APPLICATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to OPA-HRMU to fill-out the log-sheet placed in front of the office and disinfect hands.	Ensure that the log-sheet and disinfectant is readily available in front of the offices.	None	1 minute	General Administrative Services Assistant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall go to the designated applicant's assistance table outside of the office. Tables & chairs are set one meter apart.	None	1 minute	General Administrative Services Assistant
4. Register on the Applicant's Logbook and Fill-out HRMU walk-in Applicants Form.	HR Staff shall request client to register on the logbook and fill-in HRMU walk-in Applicants Form. HR Staff shall check the form if properly accomplished and receive form.	None	1 minute	General Administrative Services Assistant
	HR Staff shall provide checklist of requirements to client and explain.	None	5 minutes	Recruitment Officer
5. Submit complete application documents.				
	HR Staff shall receive and imprint the letter with HRMU stamp and assess the completeness and veracity of the documents.	None	2 minutes	Recruitment Officer
	If deemed complete, HR Staff shall input applicant's necessary information from PDS to RSP's Online Pool of Applicants and shall authenticate submitted documents.	None	10 minutes	Recruitment Officer
	Schedule the applicant for qualifying examinations.	None	2 minutes	Recruitment Officer/ Psychometrician
	Provide Job Applicant Service Number on the Walk-in Applicants Form.	None	1 minute	Recruitment Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	Recruitment Officer
Total		None	25 minutes	

3.2 ONLINE APPLICATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PGLU Careers and/or CSC Careers Website to check published positions.	Ensure that uploaded published positions are up-to-date, complete, and correct.	None	2 minutes	Recruitment Officer
2. If the chosen mode of application is through PGLU Careers, client shall register and log-in in the system.	Ensure that the PGLU Careers website is active.	None	2 minutes	Recruitment Officer
3. Navigate the PGLU Careers website and follow the instructions as stated on the webpage.	Ensure that the PGLU Careers website is active.	None	2 minutes	Recruitment Officer
4. If the chosen mode of application is through CSC Careers, interested and qualified clients shall write to the official e-mail of OPA-HRMU RSP Unit. The application letter shall be addressed to the Governor.	Ensure that the OPA-HRMU RSP Unit e-mail is active.	None	2 minutes	Recruitment Officer
5. Attach the clear and complete scanned copies of application documents.	Ensure that the OPA-HRMU RSP Unit e-mail is active.	None	2 minutes	Recruitment Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive an e-mail notification from the HR Staff which states the job applicant service number and further instructions.	Acknowledge receipt of application / e-mail.	None	2 minutes	Recruitment Officer
	Review completeness and veracity application documents.	None	5 minutes	Recruitment Officer
	Send an e-mail notifying the result of the initial application document screening and provide further necessary instructions.	None	5 minutes	Recruitment Officer
	If deemed qualified, HR Staff shall input applicant's necessary information from PDS to RSP's Online Pool of Applicants and shall authenticate submitted documents.	None	10 minutes	Recruitment Officer
	Schedule the applicant for qualifying examinations.	None	2 minutes	Recruitment Officer/ Psychometrician
	Provide Job Applicant Service Number.	None	2 minutes	Recruitment Officer
Total		None	35 minutes	

4. SARANAY FUND PROGRAM

This program serves as a death claim benefit which extends financial assistance to a bona-fide member/ beneficiary.

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen
WHO MAY AVAIL:	1. Any person who is a bona-fide member/beneficiary.

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Saranay Membership Form 2. Death Certificate 3. Request Letter for the Processing of Saranay Benefit Claim.			1. OPA-HRMU (Note: Newly hired employees are required to accomplish said form) 2. Philippine Statistics Authority (PSA) 3. Concerned Department/Office/Hospital	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to OPA-HRMU to fill-out the log-sheet placed in front of the office and disinfect hands.	Ensure that the log-sheet and disinfectant is readily available in front of the offices.	None	1 minute	HR Staff
3. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall go to the designated client assistance table outside of the office. Tables & chairs are set one meter apart.	None	1 minute	HR Staff
4. Submit complete required documents.	HR Staff shall request client to provide said requirements to claim the benefit.	None	5 minutes	HR Staff
	HR Staff shall request client to provide said requirements to claim the benefit.	None	5 minutes	HR Staff
	HR Staff shall check veracity of said documents.			
	HR Staff shall inform client to return once check is approved.	None	1 minute	HR Staff
	HR Staff shall prepare disbursement voucher.	None	30 minutes	HR Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	HR Staff shall forward the disbursement voucher to the Provincial Accounting Office and Treasury Office for approval and preparation of Check. Simultaneously, HR Staff shall prepare sympathy card and wreath.	None	30 minutes	HR Staff
5. Return to PGLU to receive check and sympathy card.	HR Staff shall notify client once voucher/check has been approved.	None	1 minute	HR Staff
	HR Staff release the approved check and sympathy card to beneficiary indicated in the Saranay Form.	None	5 minutes	HR Staff
6. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	HR Staff
Total		None	1 hour and 18 minutes	

5. RECEIVING OF INCOMING COMMUNICATIONS

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen
WHO MAY AVAIL:	1. Any elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Any requesting individual as it pertains to his/ her records.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Incoming Logbook 2. Received Document	1. Staff-in-charge in General Administrative Section of OPA-HRMU. 2. Concerned Department/Office/Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	1. Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	2. HR Staff shall assist the client.	None	2 minutes	OPA-HRMU Staff
	3. HR Staff shall receive incoming communication and record to the incoming logbook to be forwarded to the HRMO for action.	None	2 minutes	OPA-HRMU Staff
3. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	OPA-HRMU Staff
Total		None	8 minutes	
Note: HR Staff shall act on the received document as instructed. • Simple request/transaction - 3 days • Complex request/transaction - 7 days • Highly technical request/transaction - 20 days				

6. RELEASING OF OUTGOING COMMUNICATIONS

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen
WHO MAY AVAIL:	1. Any elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Any requesting individual as it pertains to his/ her records.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Outgoing Logbook 2. Outgoing Checklist	1. Staff-in-charge in General Administrative Section of OPA-HRMU. 2. Concerned Department/Office/Hospital



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall assist the client.	None	1 minute	OPA-HRMU Staff
	Shall record document and respective outgoing logbook and forward to concerned department/ office/ hospital.	None	20 minutes	OPA-HRMU Staff
	For communication to be disseminated to various offices, OPA-HRMU shall use the Outgoing Checklist.	None	5 minutes	OPA-HRMU Staff
3. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	OPA-HRMU Staff
Total		None	30 minutes	

7. LEAVE PRIVILEGES

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen
WHO MAY AVAIL:	1. Any elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Any requesting individual as it pertains to his/ her records. 3. Concerned Department/Office/Hospital

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Leave Application Form (CSC Form No.6) 2. PGLU Clearance 3. CSC Form Medical Certificate 4. MOA 5. Brgy. Clearance 6. Leave Summary (Excel Document) 7. Leave Credit Ledger 8. PMIS			1. Staff-in-charge in General Administrative Section of OPA-HRMU. 2. Concerned Barangay 3. Concerned School / University / College	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall assist the client.	None	1 minute	OPA-HRMU Staff
3. Shall submit the accomplished Leave Form to OPA-HRMU for processing. a) For Vacation Leave, application shall be submitted at least five (5) days before leave date, whenever possible. In cases of emergency, employee may file the Vacation Leave less than five (5) days or on the day of the leave. Vacation leave for travel abroad, shall be accompanied by PGLU Clearance.	Upon receipt of leave application, OPA-HRMU staff shall encode the information into the excel leave monitoring system.	None	1 minute	OPA-HRMU Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>b) For Sick Leave, application shall be filed immediately upon employee's return from such leave. Sick leave in excess of five (5) consecutive days shall be accompanied by Medical Certificate. However, in case of doubt, the head of department may require a Medical Certificate even if the sick leave taken did not exceed five days. Sick leave may be applied in advance in cases where the official or employee will undergo medical examination, operation or advised to rest in view of ill health duly supported by a Medical Certificate. Late filing of Sick Leave shall be ground for disapproval.</p> <p>c) For Special Privilege Leave, a three-day limit for a given year shall be strictly observed.</p> <p>d) Maternity Leave shall be availed of either before or after the actual period of delivery in a continuous and uninterrupted manner.</p> <p>e) Paternity leave shall be enjoyed by the employee on the days immediately before, during or after childbirth or miscarriage of legal spouse.</p>				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>f) For Parental Leave application, a valid Solo Parent Identification Card must be presented.</p> <p>g) Application for Rehabilitation Leave shall be supported by Medical Certificate and evidence showing that wounds or injuries were incurred in the performance of duty.</p> <p>h) Study Leave is a time-off from work to help qualified employees prepare for bar or board examinations and completion of master's degree.</p> <p>i) For Monetization, employee maybe allowed to monetize at least ten (10) days provided that at least five (5) days of vacation leave is retained after monetization.</p> <p>j) Unavailed Forced Leave shall be deducted from accumulated leave credits yearly.</p> <p>k) Special Emergency Leave shall be granted to employees directly affected by natural calamity/ disaster.</p> <p>l) RA 9710 (Magna Carta for Women) may be availed by qualified female employees who have undergone surgery caused by gynecological disorders.</p>				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
m) RA 9262 (Anti-Violence against Women and Their Children Act of 2005) construed to promote the protection and safety of victims of violence against women and their children. Note: All leave benefits shall be administered in accordance with existing laws, rules and regulations.				
	Shall verify the leave credits, record the leave applied in the employee leave card and update the PMIS and sign the certification of leave credits.	None	10 minutes	Provincial Administrator
	By Authority of the Governor, shall approve or disapprove the applications for leave of employees with Salary Grade 1-24 except Chiefs of Hospitals.	None	1 minute	OPA - HRMU Staff
	Shall approve or disapprove the application for leave of employees with Salary Grade 24-26 as well as leave applications for Travel Abroad.	None	30 minutes	Provincial Governor
	Shall release the document to the concerned employee/ liaison officer and file duplicate copy of leave application.	None	2 minutes	OPA - HRMU Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	OPA-HRMU Staff
Total		None	49 minutes	

8. NON-MONETARY REMUNERATION OF OVERTIME SERVICES

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen
WHO MAY AVAIL:	1. Any elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Any requesting individual as it pertains to his/ her records. 3. Concerned Department/Office/Hospital
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Office Order 2. DTR 3. Approved CTO Application 4. Clearance Form 5. CTO Ledger Card 6. Logbook	1. Staff-in-charge in General Administrative Section of OPA-HRMU. 2. Any requesting individual as it pertains to his/ her records. 3. Concerned Department/Office/Unit.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall assist the client.	None	1 minute	OPA-HRMU Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Shall submit a copy of the approved Memorandum Order and document reflecting the time-in and time-out of the overtime service.	Shall verify the documents and compute the Compensatory Overtime Credits (COC) earned by the employee to be issued to the concerned employee. Note: Employee may earn a maximum of forty (40) hours/month and not more than 120 hours of unexpended balance.	None	5 minutes	OPA - HRMU Staff
4. Shall submit to OPA-HRMU the Compensatory Time-Off (CTO) Application Form. Note: Employee may use the CTO continuously up to a maximum of five consecutive days per single availment subject to approval of Dept. Head. Also, Job Order employee shall use the designated Clearance Form for CTO.	Shall validate documents and record the CTO in employee CTO Ledger Card. Note: For newly earned COC, documents such as Office Order and DTR should be attached in the CTO Application Form for verification and file. Subsequent consumption of that COC shall no longer require attachments.	None	3 minutes	OPA - HRMU Staff
	Shall approve the CTO Application.	None	30 minutes	OPA-HRMU Staff
	Shall record the details in the logbook and release the document to the concerned employee/ liaison officer.	None	3 minutes	OPA-HRMU Staff
5. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	OPA-HRMU Staff
Total		None	46 minutes	

9. TERMINAL LEAVE BENEFIT (RETIREMENT)

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen
WHO MAY AVAIL:	1. Any elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Any requesting individual as it pertains to his/ her records. 3. Concerned Department/Office/Hospital

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Retirement Letter 2. Acceptance Letter 3. List of Retiring Employees 4. Exit Interview Form, Paper Requirements for TLB 5. Annual Record of Leave of Absence 6. Report	1. Staff-in-charge in General Administrative Section of OPA-HRMU. 2. Any requesting individual as it pertains to his/ her records. 3. Concerned Department/Office/Unit.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to OPA-HRMU to fill-out the log-sheet placed in front of the office and disinfect hands.	Ensure that the log-sheet and disinfectant is readily available in front of the offices.	None	1 minute	OPA-HRMU Staff
3. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall assist the client.	None	1 minute	OPA-HRMU Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall submit Retirement Letter to OPG indicating the exact details of retirement endorsed by the Head of Office which will then be forwarded to OPA-HRMU for proper action.	<p>Once received, OPA-HRMU shall (update the Service Record of the concerned employee in the PMIS and) prepare the Acceptance Letter to be signed by the Provincial Governor. Service Record of the employee is updated once signed copy of acceptance is received at OPA-HRMU.</p> <p>Note: Original signed copy of the Acceptance Letter shall be given to the concerned employee while the original receiving copy shall be filed in their 201 folder.</p>	None	15 minutes	OPA-HRMU Staff
	Shall update the list of retiring employee-awardee for the month and prepare the plaque and token for the conferment of Service Award every First Monday Flag Raising Program.	None	15 minutes	OPA-HRMU Staff
	<p>Shall provide the retiring employee with exit interview form and Paper Requirements for Terminal Leave Benefit (TLB) Claim.</p> <p>Note: GSIS requires the retiring employees to accomplish application form for separation which can be acquired at GSIS Office.</p>	None	15 minutes	OPA-HRMU Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Once the retiring employee has submitted all the requirements, HRMU shall receive/ verify the documents then endorse the retiree to the HRMU Chief for exit interview.	None	10 minutes	OPA - HRMU Staff
	Shall conduct the exit interview.	None	15 minutes	OPA - HRMU Staff
	Shall compute the TLB claim of the retiring employee based from the updated leave credits. Once computed, OPA-HRMU Staff shall forward the TLB documents, attached with updated service record, to the Accounting Office then to OPG.	None	3 hours	OPA - HRMU Staff
	Once signed by authorized signatures, OPA-HRMU Staff shall release the ARLA to the concerned employee/ liaison officer/ authorized representative for the preparation and processing of terminal pay voucher.	None	10 minutes	OPA - HRMU Staff
	Shall submit necessary record update to GSIS and to CSC.	None	10 minutes	OPA - HRMU Staff
5. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	OPA - HRMU Staff
Total		None	4 hours and 36 minutes	



9. TERMINAL LEAVE BENEFIT (RESIGNATION)

OFFICE OR DIVISION:	OFFICE OF THE PROVINCIAL ADMINISTRATOR – HUMAN RESOURCE MANAGEMENT UNIT (OPA-HRMU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C – Government to Citizen
WHO MAY AVAIL:	1. Any elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Any requesting individual as it pertains to his/ her records. 3. Concerned Department/Office/Hospital

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resignation Letter 2. Acceptance Letter 3. Paper Requirements for TLB 4. Annual Record of Leave of Absence 5. Report	1. Staff-in-charge in General Administrative Section of OPA-HRMU. 2. Any requesting individual as it pertains to his/ her records. 3. Concerned Department/Office/Unit.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Lobby Guard for temperature check, logging of health information, and sanitation.	Guard-on-duty shall check the temperature of the client, request to log his/her health information in the logbook, and sanitize his/her hands and shoes using disinfectant.	None	1 minute	Guard on duty
2. Proceed to OPA-HRMU to fill-out the log-sheet placed in front of the office and disinfect hands.	Ensure that the log-sheet and disinfectant is readily available in front of the offices.	None	1 minute	OPA-HRMU Staff
3. Proceed to the transaction window and call the attention of the HR Staff by ringing the bell.	HR Staff shall assist the client.	None	1 minute	OPA-HRMU Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Shall submit to OPA-HRMU the Resignation Letter along with the endorsement letter signed by the Head of Office at least 30 days before effectivity.	<p>Once received, OPA-HRMU Staff shall update the Service Record in the PMIS and prepare the Acceptance Letter to be signed by the Provincial Governor.</p> <p>Note: 1. Original signed copy of the Acceptance Letter shall be given to the concerned employee while the original receiving copy shall be filed to their 201.</p>	None	15 minutes	OPA-HRMU Staff
	<p>Shall give the Paper Requirements for Terminal Benefit Claim (TLB) to resigned employee with leave credits.</p> <p>Note: 1. For employees with no leave credits, approved Acceptance Letter shall be filed in the 201 folder which will be released upon submission of PGLU Clearance. 2. GSIS requires the retiring employees to accomplish application form for separation which can be acquired at GSIS Office.</p>	None	15 minutes	OPA-HRMU Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Once all the requirements have been submitted, OPA-HRMU Staff shall receive/verify the documents then endorse the concerned employee to the OPA-HRMU Unit Head for exit interview.	None	10 minutes	OPA - HRMU Staff
	Shall conduct the exit interview.	None	15 minutes	OPA - HRMU Staff
	Shall compute the TLB claim of the employee based from the updated leave credits. Once computed, OPA-HRMU Staff shall forward the TLB documents, attached with updated service record, to the Accounting Office and then to OPG.	None	3 Hours	OPA - HRMU Staff
	Once signed by authorized signatures, OPA-HRMU Staff shall release the ARLA to the concerned employee/ liaison officer/ authorized representative for the preparation and processing of terminal pay voucher.	None	10 minutes	OPA - HRMU Staff
	Shall submit necessary record update to GSIS and to CSC.	None	10 minutes	OPA - HRMU Staff
5. Fill-up the Feedback Form and drop in the Suggestion Box.	Assist the client in filling-up the Feedback Form.	None	3 minutes	OPA - HRMU Staff
Total		None	4 hours and 21 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	<p>Answer the client feedback form and drop it at the box located in front of the Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU).</p>
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator (OPA) opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 321.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located in front of the Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU).</p> <p>Complaints may also be file thru:</p> <p>OPA-HRMU: Tel No. :(072) 607-4552 loc. 256/225 Email : hrmdpglu@gmail.com or rsphrmupglu@gmail.com</p> <p>Office of the Governor: Tel. No.: (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>



How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator (OPA) opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 321.</p>
Contact Information of the Office of the Provincial Administrator	<p>MS. AGNES GRACE A. CARGAMENTO</p> <p>Provincial Administrator</p> <p>Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union</p> <p>e-mail: adminoffice@launion.gov.ph</p> <p>Tel No.: (072) 242-5550 loc. 321</p>



OFFICE OF THE SANGGUNIANG PANLALAWIGAN

PROVINCIAL GOVERNMENT
OF LA UNION

LA UNION

TRANSFORMATIVE
GOVERNANCE

GOOD - LOVING
PEOPLE - ORIENTED
ACCOUNTABLE
COMMITTED



1. Issuance of Certified True Copies of Sangguniang Panlalawigan Documents (i.e. Ordinance, Resolution, Committee Report, etc.)

The Office of the Sangguniang Panlalawigan, shall, under Title V, Article 1, Section 468 (c) (5) of RA 7160 or the Local Government Code of 1991, furnish, upon request of any interested party, certified copies of public character in his custody, upon payment to the Treasurer of such fees as may be prescribed by ordinance.

Article 5, Section 153 of RA 7160 on Service Fees and Charges, provides that local government units may impose and collect such reasonable fees and charges for services rendered.

Chapter 5, Article 1 of Tax Ordinance No. 115-2017 (Revised Revenue Code of the Province of La Union) prescribes the amount to be charged as Secretary's Fee for issuance of legislative records.

OFFICE OR DIVISION:		Office of the Sangguniang Panlalawigan (Records Unit)/ Provincial Treasurer's Office (Cash Receipts Unit)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book located at the SP lobby indicating name, address & contact number (for contact tracing) Have his/her temperature be taken by the guard-on-duty for record purposes.	1.1 Give logbook to the client.	None	2 minutes	Guard on duty
	1.2 Checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield" policy. (Take note of the date, time, purpose, etc.).			
2. Proceed to SP Records and fill-out Request Form (SP 001-1).	2.1 Search requested document on database.	None	8 minutes	Administrative Assistant IV
	2.2 Present Request Form to the SP Secretary for approval.	None	1 minute	Administrative Assistant IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Assess payment based on the number of pages of requested document (SP Form 002-1).	None	1 minute	Administrative Officer V
	2.4 Shall prepare the requested document, print it and certify it as True Photocopy.	None	5 minutes	Administrative Assistant IV
3. Proceed to the Provincial Treasurer's Office for payment of appropriate Secretary's Fee.	3. Issue a receipt based on the Assessment Form (SP 002-1) issued by the SP Staff.	P60.00/page (Secretary's Fee)	12 minutes	Revenue Collection Clerk I- Provincial Treasurer's Office
4. Return to SP Office for the processing and release of requested resolution/ ordinance upon presentation of Official Receipt (OR) of payment.	4. 1 Check the Official Receipt.	None	5 minutes	Administrative Assistant IV
	4.2 Issue requested resolution/ ordinance to client.	None	2 minutes	Administrative Assistant IV
Total		P60.00/page	36 minutes	

2. Forwarding/Furnishing of Copies of Approved Resolutions and Enacted Ordinances to Concerned Offices /Agencies

Resolutions approved in the plenary duly signed by the Provincial Secretary and the Honorable Vice Governor are forwarded to concerned offices/agencies for their information and guidance.

OFFICE OR DIVISION:	Office of the Sangguniang Panlalawigan (Board Secretarial & Administrative Unit)/LGUs/other agencies concerned
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	LGUs, NGAs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Forward/ furnish copies of approved/enacted and duly signed resolutions and ordinances to all concerned offices and agencies.	None	Within the day upon signing of approved of resolution/ ordinance	Administrative Aide III
Fill out the SP Ordinances and Resolutions Tracking/ Feedback Form attached in the transmittal letter and forward the same to the SP.	2. Collate Tracking/ Feedback Form.	None	10 minutes	Administrative Aide III
Total		None	1 day	

3. Forwarding to the Provincial Legal Officer for comments/recommendations copies of Resolutions and Ordinances from Component LGUs for review of the Sangguniang Panlalawigan

City/municipal ordinances/resolutions submitted for review to the Sangguniang Panlalawigan are forwarded to the Provincial Legal Officer for consideration and to render legal opinion on its validity or not.

OFFICE OR DIVISION:	Office of the Sangguniang Panlalawigan (Legislative Research & Policy Unit)/Provincial Legal Office			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	G2G – Government to Government			
WHO MAY AVAIL:	PLO			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Forward to the Provincial Legal Office for legal opinion copies of resolutions and ordinances from component LGUs for review of the Sangguniang Panlalawigan.	None	5 minutes	Local Legislative Staff Officer II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the SP in writing of his comments or recommendations, which may be considered by the Sangguniang Panlalawigan in making its decision.	2. Track and monitor the submission/forwarding of legal opinion of the Provincial Legal Officer to the SP and submit monthly status report to the SP Secretary.	None	10 days	Local Legislative Staff Officer II
Total		None	10 days and 5 minutes	

4. Posting and Publication of Ordinances

OFFICE OR DIVISION:	Office of the Sangguniang Panlalawigan (Board Secretarial & Administrative Unit)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Invite, upon instruction of the SP Secretary, all accredited publisher/editor-in-chief of local newspapers in the province to participate in the selection process as to which newspaper will publish a particular ordinance.	None	20 minutes	Administrative Assistant IV



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book located at the SP lobby indicating name, address & contact number (for contact tracing) Have his/her temperature be taken by the guard-on-duty for record purposes.	2.1 Give logbook to the client 2.2 Checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No Face Shield" policy. (Take note of the date, time, purpose, etc.)	None	2 minutes	Guard on Duty
2. Proceed to BSAU for the raffle of corresponding ordinance.	3.1 Conduct a raffle draw to select which newspaper to public the ordinance. 3.2 Announce the selected newspaper.	None	30 minutes	Administrative Assistant IV
3. Acquire a copy of the ordinance.	3.1 Furnish a copy of the ordinance to be published to the winning publisher as basis for publication. 3.2 Process the payment for the publication of the enacted ordinance.	None	5 minutes	Administrative Assistant IV
Publish the enacted ordinance at least twice within two weeks.	4.1 Prepare report on the publication of ordinances.	None		Administrative Officer I
Total		None	58 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the SP in writing of his comments or recommendations, which may be considered by the Sangguniang Panlalawigan in making its decision.	2. Track and monitor the submission/forwarding of legal opinion of the Provincial Legal Officer to the SP and submit monthly status report to the SP Secretary.	None	10 days	Local Legislative Staff Officer II
Total		None	10 days and 5 minutes	

5. Issuance of Certificate of Appearance

OFFICE OR DIVISION:	Office of the Sangguniang Panlalawigan (Board Secretarial & Administrative Unit)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book located at the SP lobby indicating name, address & contact number (for contact tracing).	1.1 Give logbook to the client. 1.2 Take temperature of client and record it on logbook.	None	2 minutes	Guard-on-Duty
2. Personally sign the Certificate of Appearance Logbook indicating his/her name, address and purpose (SP 005-1).	2. Issue Certificate of Appearance.	None	3 minutes	Guard-on-Duty
Total		None	5 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	<p>Client fills out Customer Feedback Form handed by Guard- on-Duty based on the services provided by the officer concerned.</p> <p>Client drops in the Suggestion Box provided found at the SP Lobby.</p>
How feedback is processed?	<p>Authorized collector gathers Customer Feedback Form every 5th day of the month and submits the same to the Office of the Provincial Administrator.</p> <p>OPA Personnel sort and collate the accomplished forms and prepares consolidated reports of each department.</p> <p>If there are negative comments on the services provided by the office, SP focal person shall make an action plan addressing such concerns and submits to the Provincial Administrator for review and approval.</p>
How to file a complaint?	<p>Client may formally file a verbal/written complaint against a certain employee of the Sangguniang Panlalawigan (SP) to the following, indicating the name of the complained staff, incidence and date of incident:</p> <p>SANGGUNIANG PANLALAWIGAN OFFICE Tel No. :(072) 619-6379 Email: sangguniangpanlalawiganlaunion@gmail.com</p> <p>OFFICE OF THE VICE GOVERNOR Tel No.: (072) 888-4361 Email: vg.meco@gmail.com</p> <p>OFFICE OF THE PROVINCIAL GOVERNOR Tel. No.: (072) 888-3608;</p> <p>CSC Hotline Tel. No. :(072) 700- 5643; 1-6565 Cellphone No.: 0908-8816565 Email : csc_reg1@yahoo.com.ph; email@contactcenterngbayan.gov.ph.</p> <p>ARTA Hotline Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p>

How to file a complaint?	Office of the President National Citizens Complaint Hotline Tel. No. : 8888
How complaint is processed?	<p>Received complaints are validated by the Department Head.</p> <p>Call for a meeting with the concerned employee and address the complaint.</p> <p>Inform the complainant of the action/decision made on the concerned employee.</p>
Contact Information	<p>DONATO A. RIMANDO Tel. No. (072) 619-6379</p> <p>JANE T. FLORES Tel. No. (072) 682-2083</p> <p>TEODORA VIVIAN D. RIMANDO Tel No. (072) 607-3234</p>



OFFICE OF THE PROVINCIAL PLANNING AND DEVELOPMENT COORDINATOR

PROVINCIAL GOVERNMENT
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1. Request for Statistical Data

The Research and Statistics Unit (RSU) of the Office of the Provincial Planning and Development Coordinator maintains and updates the Socio-Ecological Profile including the GAD Database of the Province Government of La Union (PGLU). These are secondary data that are regularly collected on a yearly basis from various government offices and private institutions operating in the province. Once organized, processed and analyzed, these data could be used on various researches and business cases on areas of study such as: a. Finance, b. Agriculture, c. Trade, Industry and Tourism, d. Social Welfare, e. Health, f. Education, g. Housing, h. Peace and Order, i. Environment, j. Infrastructure, k. Organization and Governance, and l. Demography and Economy.

OFFICE OR DIVISION:	Office of the Provincial Planning and Development Coordinator – Research & Statistics Unit (OPPDC-RSU)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	Students, Researchers, Academe, Financial Institutions, Business Entities and Investors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter from the requesting party addressed to the Governor (1 original copy). For academic purposes, letters shall also be signed by the Adviser. Routing slip E-mail address for forwarding of PDF of requested data 	<ul style="list-style-type: none"> Prepared by the requesting party and hand carried to the OPPDC Office of the Provincial Governor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-up the logbook located at the entrance of the PGLU Main Building and observes the minimum health standards (i.e. wearing of face mask and temperature check upon entry).	1.1 Give logbook to the client. 1.2 Record in the logbook the temperature of the client.	None	5 Minutes	Guard on duty
2. Client submits letter of data request to Office of the Provincial Governor.	2.1 Receive request letter, fill out and attach the routing slip. 2.2 Inform client to proceed to OPPDC.	None	5 Minutes	Executive Assistant I (OPG)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client proceeds to OPPDC and signs in the logbook located at the entrance of the Office.	3.1 Give visitor's logbook to the client. 3.2 Get contact details of the client such as email address and phone numbers.	None	2 minutes	Administrative Assistant III
4. Client presents the request letter at the OPPDC - Administrative Unit Receiving Area.	4.1 Receive and check the completeness of the requirements. 4.2 Sign and acknowledge the receipt of the letter.	None	5 minutes	Administrative Assistant III
5. Client obtains the acknowledged letter request and waits for the notification on the status of the request.	5.1 Hand over the acknowledged letter request to the Client. 5.2 Notify client that response to the request will be sent via email within an hour and 30 minutes. 5.3 Forward letter request to the Research and Statistics Unit (RSU). 5.4 Return signed routing slip to the Office of the Provincial Governor.	None	10 minutes	Administrative Assistant III
	5.5 Evaluate the request and determine the availability of data.	None	10 minutes	Statistician III/IV
	5.6 Inform the client on the status of the request and whether the requested data is available or not.	None	5 minutes	Statistician III
6a. If the requested data is not available, client receives the response letter on recommended data sources.	6a1. Prepare pro-forma letter to recommend other data sources.	None	10 minutes	Statistician III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6a2. Review the letter and validate recommended other data sources.	None	5 minutes	Statistician IV
	6a3. Review and sign the response letter.	None	5 minutes	PPDC
	6a4. Scan and email the signed letter to the Client together with the link to Customer Feedback and Complaint Form.	None	10 minutes	Administrative Assistant III
6b. If the requested data is available, the client receives the requested data via email.	6b1. Prepare the proforma letter response.	None	30 minutes	Statistician III
	6b2. Prepare and export the requested data in portable data format (pdf).			
	6b2. Review the letter response and check correctness and completeness of prepared data.	None	10 minutes	Statistician IV
	6b3. Review and approve the letter response and the requested data for release.	None	10 minutes	PPDC
	6b4. Email the signed letter and requested data to the Client together with the link to the Customer Feedback and Complaint Form.	None	10 minutes	Administrative Assistant III
7. Client fills-up and submits the Customer Feedback Survey and Complaint Form either through: a. hard copy form, submission via designated dropbox; or	7.1 Notify client to acknowledge the receipt of requested data and accomplish the Customer Feedback Survey and Complaint Form via Google Forms.	None	5 minutes	Administrative Assistant III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. online form, submission to the Office of the Provincial Administrator (OPAdmin) via Google Forms.				
Total				
a. Requested data is not available		None	1 hour & 12 minutes	
b. Requested data is available		None	1 hour & 42 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	<p>Client fills out Customer Feedback Form handed by Administrative Officer III based on the services provided by the officer concerned.</p> <p>Client drops the form in the Suggestion Box found at the PPDO Entrance.</p>
How feedback is processed?	<p>Every end of the month, a staff from the Office of the Provincial Administrator opens the Client Feedback Box, and consolidates all feedback submitted, including responses submitted via Google Forms.</p> <p>Feedback that requires answers are forwarded or returned to the originating office wherein they are required to answer within three (3) days from the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the client.</p> <p>For inquiries and follow-up, the client may contact the Office at (072) 242-5550 local 234.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the PPDO Entrance.</p> <p>Complaints may also be filed thru the following:</p> <p>OFFICE OF THE PROVINCIAL GOVERNOR Tel. No.: (072) 888-3608;</p> <p>CSC Hotline Tel. No. : (072) 700- 5643; 1-6565 Cellphone No.: 0908-8816565 Email : csc_reg1@yahoo.com.ph; email@contactcenterngbayan.gov.ph</p> <p>ARTA Hotline Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>

How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident:</p> <p>Evidence:</p>
How complaint is processed?	<p>Received complaints are validated by the Provincial Planning and Development Coordinator (PPDC).</p> <p>The PPDC shall call for a meeting with the concerned employee and address the complaint.</p> <p>Inform the complainant of the action/decision made on with the concerned employee.</p>
Contact Information	<p>MICHAELA LOUISE T. DELFINADO Provincial Planning and Development Coordinator (PPDC) Tel. No. (072) 242-5550 local 234</p> <p>DARIUS LEO A. CARGAMENTO Assistant Pro Provincial Planning and Development Coordinator (APPDC) Tel. No. (072) 242-5550 local 234</p> <p>GLO ANN B. MIRANDA Supervising Administrative Officer Tel No. (072) 242-5550 local 234</p>



OFFICE OF THE PROVINCIAL INFORMATION OFFICER

PROVINCIAL GOVERNMENT
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1. Request for Layout

a. Simple lay-out

Request for certificates, signage, book cover, congratulatory tarpaulins, flyers, 1 social media card and welcome banners

OFFICE OR DIVISION:		Provincial Information Office (PIO)		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2G –Government to Government		
WHO MAY AVAIL:		All Department, Department Heads		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			PIO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook.	1. Assist in the registration and instruct the client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Officer II Administrative Assistant II
2. Fill out Request Slip.	2. Instruct the client to fill out all information needed in the Request Slip.	None	5 minutes	Administrative Officer II Administrative Assistant II
3. Submit the filled out Request Slip and wait for 3 days for the notification of the approval.	3. Check the completeness of filled out Request Slip and inform the client that he will be notified of the request completed within 3 days.	None	5 minutes	Administrative Officer II Administrative Assistant II
	4. The Department Head shall approve the request and designate a staff in charge for the request execution. (In case the request is denied the requestor shall be informed of the reason for the denial)	None	5 minutes	Department Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. The lay out artist shall execute the layout requested by the client and submit to the Dept. Head.	None	3 days	Lay out Artists
	6. The Department Head shall review and approve the layout executed by the Lay out Artists.	None	5 minutes	Department Head
	7. The layout artist shall endorse the approved layout to the client.	None	5 minutes	Lay out Artists
4. Filling out Customer Feedback Complaint form.	8. The administrative assistant shall provide Customer Feedback Complaint form to the client and instruct to fill out the form and drop in the suggestion box for consolidation.	None	2 minutes	Administrative Assistant II
Total		None	3 days & 28 minutes	

b. Complex lay-out

Request for series of social media cards, Infographic and Information Education and Communication (IEC) materials, brochures, posters and guidelines and mechanics.

OFFICE OR DIVISION:	Provincial Information Office (PIO)
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2G –Government to Government
WHO MAY AVAIL:	All Department, Department Heads, Different Local Government Units (LGUs), Different Non-Governmental Organizations (NGOs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip	PIO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook.	1. Assist in the registration and instruct the client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Officer II Administrative Assistant II
2. Fill out Request Slip.	2. Instruct the client to fill out all information needed in the Request Slip.	None	5 minutes	Administrative Officer II Administrative Assistant II
3. Submit the filled out Request Slip and wait for 7 days for the notification of the approval.	3. Check the completeness of filled out Request Slip and inform the client that he will be notified of the request completed within 7 days.	None	5 minutes	Administrative Officer II Administrative Assistant II
	4. The Department Head shall approve the request and designate a staff in charge for the request execution. (In case the request is denied the requestor shall be informed of the reason for the denial)	None	5 minutes	Department Head
	5. The lay out artist shall execute the layout requested by the client and submit to the Dept. Head.	None	7 days	Lay out Artists
	6. The Department Head shall review and approve the layout executed by the Lay out Artists.	None	5 minutes	Department Head
	7. The layout artist shall endorse the approved layout to the client.	None	5 minutes	Lay out Artists

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Filling out Customer Feedback Complaint form.	8. The administrative assistant shall provide Customer Feedback Complaint form to the client and instruct to fill out the form and drop in the suggestion box for consolidation.	None	21 minutes	Administrative Assistant II
Total		None	7 days and 28 minutes	

2. Request for Logo Animation

Request to create animation for approved logo/design (transmitted in .PSD format by the requesting client) to serve as reel/logo animation for special events/audio visual presentations. The output is a logo animation (in .mp4 format/ google drive link) with less than 1-minute Total Running Time.

OFFICE OR DIVISION:	Provincial Information Office (PIO)			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2G –Government to Government			
WHO MAY AVAIL:	All Department, Department Heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			PIO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook.	1. Assist in the registration and instruct the client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Officer II Administrative Assistant II
2. Fill out Request Slip.	2. Fill out Request Slip.	None	1 minute	Administrative Officer II Administrative Assistant II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the filled out Request Slip and wait for 2 days for the notification of the approval.	3. Check the completeness of filled out Request Slip and inform the client that he will be notified if the request is completed.	None	1 minute	Administrative Officer II Administrative Assistant II
	4. The Administrative Assistant shall record the request in the record tracker.	None	1 minute	Administrative Assistant II
	5. The Administrative Assistant shall forward the request slip to the Department Head for review.	None	1 minute	Administrative Assistant II
	6. The Department Head shall approve the request and designate a staff in charge for the request execution. (In case the request is denied the requestor shall be informed of the reason for the denial)	None	1 minute	Department Head
	2. The video animator shall draft the video animation requested by the client.	None	1 day	Video animator
	8. The video animator shall present draft to the supervisor/Department Head. The animator shall incorporate the revisions accordingly.	None	1 day	Video animator Information Officer (Supervisor) Department Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. The video animator shall present draft to the client. The client may request a maximum of 2 revisions. The animator shall incorporate the revisions accordingly.	None	2 days	Video animator Information Officer (Supervisor)
	10. The video animator shall endorse the approved video animation to the client (in .mp4 format/ google drive link).	None	5 minutes	Video animator Information Officer (Supervisor)
4. Filling out Customer Feedback Complaint form.	11. The administrative assistant shall provide Customer Feedback Complaint form to the client and instruct to fill out the form and drop in the suggestion box for consolidation.	None	2 minutes	Administrative Assistant II
Total		None	4 days & 17 minutes	

3. Request for Video/Slideshow Editing

Request to produce video material that utilizes file videos/photos for the purposes of PPA presentation, or audio-visual presentations (AVP) for special events. The video editing will be processed via applicable video editing software (Adobe Premiere Pro) with minimal special effects processed through specialized software (Adobe After Effects). The video material shall utilize simple background music (instrumental/vocal). No scriptwriting/narration/storytelling shall be required. The expected output is an AVP (in .mp4 format or google drive link) with not more than five minutes Total Running Time.

OFFICE OR DIVISION:	Provincial Information Office (PIO)
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2G –Government to Government
WHO MAY AVAIL:	All Department, Department Heads
CHECKLIST OF REQUIREMENTS	
Request Slip	PIO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook.	1. Assist in the registration and instruct the client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Officer II Administrative Assistant II
2. Fill out Request Slip.	2. Instruct the client to fill out all information needed in the Request Slip.	None	5 minutes	Administrative Officer II Administrative Assistant II
3. Submit the filled out Request Slip and wait for 2 days for the notification of the approval.	3. Check the completeness of filled out Request Slip and inform the client that he will be notified if the request is completed.	None	1 minute	Administrative Officer II Administrative Assistant II
	4. The Administrative Assistant shall record the request in the record tracker.	None	1 minute	Administrative Assistant II
	5. The Administrative Assistant shall forward the request slip to the Department Head for review.	None	1 minute	Administrative Assistant II
	6. The Department Head shall approve the request and designate a staff in charge for the request execution. (In case the request is denied the requestor shall be informed of the reason for the denial.)	None	1 minute	Department Head
	7. The video editor shall prepare a draft of the video material requested by the client.	None	2 days	Video editor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8. The video editor shall present draft to the supervisor/Depart Head. The editor shall incorporate the revisions accordingly.	None	2 days	Video editor Information Officer (Supervisor) Department Head
	9. The video editor shall present draft to the client. The client may request a maximum of 2 revisions. The editor shall incorporate the revisions accordingly.	None	2 days	Video editor Information Officer (Supervisor)
	10. The video editor shall endorse the approved video edited to the client.	None	5 minutes	Video editor
4. Filling out Customer Feedback Complaint form.	11. The administrative assistant shall provide Customer Feedback Complaint form to the client and instruct to fill out the form and drop in the suggestion box for consolidation.	None	2 minutes	Administrative Assistant II
Total		None	6 days and 17 minutes	



4. Request for Special Video/Film Production

Request to produce special video/film output that primarily utilizes video/photo materials obtained through pre-scheduled production, and/or file photos/videos, for the purposes of PPA presentation or audio-visual presentations (AVP) for special events. The video editing will be processed via applicable video editing software (Adobe Premiere Pro) and incorporated with special effects processed through specialized software (Adobe After Effects). The requesting client shall provide comprehensive data/information that serve as basis for the concept development/scriptwriting/VO narration. For the audio bed, the material shall utilize a combination of pre-recorded voice-overs, instrumental/vocal music, and other special audio effects. The expected outputs are: concept paper; scriptwriting; voice-over recording; an AVP (in .mp4 format or google drive link) with not more than five minutes Total Running Time.

OFFICE OR DIVISION:		Provincial Information Office (PIO)		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2G –Government to Government		
WHO MAY AVAIL:		All Department, Department Heads		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			PIO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook.	1. Assist in the registration and instruct the client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Officer II Administrative Assistant II
2. Provide Request Slip to the client.	2. Instruct the client to fill out all information needed in the Request Slip.	None	5 minutes	Administrative Officer II Administrative Assistant II
3. Submit the filled out Request Slip and wait for 2 days for the notification of the approval.	3. Check the completeness of filled out Request Slip and inform the client that he will be notified if the request is completed.	None	1 minute	Administrative Officer II Administrative Assistant II
	4. The Administrative Assistant shall record the request in the record tracker.	None	1 minute	Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. The Administrative Assistant shall forward the request slip to the Department Head for review.	None	1 minute	Administrative Assistant II
	6. The Department Head shall approve the request and designate a staff in charge for the request execution. (In case the request is denied the requestor shall be informed of the reason for the denial.)	None	1 minute	Department Head
	7. The production team (concept developer, scriptwriter, shooter, VO artist, video editor) shall a draft of the video animation requested by the client.	None	10 days	Concept developer Scriptwriter Shooter Voice Over Artist Video editor
	8. The production team presents draft to the supervisor/Depart Head. The team shall incorporate revisions accordingly.	None	2 days	Video editor Information Officer (Supervisor) Department Head
	9. The production team shall present draft to the client. The client may request a maximum of 2 revisions. The editor shall incorporate the revisions accordingly.	None	3 days	Video editor Information Officer (Supervisor)
	The video editor shall endorse the approved video edited to the client.	None	5 minutes	Video editor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Filling out Customer Feedback Complaint form.	11. The administrative assistant shall provide Customer Feedback Complaint form to the client and instruct to fill out the form and drop in the suggestion box for consolidation.	None	2 minutes	Administrative Assistant II
Total		None	10 days and 22 minutes	

5. Request for Photo/Video Documentation

Request to document PGLU events/PPAs. Request should come in at least two (2) days before the scheduled event. Expected outputs are: (1) photo documentation of the event. (2) video documentation of highlights of the event (3) if applicable, photo/press release of the event/PPA.

OFFICE OR DIVISION:	Provincial Information Office (PIO)			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2G –Government to Government			
WHO MAY AVAIL:	All Department, Department Heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			PIO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook.	1. Assist in the registration and instruct the client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Officer II Administrative Assistant II
2. Fill out Request Slip.	2. Instruct the client to fill out all information needed in the Request Slip.	None	5 minutes	Administrative Officer II Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the filled out Request Slip and wait for 2 days for the notification of the approval.	3. Check the completeness of filled out Request Slip and inform the client that he will be notified if the request is completed.	None	1 minute	Administrative Officer II Administrative Assistant II
	4. The Administrative Assistant shall record the request in the record tracker.	None	1 minute	Administrative Assistant II
	5. The Administrative Assistant shall forward the request slip to the Department Head for review.	None	1 minute	Administrative Assistant II
	6. The Department Head shall approve the request and designate a staff in charge for the request execution. (In case the request is denied the requestor shall be informed of the reason for the denial.)	None	1 minute	Department Head
	7. The photographer shall execute the event/PPA documentation on scheduled date. The photographer shall turnover files to writer for press/photo release, if applicable.	None	4 days	Photographer
	8. The Department Head shall review the photos produced for photo/press release.	None	30 minutes	Department Head



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. The writer shall release the photos to media partners.	None	1 minute	Writer
4. Filling out Customer Feedback Complaint form.	10. The administrative assistant shall provide Customer Feedback Complaint form to the client and instruct to fill out the form and drop in the suggestion box for consolidation.	None	2 minutes	Administrative Assistant II
Total		None	4 days and 43 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the PIO Assistance Desk.
How feedback is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-2467 and/or 619-5075.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the Library Circulation Area.</p> <p>Complaints may also be file thru telephone at (072) 607-4286 or email at launoionlibrary@gmail.com</p> <p>Provincial Information Office Tel. No. : (072) 242-5550 local 287 Email : info@launion.gov.ph</p> <p>Office of the Provincial Governor Tel. No. : (072) 888-3601; (072) 888-6035 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>



How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-4286.</p>
Contact Information of the Office of the Provincial Information Officer	<p>MR. ADAMOR L. DAGANG</p> <p>Provincial Information Officer</p> <p>Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union</p> <p>Tel No.: (072) 888-2797</p>



OFFICE OF THE PROVINCIAL INFORMATION OFFICER - PROVINCIAL LIBRARY

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A. Issuance of Library Access Card

The La Union Provincial Library requires all the clients to register and get library access card to avail the different services and to access library collections.

OFFICE OR DIVISION:		La Union Provincial Library		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G –Government to Government G2C – Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Valid Identification Card			School, Company, BIR, NBI, Post Office, PhilHealth, Pag-Ibig, SSS, GSIS, PRC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook.	1. Assist in the registration and advice client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Aide V Librarian I Librarian III
2. Provide valid Identification card at the library reception area.	2. Validation and encoding of client's personal information.	None	5 minutes	Administrative Aide V Librarian I Librarian III
3. Receive the Library Access Card with barcode.	3. Orient the client on the proper usage of the library access card.	None	1 minute	Administrative Aide V Librarian I Librarian III
Total		None	7 minutes	

B. Reader's Service

In-House Reading

This service allows clients to use different reading resources of the library in the reading area.

OFFICE OR DIVISION:		La Union Provincial Library		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G –Government to Government G2C – Government to Citizen		
WHO MAY AVAIL:		All		

WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Access Card			Library Circulation Area	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the library access card provided.	1. Assist in the registration and advice client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
2. Use the Online Public Access Catalogue to select a book.	2. Assist client in using the Online Public Access Catalogue.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
3. Locate books at the bookshelf and proceed to the reading area.	3. Assist client at the bookshelf area.	None	2 minutes	Administrative Aide II Administrative Aide V Librarian I Librarian III
4. Return borrowed books at the designated carrels.	4. Instruct client of designated carrels.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
Total		None	5 minutes	



C. Reader's Service

Home-Loan Reading

This service allows all clients provided that they have a valid Identification card to borrow a book. This also allows the library to keep track of the location and availability of all library materials.

OFFICE OR DIVISION:	La Union Provincial Library			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G –Government to Government G2C – Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Valid Identification Card			School, Company, BIR, NBI, Post Office, PhilHealth, Pag-Ibig, SSS, GSIS, PRC	
1 Valid Identification Card			Library Circulation Area	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the library access card provided.	1. Assist in the registration and advice client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
2. Use the Online Public Access Catalogue to select a book.	2. Assist client in using the Online Public Access Catalogue.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
3. Locate books at the bookshelf and proceed to the reading area.	3 Assist client at the bookshelf area.	None	2 minutes	Administrative Aide II Administrative Aide V Librarian I Librarian III
4. Proceed to the library reception area to check-out books and provide valid ID.	4. Register the book/s borrowed at the KOHA Integrated Library System by scanning the barcode/s of the book/s.	None	2 minutes	Administrative Aide II Administrative Aide V Librarian I Librarian III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 Fill-out book card/s and provide valid Identification card.	4.1 Get filled-out book card/s and get valid identification card.			
Total		None	6 minutes	

D. Books Return Service

When the user returns a borrowed book back to the library, the entry for his/her borrowing action must be updated with the date returned. Also for book entry; the number of available copies of the books must be incremented.

OFFICE OR DIVISION:		La Union Provincial Library		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G –Government to Government G2C – Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Access Card			Library Circulation Area	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the library access card provided.	1. Assist in the registration and advice client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
2. Return the book/s at the library reception area.	2. Scan the barcode/s of the book/s returned at the KOHA Integrated Library System. 2.1 Get filled-out book card/s and mark returned. 2.2 Return the valid ID of the client.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
Total		None	2 minutes	



E. Internet Service

In the modern world of information explosion, internet has become necessity for the libraries. Thus, the La Union Provincial Library provides free internet access to clients.

OFFICE OR DIVISION:		La Union Provincial Library		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G –Government to Government G2C – Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Access Card			Library Circulation Area	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the library access card provided.	1. Assist in the registration and advice client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
2. Proceed to the computer usage area if there is an available unit or wait for your turn.	2. Assist client to the e-library area or let client wait.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
3. Use computer for research purpose for 1 hour.	3. Assist in the access of computer and monitor usage.	None	1 hour	Administrative Aide II Administrative Aide V Librarian I Librarian III
4. Proceed to the library reception area after an hour to check-out or ask for another hour if no client is waiting.	4. Check-out the client or check-in for another hour if no client is waiting.	None	1 minute	Administrative Aide II Administrative Aide V Librarian I Librarian III
Total		None	1 hour & 3 minutes	

F. Online Library Inquiry Service

The Online Library Inquiry Service aims to assist and provide specific answers to library-related inquiry of clients and find out if reference materials needed are available before visiting the library.

OFFICE OR DIVISION:	La Union Provincial Library			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G –Government to Government G2C – Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Not Applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to bit.ly/LibraryLU .	1. Monitor the Online Library Inquiry Service.	None	1 minute	Administrative Aide V Librarian I
2. Fill out the required information in the google form.	2. Instruct the client to fill-out the required information in the google form.	None	2 minutes	Administrative Aide V Librarian I
3. Enter the library-related question/s and click submit.	3. Instruct the client to review and send the question/s by clicking the submit button.	None	1 minute	Administrative Aide V Librarian I
4. Check the email address provided for the answer/s in 1-2 days.	4. Instruct the client to check his/her email for the answer/s.	None	1 minute	Administrative Aide V Librarian I
5. Proceed to the library when needed.	5. Instruct the client to proceed to the library.	None	1 minute	Administrative Aide V Librarian I
6. Register at the logbook.	6. Assist in the registration and advise client to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 minute	Administrative Aide V Librarian I
Total		None	7 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the box located at the Library Circulation Area.
How feedback is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-4286.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the Library Circulation Area.</p> <p>Complaints may also be file thru telephone at (072) 607-4286 or email at launoionlibrary@gmail.com</p> <p>Provincial Information Office Tel. No. : (072) 242-5550 local 287 Email : info@launion.gov.ph</p> <p>Office of the Provincial Governor Tel. No. : (072) 888-3601; (072) 888-6035 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. : (072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No. : (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No. : 8888</p>

How to file a complaint?	<p>Client should provide the following:</p> <p>Name of person being complained</p> <p>Incident</p> <p>Evidence</p>
How complaint is processed?	<p>Every end of the month, a personnel from the Office of the Provincial Administrator opens the Complaint Box and compiles and records all complaints submitted.</p> <p>The complaint shall be evaluated and a report shall be made to conduct investigation.</p> <p>Results of the investigation shall be provided to the originating office and appropriate action shall be made.</p> <p>The action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 607-4286.</p>
Contact Information of the La Union Provincial Library	<p>MR. ADAMOR L. DAGANG Provincial Information Officer Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union Tel No.: (072) 888-2797</p> <p>MS. MARISSA D. ACOSTA Librarian III – La Union Provincial Library 5th Floor, LUPAC Building, City of San Fernando, La Union Tel No.: (072) 607-4286 e-mail: launionlibrary@gmail.com</p>



OFFICE OF THE PROVINCIAL GENERAL SERVICES OFFICER

PROVINCIAL GOVERNMENT
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I. ISSUANCE OF SPORTS EQUIPMENT, TROPHIES AND MEDALS. (EXTERNAL SERVICE)

We serve clients coming from different requesting Local Government Units, schools, various Agencies/Associations and other individuals.

OFFICE OR DIVISION:	Transport, Supply and Property Management Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen G2G - Government to Government			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Letter Request from Office of the Governor Approved stub from the Office of the Governor			Office of the Governor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Submit the approved request letter and stub from the OPG.	Receive the approved request letter and stub.	None	1 minute	Administrative Aide III, ARMU
	Forward the approved request letter and stub to TSPMU.	None	1 minute	Administrative Aide III, ARMU
4. Wait for the issuance of acknowledgement receipt.	Prepare and issue the acknowledgement receipt for the requested item & forward to PGSO for signature.	None	2 minutes	Administrative Officer I, TSPMU Administrative Officer III, TSPMU
5. Wait for the notation of acknowledgement receipt.	Sign the acknowledgement receipt and forward to TSPMU.	None	1 minute	Provincial General Services Officer
6. Wait for the issuance of items requested.	Issue requested items.	None	10 minutes	Administrative Aide I, TSPMU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receive the requested items and sign Acknowledgement Receipt.	Record and file the acknowledgement receipt.	None	1 minute	Administrative Officer III
Total		None	17 minutes	

I. ISSUANCE OF WASTE MATERIAL REPORT (INTERNAL SERVICE)

OFFICE OR DIVISION:	Transport, Supply & Property Management Unit
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	All Provincial Government of La Union Offices and District Hospitals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pre/Post Repair Inspection Report Job Order Estimate Purchase Order Official Receipt	Provincial General Services Office External Provider End-user External Provider

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
3. Submit the waste materials for inspection.	Inspect and prepare the waste material report, initial and forward to Property Officer.	None	5 minutes	Administrative Aide IV, Transport, Supply & Property Management Unit (TSPMU)
3. Submit the waste materials for inspection.	Inspect and prepare the waste material report, initial and forward to Property Officer.	None	2 minutes	Administrative Aide IV, Transport, Supply & Property Management Unit (TSPMU)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Wait for the issuance of Report of Waste Materials.	Inspect and sign the Report of Waste Materials and forward to Provincial General Services Officer (PGSO) for indorsement.	None	2 minutes	Administrative Officer III, Transport, Supply & Property Management Unit (TSPMU)
5. Wait for the issuance of Report of Waste Materials.	Sign the indorsement letter to the Commission on Audit (COA) for proper action.	None	1 minute	Provincial General Services Officer (PGSO)
6. Receive the duly signed report of waste material.	Record, file and release report of waste material	None	1 minute	Administrative Aide III, Transport, Supply & Property Management unit (TSPMU)
Total		None	11 minutes	

II. ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (INTERNAL SERVICE)

OFFICE OR DIVISION:	Transport, Supply & Property Management Unit
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	All Provincial Government of La Union Offices and District Hospitals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Order Inspection and Acceptance Report Delivery Receipt and/or Official Receipt and/or Sales Invoice	Originating Office/Department concerned Provincial General Services Office External Provider

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the required documents.	Receive the documents and forward to Transport, Supply & Property Management Unit (TSPMU).	None	1 minute	Administrative Aide III, Transport, Supply & Property Management Unit (TSPMU)
3. Wait for the Property Acknowledgment Receipt.	Prepares Property Acknowledgement receipt and forward to Property Officer for initial.	None	5 minutes	Administrative Aide IV, Transport, Supply & Property Management Unit (TSPMU) Administrative Officer III, Transport, Supply & property Management Unit (TSPMU)
4. Receive the Property Acknowledgement Receipt.	Release Property Acknowledgement Receipt.	None	1 minute	Administrative Aide III, Transport, Supply & Property Management Unit (TSPMU)
5. Return signed Property Acknowledgement Receipt.	Receive, record and forward the signed Property Acknowledgment Receipt to the Transport, Supply & Property Management Unit (TSPMU).	None	1 minute	Administrative Aide III, Transport, Supply & Property Management Unit (TSPMU)
6. Wait for the issuance of PAR.	Review the signed Property Acknowledgement Receipt (PAR) and forward to Provincial General Services Officer (PGSO) for notation.	None	5 minutes	Administrative Officer III, Transport, Supply & Property Management Unit (TSPMU)
7. Wait for the issuance of Property Acknowledgement Receipt (PAR).	Sign the Property Acknowledgement Receipt.	None	1 minute	Provincial General Services Officer (PGSO)
8. Receive duly signed Property Acknowledgement Receipt.	Record, file & release Property Acknowledgement Receipt.	None	1 minute	Administrative Aide III, Transport, Supply & Property management Unit (TSPMU)
Total		None	16 minutes	



III. ISSUANCE OF CLEARANCE (INTERNAL SERVICE) FOR MATERNITY, TRAVEL ABROAD, LAST SALARY, TERMINAL LEAVE, RESIGNATION AND TRANSFER

OFFICE OR DIVISION:	Transport, Supply and Property Management Unit
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen

WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clearance Form and Receipt			Provincial Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Submit clearance form.	Receive, record & forward clearance to Transport, Supply & Property Management Unit (TSPMU).	None	1 minute	Administrative Aide III, Transport, Supply & Property Management Unit (TSPMU)
3. Wait for the review of Property Accountability.	Review the Electronic-New Government Accounting System/Property, Plant & Equipment (e-NGAS)/PPE for property accountability.	None	2 minutes	Administrative Aide IV, Transport, Supply & Property Management Unit (TSPMU)
4. Wait for the Property Acknowledgment Receipt.	*if with accountability, prepare Re-Property Acknowledgement Receipt (Re-PAR) and Property Transfer Report (PTR) and forward to Property Officer for review and initial. *if none, proceed to step 6.	None	2 minutes	Administrative Aide IV, Transport, Supply & Property Management Unit (TSPMU) Administrative Officer III, Transport, Supply & Property Management Unit (TSPMU)

IV. ISSUANCE OF PROPERTY RETURN SLIP (INTERNAL SERVICE)

OFFICE OR DIVISION:	Transport, Supply and Property Management Unit
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL:	All Provincial Government of La Union Offices and District Hospitals

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request for Return of Property			End User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty
2. Submit the letter request.	Receive the letter request and forward to Transport, Supply & Property Management Unit (TSPMU).	None	1 minute	Administrative Aide III, Transport, Supply & Property Management Unit (TSPMU)
3. Wait for the Property Return Slip (PRS).	Prepare the Property Return Slip (PRS) and forward to Property Officer for Review.	None	5 minutes	Administrative Aide IV, Transport, Supply & property Management Unit (TSPMU) Administrative Officer III, Transport, Supply & property Management Unit (TSPMU)
4. Receive Property Return Slip for signature of end-user.	Release the Property Return Slip (PRS).	None	1 minute	Administrative Aide III, TSPMU
5. Return signed Property Return Slip (PRS) together with the Property (items/articles), if applicable.	Receive, record and forward the signed Property Return Slip (PRS) to the Transport, Supply & Property Management Unit (TSPMU).	None	1 minute	Administrative Aide III, Transport, Supply & Property Management Unit (TSPMU)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit property for inspection.	Inspect the property against the information in the Property Return Slip (PRS) and sign the Property Return Slip (PRS) and forward to the Provincial General Services Officer (PGSO).	None	5 minutes	Administrative Officer III, Transport, Supply & Property Management Unit (TSPMU)
7. Wait for the Property Return Slip (PRS).	Review Property Return Slip (PRS) and certify receipt.	None	1 minute	Provincial General Services Officer (PGSO)
8. Receive the signed Property Return Slip (PRS).	Record, file and release duly signed Property Return Slip.	None	1 minute	Administrative Aide III, Transport, Supply & Property Management Unit (TSPMU)
Total		None	16 minutes	

V. PREPARATION OF REQUISITION ISSUE SLIP (INTERNAL SERVICE)

OFFICE OR DIVISION:	Transport, Supply and Property Management Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G – Government to Government			
WHO MAY AVAIL:	All Provincial Government of La Union Offices and District Hospitals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition Issue Slip			Provincial General Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall proceed to the guard at the Capitol Lobby for registration using the logbook.	Guard on duty, checks body temperature of client, client uses hand sanitizer and foot bath and strictly follows the implementation of "No Face Mask, No face Shield, No Entry" policy.	None	1 minute	Guard on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the duly accomplished Requisition and Issue Slip (RIS) in accordance with the Office Project Procurement Management Plan (PPMP).	Receive the Requisition Issue Slip (RIS) and forward to Transport, Supply & Property Management Unit (TSPMU).	None	1 minute	Administrative Aide III, Transport, Supply & Property Management Unit (TSPMU)
3. Wait for the approval of Requisition Issue Slip (RIS).	Review Requisition Issue Slip (RIS) and check the items listed against the Project Procurement Management Plan (PPMP) and affix initial for approval of the Provincial General Services Officer (PGSO).	None	5 minutes	Administrative Officer I (Supply Officer)
4. Wait for the approval of Requisition Issue Slip (RIS).	Approve the release of requested items.	None	1 minute	Provincial General Services Officer (PGSO)
5. Receive the supplies per quantity issued.	Issue supplies indicated on the Requisition Issue Slip.	None	1 hour (depending on the volume of supplies being issued)	Administrative Aide VI Administrative Officer III (Supply Officer)
6. Acknowledge the issued items.	Record and file the Requisition Issue Slip.	None	1 minute	Administrative Officer I
Total		None	1 hour & 9 minutes	



Feedback and Complaints

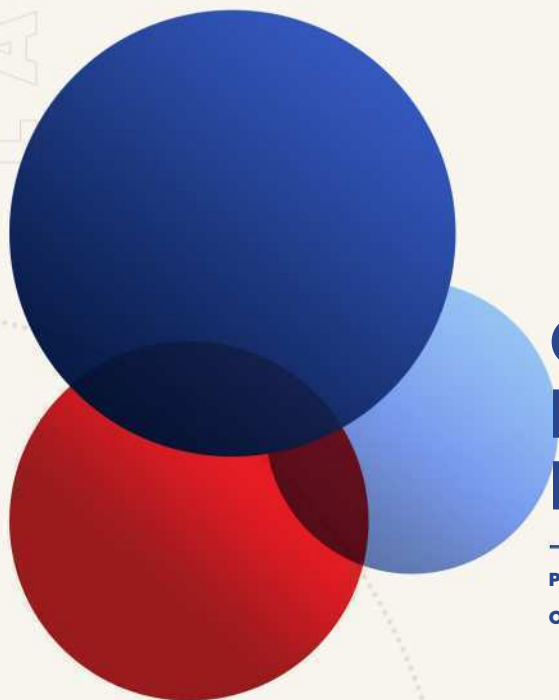
FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Answer the client feedback form and drop it at the designated drop box near the entrance door of the Provincial General Services Office.
How feedback is processed?	<p>Every end of the month, the Customer Feedback Focal Person from the Office of the Provincial Administrator (OPA) opens the drop box being witnessed by the Customer Feedback Focal person of the PGSO and compiles and records all feedback submitted.</p> <p>For inquiries and follow-up, citizen may contact (072) 687-1557 or (072) 242-5550 Local 310 and 319.</p>
How to file a complaint?	<p>Answer the client Complaint Form and drop it at designated drop box near the entrance door of the Provincial General Services Office.</p> <p>Complaints may also be filed thru telephone at:</p> <p>Office of the Provincial Governor: Tel. No.: (072)888-3608;(072) 888-6305, (072) 888-4453 Email: govpacoy@launion.gov.ph</p> <p>Provincial General Services Office: Tel. No.: (072) 687-1557 or (072) 242-5550 local 310,319 Email: pglu_pgso@gmail.com</p> <p>Civil Service Commission Hotline: Tel. No.: (072) 700-5643 Email: csc reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No.: 8888</p>
How complaints are processed	The Complaints Officer evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the identified Office for their explanation and action plan. Copy of the Action Plan will be submitted to the Office of the Provincial Administrator.

Contact Information of Provincial General Services Office (PGSO)	MR. ARVIN C. CAMACHO Acting PGSO Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union Email: pglu_pgso@gmail.com Tel No.: (072) 687-1557
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LA UNION



OFFICE OF THE PROVINCIAL LEGAL OFFICER

PROVINCIAL GOVERNMENT
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1. LEGAL ASSISTANCE PROGRAM

OFFICE OR DIVISION:		Office of the Provincial Legal Officer		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G – Government to Government G2C- Government to Citizen		
WHO MAY AVAIL:		All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PLO Logbook.	Interview the client and advise him to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	30 Seconds	Administrative Aide II/ Administrative Aide I
	Give the client a Customer Information Sheet (CIS). If too many clients, in observance of Social Distancing Policy, the PLO staff instructs the clients to stay and sit outside while waiting for their turn.			
2. Fill out the CIS indicating the purpose.	Instruct the client to approach the personnel in charge of the service needed.	None	1 Minute	Administrative Aide II/ Administrative Aide I
3. Proceed to the personnel in charge and request for the preparation of the needed legal document.	Prepare the requested legal document such as but not limited to the following: Affidavits Deeds Contracts Memorandum of Agreement (MOA) Memorandum of Understanding (MOU) Letter Requests	None	30 Minutes	Attorney IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the prepared legal document requested.	Record the legal document prepared for documentation.	None	1 Minute	Administrative Aide II/ Administrative Aide I
Total		None	32 Minutes and 30 Seconds	

B. Legal Research

OFFICE OR DIVISION:	Office of the Provincial Legal Officer
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PLO Logbook.	Interview the client and advise him to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	30 Seconds	Administrative Aide II/ Administrative Aide I
	Give the client a Customer Information Sheet (CIS). If too many clients, in observance of Social Distancing Policy, the PLO staff instructs the clients to stay and sit outside while waiting for their turn.			
2. Fill out the CIS indicating the purpose.	Instruct the client to approach the personnel in charge of the service needed.	None	1 Minute	Administrative Aide II/ Administrative Aide I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the documents for legal research .	Receive the endorsement and its attachments for legal research .	None	3 Minutes	Administrative Aide II/ Administrative Aide I
	Endorse to the employee in charge of the conduct of legal research in preparation for the legal opinion.	None	30 Seconds	Administrative Aide II/ Administrative Aide I
4. Within 10 days, follow up thru call if the legal research is ready for pick up.	Endorse the prepared legal opinion to the requesting office as soon as possible and instruct the client to follow up the legal opinion requested.	None	5 Minutes	Administrative Aide II/ Administrative Aide I
5. Receives the written legal opinion.	Release and record the legal research prepared for documentation.	None	1 Minute	Administrative Aide II/ Administrative Aide I
Total		None	11 Minutes	

C. Legal Counselling

OFFICE OR DIVISION:	Office of the Provincial Legal Officer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G – Government to Government G2C- Government to Citizen			
WHO MAY AVAIL:	All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PLO Logbook.	Interview the client and advise him to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	30 Seconds	Administrative Aide II/ Administrative Aide I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Give the client a Customer Information Sheet (CIS). If too many clients, in observance of Social Distancing Policy, the PLO staff instructs the clients to stay and sit outside while waiting for their turn.			
2. Fill out the CIS indicating the purpose.	Instruct the client to approach the personnel in charge of the service needed.	None	1 Minute	Administrative Aide II/ Administrative Aide I
3. Proceed to the personnel in charge for the Legal Counselling.	Conduct of Legal Counselling.	None	20 Minutes	Attorney IV
Total		None	21 Minutes and 30 Seconds	

D. Legal Representation

OFFICE OR DIVISION:	Office of the Provincial Legal Officer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G – Government to Government G2C- Government to Citizen			
WHO MAY AVAIL:	All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PLO Logbook.	Interview the client and advise him to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	30 Seconds	Administrative Aide II/ Administrative Aide I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Give the client a Customer Information Sheet (CIS). If too many clients, in observance of Social Distancing Policy, the PLO staff instructs the clients to stay and sit outside while waiting for their turn.			
2. Fill out the CIS indicating the purpose.	Instruct the client to approach the personnel in charge of the service needed.	None	1 Minute	Administrative Aide II/ Administrative Aide I
3. Proceed to the personnel in charge for the Legal Counselling.	Consultation/ conference/ meeting for the engagement of legal services of the PLO or assigned lawyer in the Office of the Provincial Legal Officer, as the client's legal counsel.	None	20 Minutes	Provincial Legal Officer or Attorney IV
Total		None	31 Minutes and 30 Seconds	

II. NOTARY PUBLIC

OFFICE OR DIVISION:	Office of the Provincial Legal Officer
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government G2C- Government to Citizen
WHO MAY AVAIL:	All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Any government issued Identification Card (ID)	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PLO Logbook.	Interview the client and advise him to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	See Fees Table	30 Seconds	Administrative Aide II
	Give the client a Customer Information Sheet (CIS). If too many clients, in observance of Social Distancing Policy, the PLO staff instructs the clients to stay and sit outside while waiting for their turn.			
2. Fill out the CIS indicating the purpose.	Instruct the client to approach the personnel in charge of the service needed.	See Fees Table	1 Minute	Administrative Aide II
3. Endorse the documents for notarial service.	Receive and review document for notary.	See Fees Table	5 Minutes	Administrative Aide II
4. Wait within the waiting area provided.	Endorse the document to the employee concerned.	See Fees Table	30 Seconds	Attorney IV
5. Pay the Notarial Fee.	Issue official receipt.	See Fees Table	5 Minutes	Administrative Aide II
Total		None	12 Minutes	

Fees Table

Type of Documents	Amount
1. PREPARATION OF AFFIDAVITS (JURATS)	Php500.00
2. AFFIDAVITS PREPARED FORM	Php 200.00
3. SPECIAL/GENERAL POWERS OF ATTORNEY	Php 500.00
4. PREPARED DOCUMENTS	
Acknowledgement	Php500.00
Jurats	Php300.00
5. GOVERNMENT AGENCIES	
Acknowledgement	Php500.00
Jurats	Php300.00



Type of Documents	Amount
6. DEEDS OF CONVEYANCES: a. Conveyances with consideration — 1.5% based on actual consideration but shall not be less than Php5,000.00 b. Donation, Waivers, Quitclaims, Adjudications, and Partitions — 1.5% of the fair market value or BIR zonal value, whichever is higher, but not less than Php10,000.00	
1. Conveyances without consideration:	a. Loan, Mortgage, Promissory Notes, etc. — 1.5% of the amount but not less than Php1,000.00
2. Sales/disposition of personal properties/chattels	a. Sales/Dispositions with considerations — 1.5% of the actual consideration, but shall not be less than Php 1, 000.00
3. Dispositions without considerations	1.5% of fair market value or BIR Zonal Value, whichever is higher, but not less than Php 1, 000.00.

III. Filing of Administrative Complaint

OFFICE OR DIVISION:	Office of the Provincial Legal Officer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen			
WHO MAY AVAIL:	All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Affidavit Complaint			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PLO Logbook.	Interview the client and advise him to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 Minute	Administrative Aide II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Give the client a Customer Information Sheet (CIS). If too many clients, in observance of Social Distancing Policy, the PLO staff instructs the clients to stay and sit outside while waiting for their turn.			
2. Fill out the CIS indicating the purpose.	Instruct the client to approach the personnel in charge of the service needed.	None	1 Minute	Administrative Aide II/ Administrative Aide I
3. File his/ her administrative complaint complete in form and in substance.	Receive and check the affidavit.	None	5 Minutes	Administrative Aide II / Administrative Aide IV
4. Receive the owner's receiving copy of the Affidavit Complaint.	Issue the owner's receiving copy of the Affidavit complaint and instruct the Complainant to return after 2 days.	None	2 Minutes	Administrative Aide II / Administrative Aide IV
5. Return after 2 days for follow up.	Endorse the complainant to the personnel in charge.	None	1 Minute	Attorney IV
Total		None	10 Minutes	

IV. Issuance of Certificate No Pending Administrative Case

OFFICE OR DIVISION:	Office of the Provincial Legal Officer
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Government
WHO MAY AVAIL:	PGLU employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. PGLU ID of the requesting client b. OR from PTO Official Receipt issued by the Provincial Treasurer	Office of the Provincial Treasurer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PLO Logbook.	Interview the client and advise him to use hand sanitizer and strictly follow the implementation of "No Face Mask, No Face Shield, No Entry" policy.	None	1 Minute	Administrative Aide II
	Give the client a Customer Information Sheet (CIS). If too many clients, in observance of Social Distancing Policy, the PLO staff instructs the clients to stay and sit outside while waiting for their turn.			
2. Fill out the CIS indicating the purpose.	Instruct the client to approach the personnel in charge of the service requested.	None	2 Minutes	Administrative Aide II
3. Submit necessary documents for the preparation of the Certificate of No Pending Administrative Case • PGLU ID of the requesting client • OR from PTO	Prepare the Certificate of No Pending Administrative Case.	None	5 Minutes	Administrative Aide I / Administrative Aide IV
4. Receive the Certificate of No Pending Administrative Case.	Record and release the signed certificate.	None	2 Minutes	Administrative Aide I / Administrative Aide IV
Total		None	10 Minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	PLO staff will give the client the Customer Feedback Form(CCF). The client will fill out feedback form and drop it at the box located at the PLO.
How feedback is processed?	<p>Every end of the month, assigned personnel from the Office of the Provincial Administrator together with the PLO Focal Person on CCF will open the Feedback Box. They will count, compile and collect all feedback forms.</p> <p>Feedback that requires answers are forwarded or returned to the originating office for them to prepare their office' action plan to be submitted to the Office of the Provincial Administrator.</p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the box located at the PLO Assistance Desk.</p> <p>PLO Tel No. :(072) 607-16-28 Email: pglu_plo@launion.gov.ph</p> <p>Office of the Governor: Tel. No.: (072) 888-3608 Email : govpacoy@launion.gov.ph</p> <p>CSC Hotline: Tel. No. :(072) 700- 5643 Email : csc_reg1@yahoo.com.ph</p> <p>ARTA Hotline: Tel. No.: (02) 8478-5091 Email : complaints@arta.gov.ph</p> <p>Office of the President National Citizens Complaint Hotline Tel. No.: 8888</p> <p>Client should provide the following: Name of person being complained Incident Evidence</p>



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Provincial Legal Office

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