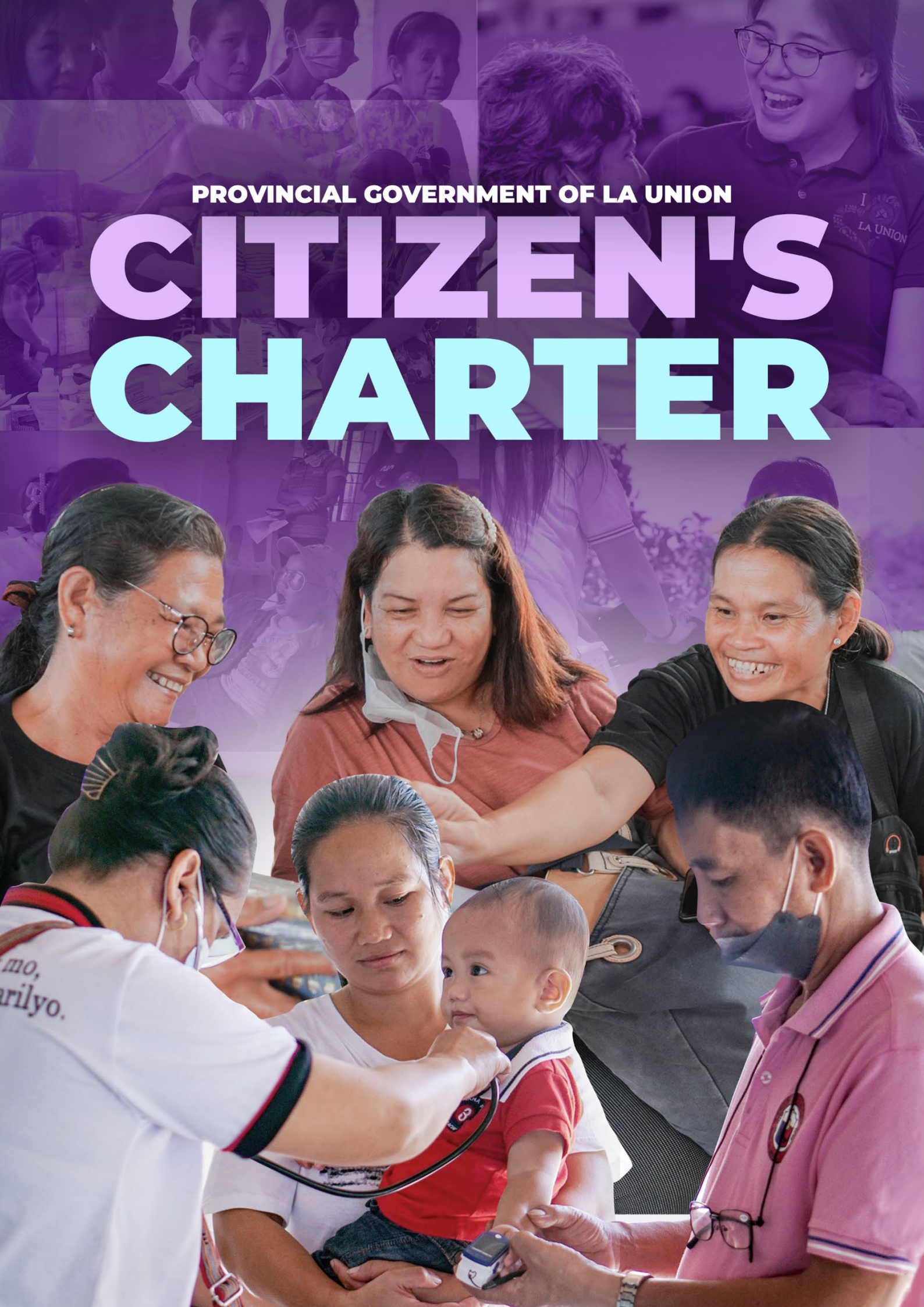


PROVINCIAL GOVERNMENT OF LA UNION

# CITIZEN'S CHARTER



## **I. MANDATE**

The Provincial Government of La Union is mandated to provide 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.

## **II. VISION**

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

## **III. MISSION**

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

## **IV. 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 efficiently plan and maintain its Quality Management System (ISO 9001:2015), Environmental Management System (ISO 14001:2015), and Occupational Health and Safety Management System (ISO 45001:2018) in compliance with its regulatory requirements, and shall always aim for customer satisfaction that is guaranteed by continual improvement.

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# **OFFICE OF THE PROVINCIAL BUDGET OFFICER**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**



**1. Submission and Review of Copies of Annual and Supplemental Budget of the 19 Municipalities and 1 City Endorsed by the Sangguniang Panlalawigan**

<b>OFFICE OR DIVISION</b>	Office of the Provincial Budget Officer			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Government			
<b>WHO MAY AVAIL</b>	Local Government Units (19 Municipalities and 1 City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>For Annual Budget:</b></p> <ol style="list-style-type: none"> <li>1. Budget Message</li> <li>2. Plantilla of Personnel</li> <li>3. Statement of Indebtedness</li> <li>4. Annual Operating Budget for LEE, if any through a Resolution</li> <li>5. Annual Investment Program duly approved by the Sanggunian through Resolution, and supported by the following:                             <ol style="list-style-type: none"> <li>5.1 Gender and Development Plan and Budget</li> <li>5.2 Local Disaster Risk Reduction and Management Plan</li> <li>5.3 Local Climate Change Action Plan</li> <li>5.4 Peace and Order Plan</li> <li>5.5 Local Youth Development Plan</li> <li>5.6 Local Nutrition Action Plan</li> <li>5.7 Annual Cultural Development Plan</li> <li>5.8 Indicative Annual Procurement Plan</li> <li>5.9 List of PPAs for Local Council for the Protection of Children</li> <li>5.10 List of PPAs for Senior Citizens and Persons with Disabilities, and</li> <li>5.11 List of PPAs to Combat Acquired Immune Deficiency Syndrome</li> </ol> </li> </ol> <p><b>For Supplemental Budget:</b></p> <ol style="list-style-type: none"> <li>1. Transmittal Letter</li> <li>2. Appropriation Ordinance (carrying the seal of the LGU)</li> <li>3. Certified Statement of Income from New Revenue Measures,</li> <li>4. Supplemental Annual Investment Program if applicable, approved by the Sanggunian, and</li> <li>5. Resolution approving the Supplemental AIP</li> </ol>		Prepared by different LGUs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sangguniang Panlalawigan shall submit the	1. The person in charge will review the AB/SB and	None	14 days	Budget Preparation and Review Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>copies of Annual/ Supplemental Budget for review to the designated window.</p> <p>Note: AB/SB of component LGU shall be submitted to SP for endorsement.</p> <p>The processing time for this service is covered by (Budget Operations Manual, 2016 Edition).</p>	<p>forwards the review letter to the APBO/PBO for recommendation of review action to Sangguniang Panlalawigan as basis for the enactment of Resolution.</p> <p>Note: Actual review of documents: Annual Budget – 14 days Supplemental Budget – 5 days</p>			
2. Fill-out the Customer Feedback Form and drop at the designated box.	2. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Unit
<b>TOTAL</b>		None	14 days and 3 minutes	

\*Note: Reglamentary period of review is 70 days maximum in the PBO, review is on a first come first served basis. This is in reference to Budget Operations Manual, 2023 Edition.



## **INTERNAL SERVICES**



## 1. Certifies to the Existence of Appropriation for the Expenditure

<b>OFFICE OR DIVISION</b>	Office of the Provincial Budget Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Purchase Request (PR) Transaction:</b> PR (3 copies) with complete attachments  <b>For Obligation Request (OBR) Transaction:</b> OBR (2 copies)		Prepared by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents for approval and certification to the designated window.	1.1. Receive and record the Purchase Request. 1.2. Determine the availability of appropriation. 1.3. The PBO/APBO shall certify the availability of appropriation. 1.4. The Person In charge shall post the Obligation request to the appropriate registry. 1.5. The PBO/APBO shall certify to the existence of available appropriation and allotment obligated for the purpose. 1.6. The focal person will inform the end-user via text message, call, and messenger upon signature.	None	1 day	Budget Execution and Accountability Unit
2. Fill-out the Customer Feedback Form and drop at the designated box.	2. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Unit
<b>TOTAL</b>		None	1 day and 3 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the main door of the Provincial Budget Office or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the main door of the Provincial Budget Office or scan the QR code posted.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PBO:</b> Tel No. :(072) 242-5550 loc. 271/211 Email : <a href="mailto:pglu_pbo@launion.gov.ph">pglu_pbo@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>





## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b>                  Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PBO</b></p>	<p><b>CATHERINE E. FRANCO</b>                  Provincial Budget Officer                  Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union                  e-mail: <a href="mailto:pglu_pbo@launion.gov.ph">pglu_pbo@launion.gov.ph</a>                  Tel No.: (072) 242-5550 loc. 211</p> <p><b>GENELEN B. NISPEROS</b>                  Supervising Administrative Officer                  Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union                  e-mail: <a href="mailto:pglu_pbo@launion.gov.ph">pglu_pbo@launion.gov.ph</a>                  Tel No.: (072) 242-5550 loc. 271</p>



# OFFICE OF THE PROVINCIAL ACCOUNTANT

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**



## 1. Requisition of BIR Form No. 2307 or Certificate of Creditable Tax Withheld at Source, Certifications, Pay Slip and Other Documents

<b>OFFICE OR DIVISION</b>	Office of the Provincial Accountant			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit the document request form.	1.1. Receive the accomplished and signed document request form.	None	2 minutes	Administrative Unit – Receiving Clerk
	1.2. Approve the document request form.	None	2 minutes	Provincial Accountant or designated staff
	1.3. Prepare and print the requested documents.	None	30 minutes	Administrative Unit – Administrative Officer or designated staff
	1.4. Certify the BIR Form No. 2307, Certifications, Pay Slip or Other Documents, whichever is applicable.	None	5 minutes	Provincial Accountant or designated staff
2. Acknowledge receipt of the document requested by signing in the Logbook.	2. Record in the Releasing Logbook the certified documents.	None	2 minutes	Administrative Unit – Releasing Clerk
3. Accomplish the Customer Feedback Form and drop at the designated box.	3. Give the client the client feedback form and instruct on filling out.	None	3 minutes	Administrative Unit – Releasing Clerk
<b>TOTAL</b>		None	44 minutes	

Note: Processing time of this transaction includes the waiting time and in consideration for the voluminous transactions. Processing of a single transaction can be completed in 10 minutes.



## **INTERNAL SERVICES**

## 1. Issuance of Certificate of Clearance on Cash Accountability

<b>OFFICE OR DIVISION</b>	Office of the Provincial Accountant			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Clearance Form on Cash Accountability (PGLU Offices/ Units/Hospitals)	1.1. Receive and record the name and reason of employee securing clearance in the logbook.	None	2 minutes	Administrative Unit – Receiving Clerk
	1.2. 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.	None	20 minutes	Special Accounts Unit- Bookkeeper
	1.3. Certify and approve clearance for cash accountability and obligations.	None	2 minutes	Provincial Accountant or designated staff
2. Acknowledge receipt of the Certified Clearance Form by signing in the Logbook.	2. Record in the Releasing Logbook and release the documents.	None	2 minutes	Administrative Unit – Releasing Clerk
3. Accomplish the Customer Feedback Form and drop at the designated box.	3. Shall give the client the client feedback form and instruct on filling out.	None	3 minutes	Administrative Unit – Releasing Clerk
<b>TOTAL</b>		None	29 minutes	

Note: Processing time of this transaction includes the waiting time and in consideration for the voluminous transactions. Processing of a single transaction can be completed in 10 minutes.



## 2. Requisition of Scanned Documents (Disbursement Vouchers, Daily Time Record and Other Documents)

<b>OFFICE OR DIVISION</b>	Office of the Provincial Accountant			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit the document request form.	1.1. Receive the accomplished and signed document request form.	None	2 minutes	Administrative Unit – Receiving Clerk
	1.2. Approve the document request form.	None	2 minutes	Provincial Accountant or designated staff
	1.3. Prepare the requested documents and print or copy electronically the documents.	None	30 minutes	Internal Control Unit - Clerk
2. Acknowledge receipt of the document requested by signing in the Logbook.	2. Shall record in the Releasing Logbook and release the documents.	None	2 minutes	Administrative Unit – Releasing Clerk
3. Accomplish the Customer Feedback Form and drop at the designated box.	3. Shall give the client the client feedback form and instruct on filling out.	None	3 minutes	Administrative Unit – Releasing Clerk
<b>TOTAL</b>		None	39 minutes	

Note: Processing time of this transaction includes the waiting time and in consideration for the voluminous transactions. Processing of a single transaction can be completed in 10 minutes.



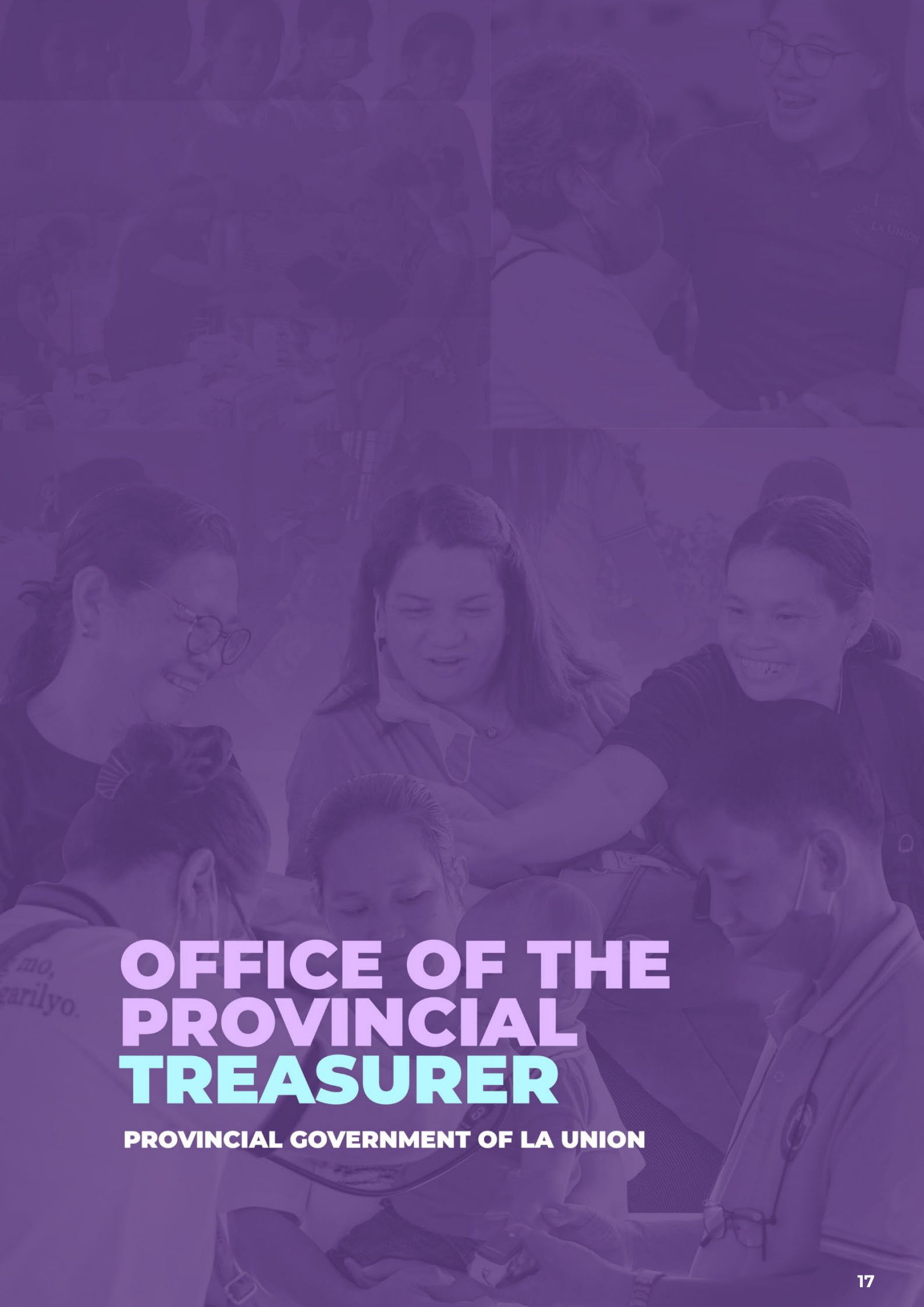
FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the Receiving Area or scan the QR code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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) 607-4707.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the Receiving Area or scan the QR code posted.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>OPAcc:</b> Tel. Nos.: (072) 607-4707; (072) 242-5550 loc 278 Email Add: <a href="mailto:pglu_accounting@launion.gov.ph">pglu_accounting@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>





## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of Office of the Provincial Accountant</b></p>	<p><b>ATTY. ALBERT F. PADILLA, CPA</b> Provincial Accountant</p> <p><b>MR. RUDOLF CHRISTIAN O. UGMA, CPA</b> 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>



# OFFICE OF THE PROVINCIAL TREASURER

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**



## 1. Collection of Tax on Transfer of Real Property Ownership (Transfer Tax)

Transfer Tax is the tax on transfer of real property ownership imposed on the sale, donation, barter, or in any other mode of transferring ownership or title of real property.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer – Cash Receipts Unit (PTO – CRU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Declaration (1 original)		Local Assessor's Office of the LGU where the property is located		
2. Notarized Deed of Sale/ Donation or other acceptable mode of conveyance (1 original copy and 1 certified photocopy) <i>*original copy for presentation only</i>		Law Firm		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Tax Declaration/ Deed of Sale/ Donation or any of the mode of conveyance.	1. Receive and verify documents for proper assessment.	None	30 minutes	Staff In-Charge
2. Pay the necessary fees.	2. Compute and receive payment and issue Official Receipt.	Certificate of Transfer Tax Payment – Php 125.00  Documentary Stamp – Php 30.00	30 minutes	Staff In-Charge
3. Receive the Official Receipt and Certificate of Transfer Tax Payment.	3. Issue the Certificate of Transfer.	None	30 minutes	Staff In-Charge
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Php 155.00	1 hour and 35 minutes	

**Note: Rate of sixty point five percent (60.5%) of one percent (1%) of the total consideration involved in the acquisition of the property or the fair market value in case the monetary consideration involved in the transfer is not substantial, whichever is higher. Considering that transaction is one property per client and without waiting time, transaction may be completed within 20 minutes.**

## 2. Collection of Provincial Taxes (Business) and Related Fees and Charges

These are enforced monetary contributions levied by the Sangguniang Panlalawigan through a Provincial Ordinance for the purpose of supporting governmental needs.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer – Cash Receipts Unit (PTO – CRU) and Local Revenue Operations Unit (LROU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Printing and Publication, Franchise Tax, Amusement Tax and Annual Fixed Tax:</b> <ol style="list-style-type: none"> <li>Application Form for Provincial Taxes (1 original copy)</li> <li>Notarized Sworn Statement (1 original copy)</li> <li>Income Tax Return (ITR) (1 original and 1 certified photocopy)</li> </ol>		Local Revenue Operations Unit (LROU)  Lawyer's Office  Bureau of Internal Revenue (BIR)		
<b>For Sand and Gravel Tax:</b> <ol style="list-style-type: none"> <li>Abstract of Delivery Receipts Issued (2 original copies)</li> <li>Issued Delivery Receipts - PTO copy</li> </ol>		Permit Holder  Client		
<b>For Professional Tax:</b> <ol style="list-style-type: none"> <li>PRC License or Roll Number (1 original and 1 photocopy) *Original copy for Professional Tax is for presentation only</li> </ol>		PRC or the Supreme Court		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements and computation of tax.	1. Receive and assess documentary requirements.	None	30 minutes	Local Revenue Operations Unit (LROU) Staff In-Charge
2. Proceed to Cash Receipts Unit (CRU) and pay the necessary fees.	2. Receive the payment and issue the Official Receipt.	Refer to Table 2.1	15 minutes	Staff In-Charge
5. Fill-out the Customer Feedback Form and drop/put it at the designated box.	1. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Refer Table 2.1	50 minutes	

**Note: Processing time indicated is inclusive of client's waiting time.**



**TABLE 2.1**

TYPE	TAX RATE																																	
<p><b>Tax on Business of Printing and Publication</b></p>	<p>60.5% of one percent (1%) of the gross annual receipts for the preceding calendar year                      In the case of a newly started business, the tax shall be one and one tenth by twenty (1.10/20) of one percent (1%) of the capital investment</p> <p>In case of a newly started business, the tax shall be one and one tenth (1.10/20) of one percent (1%) of the capital investment.</p>																																	
<p><b>Franchise Tax</b></p>	<p>60.5% of 1% of the gross annual receipts, which shall include both cash sales and sales on account realized during the preceding calendar year within the Province.</p>																																	
<p><b>Annual Fixed Tax</b></p>	<p>Distilled spirits, fermented liquors, soft drinks, cigars and cigarettes, and other similar products, delivered to sales outlets, or selling to consumers or customers whether directly or indirectly, within the Province in the amount of P550.00 per truck</p> <p>Products other than the above mentioned such as dry goods, canned/packed/frozen foods, milled rice and corn, etc.; On the transport or sale of Sand and Gravel and other mineral resources, lumber, hardware and other construction materials, furniture and bamboo crafts; and on other products not mentioned, shall be based on the following level:</p> <ol style="list-style-type: none"> <li>1. Vehicles with 10 or more wheelers – P550.00/truck</li> <li>2. Vehicles with less than 10 wheelers – P330.00/truck</li> </ol>																																	
<p><b>Professional Tax</b></p>	<p>P330.00 on each person engaged in the exercise or practice of profession or calling, and all professions requiring government licensure examination regulated by the Professional Regulation Commission</p>																																	
<p><b>Sand and Gravel Tax</b></p>	<p>Equivalent to 10% of Fair Market Value per cubic meter of sand, gravel, ordinary stones, earth, and other quarry resources extracted from public lands, or from beds of seas, lakes, rivers, streams, creeks, and other public waters within the territorial jurisdiction of the Province:</p> <table border="1" data-bbox="485 1473 1481 1975"> <thead> <tr> <th>Raw Material</th> <th>Fair Market Value (per cu.m)</th> <th>10% Tax</th> </tr> </thead> <tbody> <tr> <td>1. Ordinary Stone or Ordinary Earth</td> <td>110/cu.m</td> <td>P11.00</td> </tr> <tr> <td>2. Rivermix</td> <td>160.50/cu.m</td> <td>P16.50</td> </tr> <tr> <td>3. Screen Sand</td> <td>P220/cu.m</td> <td>P22.00</td> </tr> <tr> <td>4. Screen Gravel</td> <td>P275/cu.m</td> <td>P27.50</td> </tr> <tr> <td>5. Boulders</td> <td>P385/cu.m</td> <td>P38.50</td> </tr> <tr> <td>6. Armour Rock</td> <td>P242/cu.m</td> <td>P24.20</td> </tr> <tr> <td>7. Pebbles and Other Decorative Stones</td> <td>P550/cu.m</td> <td>P55.00</td> </tr> <tr> <td>8. Limestones, Silica</td> <td>P363/MT</td> <td>P36.30</td> </tr> <tr> <td>9. Magnetite</td> <td>P2,200/MT</td> <td>P220.00</td> </tr> <tr> <td>10. Other Metallic Minerals</td> <td>P1,210/MT</td> <td>P121.00</td> </tr> </tbody> </table>	Raw Material	Fair Market Value (per cu.m)	10% Tax	1. Ordinary Stone or Ordinary Earth	110/cu.m	P11.00	2. Rivermix	160.50/cu.m	P16.50	3. Screen Sand	P220/cu.m	P22.00	4. Screen Gravel	P275/cu.m	P27.50	5. Boulders	P385/cu.m	P38.50	6. Armour Rock	P242/cu.m	P24.20	7. Pebbles and Other Decorative Stones	P550/cu.m	P55.00	8. Limestones, Silica	P363/MT	P36.30	9. Magnetite	P2,200/MT	P220.00	10. Other Metallic Minerals	P1,210/MT	P121.00
Raw Material	Fair Market Value (per cu.m)	10% Tax																																
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9. Magnetite	P2,200/MT	P220.00																																
10. Other Metallic Minerals	P1,210/MT	P121.00																																

### 3. Issuance of Sand and Gravel Delivery Receipt

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.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL</b>	Sand and Gravel Permit Holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>For Existing Permit Holders:</b></p> <ol style="list-style-type: none"> <li>Request for Delivery Receipt (DR) Slip (1 original copy)</li> <li>Abstract of Collection</li> </ol> <p><b>If New Permit Holder:</b></p> <ol style="list-style-type: none"> <li>Approved Mayor's permit to operate (1 original or 1 certified photocopy)</li> <li>Approved Governor's permit (1 original and 1 certified photocopy)</li> <li>Environmental Compliance Certificate (ECC) (1 original and 1 certified photocopy)</li> <li>Government Issued ID of the Owner (1 original and 1 certified photocopy)</li> <li>Special Power of Attorney (SPA) and Government Issued ID of the Authorized Representative, if applicable (1 original copy)</li> <li>Sand and Gravel Security Cash Deposit                             <ol style="list-style-type: none"> <li>Commercial Sand and Gravel – minimum of P20,000.00 depending on the average remittance</li> <li>Industrial Sand and Gravel – minimum of P50,000.00 depending on the average remittance</li> </ol> </li> </ol>		<p>PTO Permit Holder</p> <p>Office of the Mayor where the quarry site is located PG-ENRO</p> <p>DENR</p> <p>Various Government agencies</p> <p>Attorney's Office and various government agencies</p> <p>Permit Holder</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out request for Delivery Receipt (DR) slip and submit it with the other requirements.	1.1. Receive the request slip and validate qualification based on their respective Sand and Gravel Ledgers.	None	10 minutes	LROU Staff In-Charge
	1.2. Prepare Requisition Issuance Slip (RIS).	None	15 minutes	Administrative Unit Staff In-Charge
	1.3. Approve RIS.	None	5 minutes	Provincial Treasurer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to CRU for payment of the DR Deposits and DR Fee.	2. Accept Payment of DR fee and forward the Official Receipt (OR) and approved RIS to AU.	Php 130.00 per booklet of Delivery Receipt	10 minutes	CRU Staff In-Charge
3. Receive the Delivery Receipts purchased together with the Official Receipt and RIS (Permit Holder's copy).	3. Release the Delivery Receipts and issued Official Receipts.	None	10 minutes	Administrative Unit Staff In-Charge
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Php 130.00 per booklet of Delivery Receipt	55 minutes	

**Note: Processing time indicated is inclusive of client's waiting time. Simple transactions without waiting time may be completed within at least thirty (30) minutes.**

#### 4. Issuance of Tax Clearance

Tax Clearance is a requirement needed when renewing business permits in their respective municipality.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen	
<b>WHO MAY AVAIL</b>	Registered Individuals/Business engaged in practices requiring payment of Provincial Taxes	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Filled out Application Form (1 original copy)		Provincial Treasurer's Office
2. Identification Card of client, if applicable (1 original and 1 certified photocopy)		Various Government/ Private Agencies
3. Identification Card of authorized representative, if applicable (1 original and 1 certified photocopy)		Various Government/ Private Agencies
4. Authorization letter, if applicable (1 original and 1 certified photocopy)		Payee
5. Special Power of Attorney (SPA), if applicable (1 original and 1 certified photocopy)		Law Firm
*Original copy for items 2 to 5 is for presentation only.		





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Application Form for Provincial Taxes, and other required documents, if any.	1. Receive and assess the documentary requirements from Taxpayer/ Authorized Representative.  <i>Note: If no pending obligation from taxes and related fees and charges, LROU shall endorse to CRU for collection of the assessment due.</i>	None	30 minutes	LROU Staff In-Charge
2. Proceed to CRU and pay the tax clearance.	2. Check correctness of computation and forward the Official Receipt of payment and [PTO's copy] Application Form of Provincial Taxes to LROU.	Tax Clearance – Php 100.00  Documentary Stamp Tax – Php 30.00	20 minutes	CRU Staff In-Charge
3. Receive the Tax Clearance from the Revenue Operations Unit.	3. Preparation, approval, and issuance of Tax Clearance with the attached Official Receipt.	None	20 minutes	LROU Staff In-Charge
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Tax Clearance – Php 100.00  Documentary Stamp Tax – Php 30.00	1 hour and 15 minutes	

**Note: Processing time indicated is inclusive of client's waiting time. Simple transactions without waiting time may be completed within at least thirty (30) minutes.**



## 5. Issuance of Business Sticker

A Business Sticker is a slip of paper with an adhesive back issued to every person who shall conduct a business or pursue an undertaking enumerated under Section 115 of the 2022 Revenue Code of the Province of La Union.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Various taxpayers engaged related to Provincial Taxes			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Registration of Individual Business:</b>				
1. Filled out Application Form (1 original copy)		Provincial Treasurer's Office		
2. Identification Card of client, if applicable (1 original and 1 certified photocopy)		Various Government/ Private Agencies		
3. Identification Card of authorized representative, if applicable (1 original and 1 certified photocopy)		Various Government/ Private Agencies		
4. Authorization letter/Special Power of Attorney (SPA), if applicable (1 original and 1 certified photocopy)		Payee/ Law Firm		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present documentary requirements.	1. Receive and inspect the documents and endorse to Cash Receipts Unit (CRU).	None	20 minutes	LROU Staff In-Charge
2. Proceed to CRU and pay the corresponding fee.	2. Compute the assessment and fill-out the OR and business sticker details in the Application Form.	Php 50.00	10 minutes	CRU Staff In-Charge
3. Receive the Business Sticker and Official Receipt.	5. Release the Business Sticker and Official Receipt.	None	10 minutes	CRU Staff In-Charge
6. Fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Php 50.00	45 minutes	

**Note: Processing time indicated is inclusive of client's waiting time. Simple transactions without waiting time may be completed within at least twenty (20) minutes.**

## 6. Collection of Space Rental for Stalls and Other Commercial Spaces & Rental Charges for Heavy and Light Equipment

These are charges collected from the person/s or corporation/s who rent/s properties of the Provincial Government of La Union.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Lessees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account (1 original copy) 2. Contract of Lease (1 original copy) 3. Equipment Rental Request (original and duplicate copies)		Office of the Provincial Treasurer Office of the Provincial General Services Officer Office of the Provincial Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Statement of Account based on the existing Contract or Lease.	1. Receive and verify the outstanding balances and refer to the SOA then forward to CRU after verification.	None	10 minutes	LROU Staff In-Charge
2. Proceed to CRU and pay the rental fee.	2. Recompute the rental rates indicated in the Equipment Rental Request and receive the payment of rental fees and related charges, if any.	Refer to Table 6.1 and 6.2	15 minutes	CRU Staff In-Charge
3. Receive the Official Receipt.	3. Issue Official Receipt.	None	5 minutes	CRU Staff In-Charge
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Refer to Table 6.1 and 6.2	35 minutes	

**Note: Processing time indicated is inclusive of client's waiting time. Simple transactions without waiting time may be completed within at least twenty (20) minutes.**

**TABLE 6.1. EQUIPMENT RENTAL RATES**

EQUIPMENT AND DESCRIPTION	RATE PER DAY
<b>WHEEL LOADER (PL-97-01 &amp; PL-11-02)</b> CATERPILLAR 928g & 924H Bucket Capacity: 2.40 m <sup>3</sup> /1.20 m <sup>3</sup> Weight: 11,405 kg;	P 10,000.00

EQUIPMENT AND DESCRIPTION	RATE PER DAY
Length: 7,255 mm/10,739 kg; Length: 6,898 mm	
<b>TRACK TYPE EXCAVATOR (BH-97-01 &amp; BH-06-02)</b> CATERPILLAR 315 & 312C 3046 Direct Injection turbocharged engine Backhoe Bucket Capacity: 0.68 m <sup>3</sup> , Weight: 12,550 kg	P 10,000.00
<b>VIBRATORY COMPACTOR (VR-97-01)</b> CATERPILLAR 315 312C 3046 Direct Injection turbocharged engine and after cooled diesel engine	P 7,000.00
<b>TRACK TYPE TRACTOR (DZ-97-01 &amp; DZ-11-03)</b> CATERPILLAR D6R 3306 Direct injection turbocharged engine, Weight: 19,606 kg Blade Capacity: 3.89 m <sup>3</sup> , Weight: 20,250 kg; Length: 4,077 mm	P 15,000.00
<b>MOTOR GRADER (RG-97-01 &amp; RG-11-02)</b> CATERPILLAR 120H & KOMATSU GD511A-1 3116 Direct injections turbocharged engine/fully hydraulic 12 ft side shift blade Operating Weight: 10,800 kg. Komatsu Diesel Engine S6D95L	P 9,000.00
<b>BACKHOE LOADER (BHL-97-01 &amp; BHL-11-02)</b> CATERPILLAR 416C & KOMATSU WB93R-5E0 3054 Direct injection turbocharged engine, equipped with loader & backhoe bucket Loader Bucket Capacity: 1.03 m <sup>3</sup> , Backhoe Bucket Capacity: 0.19 m <sup>3</sup> , 4 Wheel Drive	P 10,000.00
<b>VIBRATORY COMPACTOR (VR-07-02)</b> CATERPILLAR CB214E 3013 Naturally aspirated direct injection diesel engine, equipped with 2 smooth drum. Weight: 2, 610 kg	P 6,000.00
<b>TRACK TYPE TRACTOR (DZ-07-02)</b> CATERPILLAR D4GXL 3046T Direct injection turbocharged 6-cylinder engine, equipped with 1.92 m <sup>3</sup> power angling/tilting blade, 3 rippers & canopy. Weight: 8,400 kg	P 10, 000.00
<b>PRIME MOVER WITH LOW BED (SFY 178)</b> INTERNATIONAL (SURPLUS) Cummins NTC-315 turbo diesel engine; Transmission: 9 speed manual; 315 HP; Suspension: Leaf spring; 10 pcs tires (295/75)	P12,000.00
<b>LOW BED TRAILER (SUD 261)</b> DOOSUNG MOTOR CO., LTD Capacity: 30 tons; Length: 10,440 mm; Width: 2,750 mm Height: 1,625 mm High tensile steel frame, 2 axle, 8 Wheeler & full air brake system	P 6,000.00

EQUIPMENT AND DESCRIPTION	RATE PER DAY
<b>DUMPTRUCK (SER 801, 802, 803, 809, 812, 813, SHP 777, SKA 746 &amp; SKA 747)</b> HYUNDAI D6BR, ISUZU FSR33H & ISUZU FTR 4X2 Capacity: 8 tons, 6-Wheeler Dump Body Capacity: 3.8 m <sup>3</sup> , 6-Wheeler; Diesel Engine 6HH1-N Dump Body Capacity: 5.0 m <sup>3</sup> , 6-Wheeler; Turbocharged Diesel Engine 6HK1-TCN	P 5,000.00
<b>DUMPTRUCK (SKA 743 &amp; SKA 748)</b> ISUZU FTS (4X4) Dump Body Capacity: 4.0 m <sup>3</sup> 6-Wheeler; Six Cylinder Turbocharged Diesel Engine 6HK1-TCN	P 5,000.00
<b>CARGO TRUCK (SFW 662)</b> ISUZU CVR-8PEI Capacity: 12 Tons 6-Wheeler, 8 Cylinder diesel engine	P 5,000.00
<b>CARGO TRUCK (SKA 745 &amp; SKV 965)</b> ISUZU NOR (4x2) & NKR Capacity: 3,500 kg, 6-Wheeler; 4 Cylinder Turbocharged Diesel Engine 4HK1-TCN Drop Side with Power Tail Gate	P 4,000.00
<b>MAN LIFTER TRUCK (SJR 407)</b> Isuzu (Surplus) Capacity: 150 kg, Boom: 15 meters	P 5,000.00
<b>FORK LIFT (FL-01-01)</b> MITSUBISHI FD100 Capacity: 10 tons Wheel Type: 6-Wheeler R20	P 7,000.00
<b>WING VAN</b> ISUZU Gross Weight: 8,000 kg Net Cap: 4,000 kg	P 6,000.00
<b>BACKHOE LOADER (NEW)</b> Case 580SN WHEEL TYPE, Engine Case: 445TA/E3; Net Max. Torque: 328 lb-ft	P 10,000.00
<b>BACKHOE (NEW)</b> CASE CX210B Crawler Type 21 TONS: Engine: 117KW@1800RPM; Operating Wt: 7500 kg; Cap. 1.15 m <sup>3</sup>	P10,000.00
<b>SKID STEER LOADER (NEW)</b> CASE WHEEL TYPE 3.16 TONS; Bucket Cap. 0.46 cu. m	P 6,000.00
<b>DUMP TRUCK (NEW)</b> ISUZU FORWARD 6 Wheeler; 6 cyl. Turbocharged; Diesel Engine/Cap. 4.0 m <sup>3</sup>	P 5,000.00

**TABLE 6.2. SPACE RENTAL RATES**

Stall No.	Actual Floor Area	Rental Rate
1	TBD	50/sq. m



Stall No.	Actual Floor Area	Rental Rate
2	TBD	50/sq. m
3	TBD	50/sq. m
4	TBD	50/sq. m
5	TBD	50/sq. m
6	TBD	50/sq. m
7	TBD	50/sq. m
8	TBD	50/sq. m
9	TBD	50/sq. m
10	TBD	50/sq. m

FLOOR LEVEL	AREA (sq.m.)			USER CHARGES RATES/SQ.M.	COST		
	NORTH	SOUTH	TOTAL		NORTH	SOUTH	TOTAL
1 <sup>st</sup> Floor	66.35	58.65	125.00	500.00	33,175.00	29,325.00	62,500.00
2 <sup>nd</sup> Floor	115.15	125.45	240.60	400.00	46,060.00	50,180.00	96,240.00
3 <sup>rd</sup> Floor	115.15	125.45	240.60	300.00	35,545.00	37,635.00	72,180.00
4 <sup>th</sup> Floor	115.15	125.45	240.60	240.60	40,302.50	43,907.50	84,210.00
5 <sup>th</sup> Floor	115.15	125.45	240.60	250.00	28,787.50	31,632.50	60,150.00
<b>TOTAL</b>	<b>526.95</b>	<b>560.45</b>	<b>1087.40</b>		<b>182,870.00</b>	<b>232,714.50</b>	<b>415,584.50</b>

## 7. Requisition of Accountable Forms

Accountable Forms are printed and pre-numbered forms, the issuance of which are sequentially controlled such as official receipts, community tax certificates, etc.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government
<b>WHO MAY AVAIL</b>	Municipal Treasurers, National Government Agencies, Public Schools, Government Hospitals
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Requisition and Issuance Slip (RIS)	Office of the Provincial Treasurer Agencies/ Local Government Units (LGUs) requesting for the accountable forms
2. Payment of Accountable Forms (Check and/or Cash)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requisition Issuance Slip (ROS)/ Purchase Order (PO).	1.1. Receive RIS/ PR/ PO and verify the cos of Accountable Form/s requisitioned and completeness of signatories.	None	10 minutes	Accountable Forms Officer (AFO)
	1.2. Approve RIS/PR/PO.	None	10 minutes	Provincial Treasurer
2. Proceed to CRU and pay the necessary fee.	2. Check the computation and counter check the costing and receive payment.	Refer to Table 7.1	20 minutes	CRU Staff In-Charge
3. Receive the Afs requisitioned.	3. Receive the RIS/ PR/ PO with OR and release the requisitioned accountable forms to client.	None	10 minutes	AFO
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Refer to Table 7.1	55 minutes	

**Note: Processing time indicated is inclusive of client's waiting time.**

**TABLE 7.1. COST OF ACCOUNTABLE FORMS**

DESCRIPTION	FORM NO.	UNIT COST
Official Receipt with Logo RP seal	A.F. No. 51	Price is determined by the authorized government printing office.
Certificate of Record Transfer of Large Cattle	A.F. No. 52	
Certificate of Ownership of Large Cattle	A.F. No. 53	
Marriage License	A.F. No. 54	
Real Property Tax Receipt	A.F. No. 56	
Slaughter Permit and Fee Receipt	A.F. No. 57	
City/Municipal Burial Permit and Fee Receipt	A.F. No. 58	
Cash Ticket @ P2.00	A.F. No. 55-D	
Cash Ticket @ P5.00	A.F. No. 55-E	
Cash Ticket @ 10.00	A.F. No. 55-F	
Community Tax Certificate (Individual)	B.I.R. FORM 0016	
Community Tax Certificate (Corporation)	B.I.R. FORM 0017	



## 8. Issuance of Governor's Accreditation Permit

Issued to processor, traders, dealers, retailers, and haulers of sand, gravel, and other quarry resources/products and by-products and oversized materials (waste materials).

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Municipal Treasurers, National Government Agencies, Public Schools, Government Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form for Governor's Accreditation Permit (1 original copy)		Office of the Provincial Treasurer		
2. Land Transportation Office (LTO) official receipt (1 original copy)		LTO		
3. Certificate of Registration (1 original copy) <i>*Original copy is for presentation only</i>		LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished application form and other required documents.	1.1. Receive and assess the completeness and legality of the accomplished form and required documents and sign the application form as processor.	None	10 minutes	LROU Staff In-Charge
	1.2. Approve the application.	None	10 minutes	Provincial Treasurer
	1.3. Assess the fees to be charged and endorse to CRU.	None	10 minutes	LROU Staff In-Charge
2. Proceed to CRU and pay the necessary fee.	2. Check the correctness of fees charged and its computation then issue Official Receipt.	Refer to Table 8.1	15 minutes	CRU Staff In-Charge
3. Receive the Governor's Accreditation Permit.	3. Issue the approved Accreditation Permit to the Taxpayer/Authorized Representative.	None	10 minutes	CRU Staff In-Charge
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Refer to Table 8.1	1 hour	

**Note: Processing time indicated is inclusive of client's waiting time. Simple transactions without waiting time may be completed within at least thirty (30) minutes.**





**TABLE 8.1. FEES FOR GOVERNOR'S ACCREDITATION PERMIT**

PARTICULARS	COST
Application Fee (AF) for Governor's Accreditation	P 500.00
Governor's Accreditation Fee:	
1.) Pulverizing Plants, Crushing Plants, Batching Plants and similar plants	P 2,000.00
2.) Potteries and cement products production/processing (ex. Hollow blocks, RC Pipes, culvert, etc.)	P 750.00
3.) Backhoes, Cranes, Bulldozers, Pay Loaders and similar equipment	P 2,500.00
4.) Hauling trucks with 14 cu.m and above capacity	P 2,000.00
5.) Hauling trucks with 6 cu.m and 13 cu.m capacity	P 1,500.00
6.) Hauling trucks/vehicle with less than 6 cu.m capacity	P 750.00
7.) Others not stated above	P 1,000.00

## 9. Issuance of Governor's Permit

Issued by the Provincial Governor upon presentation of the receipt for the payment of the Governor's permit fee and for corresponding tax, fee or charge.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Municipal Treasurers, National Government Agencies, Public Schools, Government Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form for Governor's Permit (1 original copy)		Office of the Provincial Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished application form and other required documents.	1. Receive and assess the documents and prepare pre-assessment based on the nature of transaction/business, as appropriate.	None	30 minutes	LROU Staff In-Charge
2. Proceed to CRU and pay the necessary fee.	2.1. Ensure the correctness of assessment and endorse to LROU.	Refer to Table 9.1	10 minutes	CRU Staff In-Charge
	2.2. Prepare the Governor's Permit and endorse to signatories.	None	10 minutes	LROU Staff In-Charge
	2.3. Approve the Governor's Permit.	None	10 minutes	Provincial Treasurer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the Governor's Permit.	3. Issue the approved Governor's Permit to with the attached copy of the Official Receipt.	None	15 minutes	CRU Staff In-Charge
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		Refer to Table 9.1	1 hour and 20 minutes	

**Note: Processing time indicated is inclusive of client's waiting time.**

**TABLE 9.1 GOVERNOR'S PERMIT FEE**

DESCRIPTION	COST
1. On the business of printing and publication a.) Publisher b.) Printer	P 500.00 P 500.00
2. On a business with franchise	P 500.00
3. On proprietors, lessees, or operators of amusements places	P 500.00
4. On manufacturers or producers, wholesalers of, or dealer or retailers in, distilled spirits, fermented liquors, soft drinks, cigar and cigarettes and other products to sales outlets, or selling to consumers, whether directly or indirectly within the province using delivery trucks/vans	P 1,000.00
5. On the extraction of Sand, Gravel, and Other Quarry Materials: Type of Sand and Gravel Permit: a.) Quarry Permit b.) Commercial Sand and Gravel (CSAG) c.) Industrial Sand and Gravel (ISAG) d.) Exclusive Sand and Gravel (ESAG) e.) Private Gratuitous Permit (PGP) f.) Special Pebble Picking Permit (SPPP) g.) Guano Permit	P 10,000.00 P 1,500.00 P 10,000.00 P 5,000.00 P 1,000.00 P 5,000.00 P 5,000.00
h.) Ore Transfer Permit (OTP) - For Metallic - For Non-Metallic - Certification Fee (for OREs/Mineral products less than 2 Metric Tons)	P 2,000.00/application P 1,000.00/application P 1,000.00/application
Other Charges: a.) Application Fee (except PGP)	P 5,000.00 (all mining permits issued by the governor except for QP, PGP and ISAG) P 10,000.00



DESCRIPTION	COST
Application Fee (PGP)	P 1,000.00
b.) Field Verification Fee	P 1,500.00 (Any mining application/cooperative) P 2,000.00 (CSAG) P 5,000.00 (ISAG/QP)
c.) Transfer Fee (for transfer of assignment)	P 5,000.00/application/permit
d.) Inspection Fee Electrical/Mechanical Installation (Renewable yearly for applicable Sand and Gravel Permits approved by the Provincial Governor)	P 6,000.00
e.) Application for Mechanical/Electrical Permit (For applicable Sand and Gravel Permits approved by the Provincial Governor)	P 500.00/plan
f.) Safety Inspector's Permit (For applicable Sand and Gravel Permits approved by the Provincial Governor)	P 1,500.00/application or renewal
g.) Safety Engineer's Permit (For applicable Sand and Gravel Permits approved by the Provincial Governor)	P 1,500.00/application or renewal
h.) Evaluation of EPEP (Environmental Protection and Enhancement Program) for applicable mining permit approved by the Provincial Governor	P 5,000.00 per EPEP
6. On manufacturers or producers, wholesalers of other products not mentioned above	P 1,000.00
7. Any other permit not mentioned above (when the need arises)	P 1,000.00
In addition, all applicants shall pay the following: a.) Application Fee (AF) except for Sand and Gravel – P 300.00 b.) Tax Clearance – P 100.00 c.) Sticker – P 50.00	

## 10. Claiming of Checks

Checks representing payments to concerned payees.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer – Cash Disbursement Unit	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
<b>WHO MAY AVAIL</b>	Concerned Payees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Individual Beneficiaries (Financial Assistance)/Prizes/Honorariums:</b> 1. Identification Card of Payee (Original) 2. Identification Card of Authorized Representative, if applicable (Original ID of		Various Government and Private Agencies/Schools



the Rep./Original or Photocopy of ID of the Payee) 3. Authorization Letter, if applicable (1 original copy) 4. Special Power of Attorney (SPA) for terminal leave benefits (1 original copy)		Payee  Law Firm		
<b>Suppliers/ Contractors/ Government Agencies/ Corporations/ Associations:</b> 1. Identification Card of the Payee (Original) 2. Official Receipt (original copy) 3. Sales Invoice (if applicable) 4. Identification Card of Authorized Representative if applicable (Original ID of the Rep./Original or Photocopy of ID of the Payee) 5. Authorization Letter/Special Power of Attorney (SPA) if applicable (1 original copy)		Various Government and Private Agencies/ Schools Suppliers/ Contractors/ Government Agencies/ Corporations/ Associations Various Government and Private Agencies/ Schools  Payee/ Law Firm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card/ Authorization Letter or SPA.	1. Verify the documents presented.	None	30 minutes	Disbursing Officer
2. Receive the check/s.  <i>Note: For suppliers/ contractors/ government agencies/ corporations/ associations, they shall issue Official Receipt or Sales Invoice before receiving the check/s.</i>	2. Release the check/s to claimant.	None	10 minutes	Disbursing Officer
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person
<b>TOTAL</b>		None	45 minutes	

**Note: Processing time indicated is inclusive of client's waiting time. Simple transaction without waiting time may be completed within at least twenty (20) minutes**



## 11. Claiming of Cash/ Petty Cash

Cash payments to various claimants.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Treasurer – Cash Disbursement Unit				
<b>CLASSIFICATION</b>	Simple				
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government				
<b>WHO MAY AVAIL</b>	Concerned Payees				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>Individual Beneficiaries TEV/ Prizes/ Honorariums/petty cash reimbursements:</b> 1. Identification Card of Payee (Original) 2. Identification Card of Authorized Representative, if applicable (Original ID of the Rep./Original or Photocopy of ID of the Claimant) 3. Authorization Letter, if applicable (1 original copy)			Various Government and Private Agencies/ Schools  Payee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Present Disbursement/ Petty Cash Voucher.	1. Verify the documents presented.	None	5 minutes	Disbursing Officer	
2. Receive the cash.	2. Release the check/s/cash to claimant.	None	5 minutes	Disbursing Officer	
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Customer Feedback Focal Person	
<b>TOTAL</b>		None	15 minutes		

**Note: Processing time indicated is inclusive of client's waiting time. Simple transaction without waiting time may be completed within at least ten (10) minutes.**

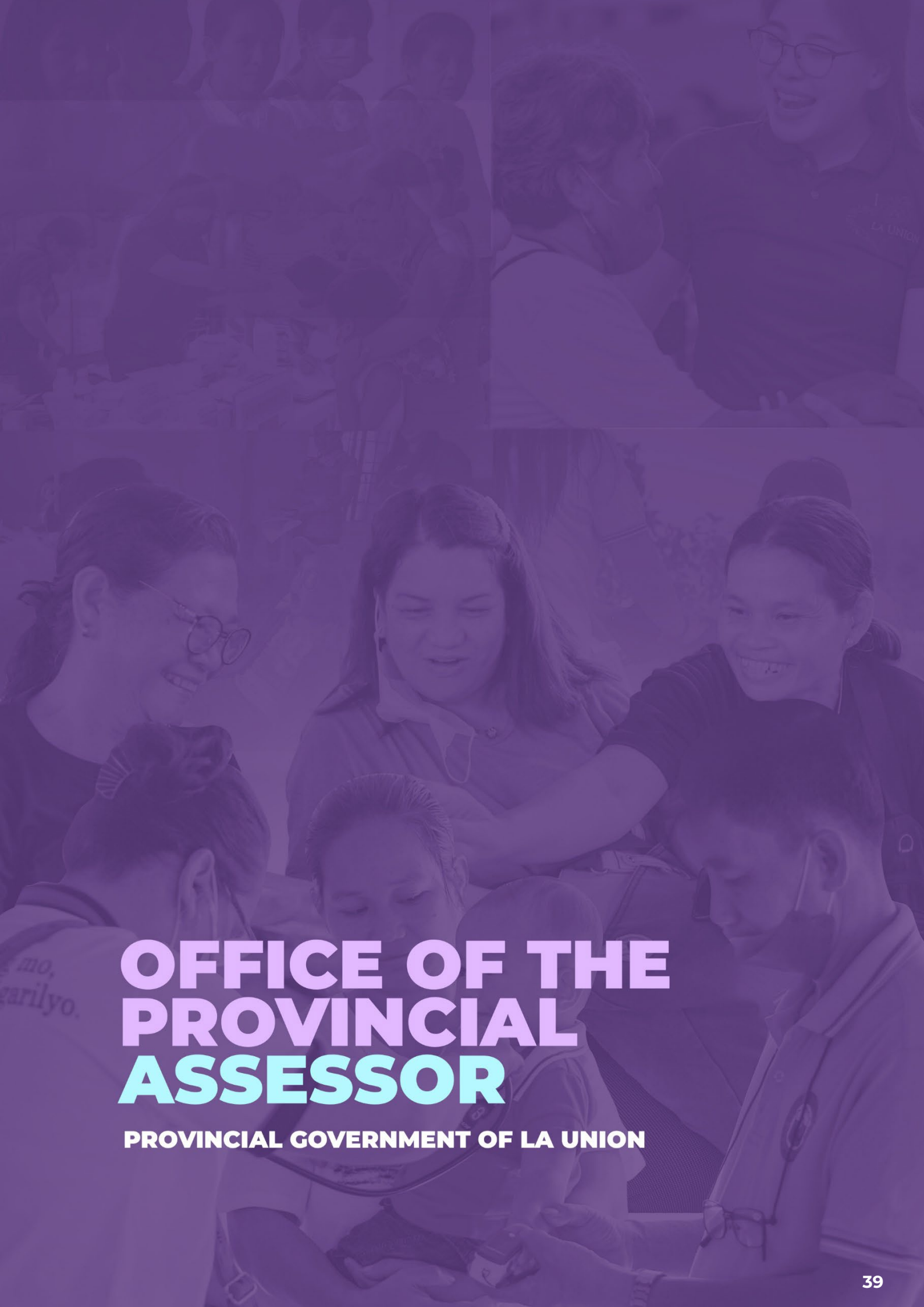


FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located beside the Office of the Provincial Treasurer or scan the QR code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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>
<b>How to file complaint?</b>	<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 filed thru telephone at:</p> <p><b>PTO:</b> Tel No. : (072) 242-5550 loc. 264/265 Email: pglu_ptoservices@launion.gov.ph</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PTO</b></p>	<p><b>MS. JANET D. MOLINA</b> Provincial Treasurer Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: pglu_pto@launion.gov.ph Tel No.: (072) 242-5550 loc. 265</p> <p><b>MS. ANNA MAY N. SAQUING</b> Supervising Administrative Officer Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: pglu_pto@launion.gov.ph Tel No.: (072) 242-5550 loc. 264</p>



# **OFFICE OF THE PROVINCIAL ASSESSOR**

**PROVINCIAL GOVERNMENT OF LA UNION**





## **EXTERNAL SERVICES**



## 1. Issuance of Computer-Generated Copy of Tax Declaration (TD) Free from Any Encumbrances

Issued as to the status of the property either with encumbrances or clear of any encumbrances for Registration of documents and for loan.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Tax Declaration (original or photocopy) – 1 copy</li> <li>Latest tax receipt or Certificate of Tax Clearance from Municipal Treasurer (photocopy) – 1 copy</li> <li>Authorization/Special Power of Attorney/ Identification card of the principal (original or photocopy) – 1 copy</li> <li>Letter request of owner or Legal counsel (if the requestor is not the owner) (original) – 1 copy</li> <li>Any Government issued ID by the bearer (original with photocopy)- 1 copy</li> <li>Birth Certificate and Death Certificate if needed (photocopy) – 1 copy</li> <li>Survey plan (optional) (blueprint copy or photocopy) - 1 copy</li> </ol>		<p>Municipal/Provincial Assessor's Office</p> <p>Municipal Treasurer's Office</p> <p>Real Property Owner</p> <p>Legal Counsel</p> <p><i>Note: The Office of the Provincial Assessor is the central depository of all assessment records, annotations and encumbrances while Municipal Assessors Office have no record of any encumbrances/ annotations.</i></p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.</li> </ol>	<ol style="list-style-type: none"> <li>Interview, review and check completeness of requirements on hand of the client.</li> </ol> <p><i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i></p>	None	30 minutes	OPAss Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (OR).	PHP 125.00 per copy + PHP 30.00 (doc. stamp)	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook, encode in the online tracking system of assessment issuances, issue claim stub and forward to ARMU for preparation of requested document.	None	2 hours	Administrative Unit Staff
	4.2. Updating in the online tracking system, search the tax declaration no. in the eRPTS, print the tax declaration and affix initial.	None	4 hours and 30 mins	Assessment Records Management Unit Staff
	4.3. Final review and affix initial.	None	30 minutes	Assessment Records Management Unit Staff
	4.4. Seal the printed certified copy of tax declaration and update the status of the requested TD in the online tracking system.	None	30 minutes	Assessment Records Management Unit Staff
	4.5. Forward to Administrative For signature by Provincial Assessor.	None	30 minutes	Administrative Staff
	4.6. Affix signature.	None	30 minutes	Provincial Assessor
5. Present the claim stub and	5. Update in the online tracking	None	1 hour	Administrative Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receive the requested document at counter 5.	system and release the requested document to the client.			
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	6. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPass Staff
<b>TOTAL</b>		Php 155.00	1 day, 7 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time includes the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

## 2. Issuance of Computer-Generated Copy of Tax Declaration (TD) for Verification of Encumbrances

Issued as to the status of the property either with encumbrances or clear of any encumbrances for Registration of documents and for loan.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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 (original or photocopy) – 1 copy	Municipal/Provincial Assessor's Office
2. Latest tax receipt or Certificate of Tax Clearance from Municipal Treasurer (original or photocopy) – 1 copy	Municipal Treasurer's Office
3. Authorization/Special Power of Attorney/ Identification card of the principal (photocopy) – 1 copy	Real Property Owner
4. Letter request of owner or Legal counsel (if the requestor is not the owner) (original) – 1 copy	Legal Counsel
5. Any Government issued ID by the bearer (original with photocopy)- 1 copy	<i>Note: The Office of the Provincial Assessor is the central depository of all assessment records, annotations and encumbrances while Municipal Assessors Office have no record of any encumbrances/ annotations.</i>
6. Birth Certificate and Death Certificate if needed (photocopy) – 1 copy	
7. Survey plan (optional) (blueprint copy or	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
photocopy) - 1 copy 8. Cadastral Map (optional) – 1 copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client.  <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (OR).	PHP 125.00 per copy + PHP 30.00 (doc. stamp)	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook, encode in the online tracking system of assessment issuances, issue claim stub and forward to ARMU for preparation of requested document.	None	2 hours	Administrative Unit Staff
	4.2. Update the online tracking system, verify the tax declaration from present to series 1974 and	None	1 day and 4 hours	Assessment Records Management Unit Sta



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>print the tax declaration and affix initial.</p> <p><i>Note: If any encumbrances were found, update the annotation in the eRPTS.</i></p>			
	4.3. Final review and affix initial.	None	30 minutes	Assessment Records Management Unit Head
	4.4. Seal the printed certified copy of tax declaration and update the status of the requested TD in the online tracking system.	None	30 minutes	Assessment Records Management Unit Staff
	4.5. Forward to Administrative For signature by Provincial Assessor.	None	30 minutes	Administrative Unit Staff
	4.6. Affix signature.	None	30 minutes	Provincial Assessor
5. Present the claim stub and receive the requested document at counter 5.	5. Update in the online tracking system and release the requested document to the client.	None	1 hour	Administrative Unit Staff
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	6. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPAss Staff
	<b>TOTAL</b>	Php 155.00	2 days, 6 hours and 35 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time includes the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**



### 3. Annotation of Mortgages

Upon request of clients, banks, and private institutions.

#### LIST OF PAYABLES

ANNOTATED MORTGAGE	FEE
below Php 100,000.00	Php 100.00
Php 100,001.00 - Php 500,000.00	Php 300.00
Php 500,001.00 – Php 1,000,000.00	Php 500.00
Php 1,000,001.00 – Php 5,000,000.00	Php 1,000.00
Above Php 5,000,000.00	Php 2,000.00
*Additional annotation fee per Tax Declaration in excess of 1- Tax Declaration below Php100,000.00 stated in the contract.	Php 100.00
*Additional annotation fee per Tax Declaration in excess of 1- Tax Declaration above Php100,000.00 stated in the contract.	Php 200.00

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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 (REMC) duly registered at the Register of Deeds with stamp of Register of Deeds (original) – at least 2 copies	Rural Banks or Private Institutions
2. Certified Printed Copy of Tax Declaration (original or photocopy) – 1 copy	Provincial Assessor's Office
3. Title of the Property (optional) (photocopy) – 1 copy	Registry of Deeds
4. Any Government issued ID by the bearer (original with photocopy)- 1 copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client. <i>Note: If requirement is complete, issue corresponding request</i>	None	30 minutes	OPAss Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>			
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (OR).	Refer to List of Payables Above	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook, encode in the online tracking system of assessment issuances, issue claim stub and forward to ARMU for the annotation of REMC in the tax declaration.	None	2 hours	Administrative Unit Staff
	4.2. Updating the online tracking system, verify the tax declaration from present to series 1974. Check the submitted document, update the annotation in the eRPTS and in the hard copy of FAAS and TD and stamp the registered Real Estate Mortgage Contract in the FAAS/TD/PRF (on file).	None	2 days, 2 hours and 30 minutes	Assessment Records Management Unit Staff





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. Final review and affix signature.	None	30 minutes	LAOO-IV
5. Present claim stub and receive the copy of REMC with notation at counter 5.	5. Update in the online tracking system and release the copy of REMC with notation to the client.	None	1 hour	Administrative Unit Staff
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	6. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPass Staff
<b>TOTAL</b>		Refer to List of Payables Above	3 days, 3 hours & 35 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. Once the client requested for a certified copy of Tax Declaration with annotation of mortgage, refer to the issuance of computer-generated copy of Tax Declaration (TD). All documents and requirements related to the herein transaction are covered by the Data Privacy Act of 2012.**

#### 4. Cancellation of Mortgages

Upon request of clients, banks, and private institutions.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office	
<b>CLASSIFICATION</b>	Complex	
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Cancellation/Discharge of REMC duly registered with stamped of Register of Deeds(original) – at least 2 copies		Rural Banks or Private Institutions
2. Certified Printed Copy of Tax Declaration (original or photocopy) – 1 copy		Municipal/Provincial Assessor's Office
3. Title of the Property (optional) (photocopy) – 1 copy		Registry of Deeds
4. Any Government issued ID by the bearer (original with photocopy)- 1 copy		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.)	Php 100.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook, encode in the online tracking system of assessment issuances, issue claim stub and forward to ARMU to cancel the annotation of mortgage.	None	2 hours	Administrative Unit Staff
	4.2. Update the online tracking system, verify Tax Declaration where was the mortgage annotated and cancel based on the submitted documents and cancel annotation	None	2 days, 2 hours and 30 minutes	Assessment Records Management Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	in the Tax Declaration in the eRPTS.			
5. Present claim stub and receive the requested document at counter 5.	5. Update in the online tracking system and release the requested document to the client.	None	1 hour	Administrative Unit Staff
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	6. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		Php 100.00	3 days, 3 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. Once the client requested for a certified copy of Tax Declaration with cancelled annotation of mortgage, refer to the issuance of computer-generated copy of Tax Declaration (TD). All documents and requirements related to the herein transaction are covered by the Data Privacy Act of 2012.**

**5. Issuance of Photocopy (PhC) of Tax Map (TM)/ Tax Map Control Roll (TMCR) Plain**  
 Issuance of Photocopy for reference and/or BIR purposes.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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 (original or photocopy) – 1 copy	Municipal/Provincial Assessor's Office
2. Authorization/Special Power of Attorney/ Identification card of the principal (photocopy) – 1 copy	Real Property Owner
3. Letter request of owner or Legal counsel (if the requestor is not the owner) (original) – 1 copy	Legal Counsel
4. Any Government issued ID by the bearer (original with photocopy)- 1 copy	
5. Birth Certificate and Death Certificate if	



needed (photocopy) – 1 copy 6. Survey plan (optional) (blueprint copy or photocopy) - 1 copy 7. Cadastral Map (optional) – 1 copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.)	Plaint Copy - Php 50.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook, encode in the online tracking system of assessment issuances, issue claim stub and forward to TMU for the preparation of requested Tax Map and TMCR.	None	2 hours	Administrative Unit Staff
	4.2. Search the requested property on the Tax Map, photocopy the requested Tax Map/TMCR and	None	1 day, 2 hours and 30 minutes	Assessment Records Management Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	update the status of the requested tax map and TMCR in the online tracking system.			
5. Present claim stub and receive the requested document at counter 5.	7. Update in the online tracking system and release the requested document to the client.	None	1 hour	Administrative Unit Staff
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	8. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		Php 50.00	2 days, 3 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

**6. Issuance of Certified Photocopy (CPhC) of Tax Map (TM) - Form 1 (Mainly for BIR Purposes)**  
 Issuance of Certified Tax Map – Form 1 for legal, reference and BIR purposes.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office	
<b>CLASSIFICATION</b>	Complex	
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Tax Declaration (original or photocopy) – 1 copy		Municipal/Provincial Assessor's Office
2. Authorization/Special Power of Attorney/ Identification card of the principal (photocopy) – 1 copy		Real Property Owner
3. Letter request of owner or Legal counsel (if the requestor is not the owner) (original) – 1 copy		Legal Counsel
4. Any Government issued ID by the bearer (original with photocopy)- 1 copy		
5. Birth Certificate and Death Certificate if		



needed (photocopy) – 1 copy 6. Survey plan (optional) (blueprint copy or photocopy) - 1 copy 7. Cadastral Map (optional) – 1 copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client. <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (OR).	Certified Copy – Php 300.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook, encode in the online tracking system of assessment issuances, issue claim stub and forward to TMU for the preparation of the requested document.	None	2 hours	Administrative Unit Staff
	4.2. Search the requested property on the Tax Map, photo capture the requested parcel on the Tax Map	None	5 days	Tax Mapping Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and attach and edit the captured photo of the parcel to the predefined electronic template of Form 1 and fill-out the other necessary information then print and affix initial.			
	4.3. Final review and affix initial.	None	30 minutes	Tax Mapper II, Tax Mapper I
	4.4. Seal the printed certified copy of tax map and update the status of the requested TM in the online tracking system and forward to Administrative Unit for signature of Provincial Assessor.	None	30 minutes	Tax Mapping Unit Staff
	4.5. Forward to Provincial Assessor for his signature.	None	30 minutes	Administrative Unit Staff
	4.6. Affix signature.	None	30 minutes	Provincial Assessor
5. Present claim stub and receive the requested document at counter 5.	5. Update in the online tracking system and release the requested document to the client.	None	1 hour	Administrative Unit Staff
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	6. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPAss Staff
	<b>TOTAL</b>	Php 300.00	6 days, 2 hours and 35 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**



## 7. Issuance of Certified Photocopy (CPHC) of Tax Map (TM) - Form 2 (with Google Satellite Image Map)

Issuance of Certified Tax Map Form 2 for legal, refence and/or BIR purposes.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Tax Declaration (original or photocopy) – 1 copy</li> <li>Authorization/Special Power of Attorney/ Identification card of the principal (photocopy) – 1 copy</li> <li>Letter request of owner or Legal counsel (if the requestor is not the owner) (original) – 1 copy</li> <li>Any Government issued ID by the bearer (original with photocopy)- 1 copy</li> <li>Birth Certificate and Death Certificate if needed (photocopy) – 1 copy</li> <li>Survey plan (optional) (blueprint copy or photocopy) - 1 copy Cadastral Map (optional) – 1 copy</li> </ol>		<p>Municipal/Provincial Assessor's Office</p> <p>Real Real Property Owner</p> <p>Legal Counsel</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client. <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Fill-out the request form and submit to the counter 2	2. Validate the request/s, advise the client to proceed to the	None	2 hours	Administrative Unit Staff, Tax Mapping Unit Staff





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(priority) counter 3 (regular) for validation of the request.	counter 4 (cashier) to pay the corresponding fee.			
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.).	Certified Copy – Php 500.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook, encode in the online tracking system of assessment issuances, issue claim stub and forward to TMU for the preparation of requested Tax Map.	None	2 hours	Administrative Unit Staff, Tax Mapping Unit Staff
	4.2. Forward to Tax Mapping for the preparation of request, finding the requested property on the Tax Map, photo capture the requested parcel on the Tax Map, identify the location of the requested parcel on the Google Map and Snip, attach and edit the captured photo of the parcel to the predefined electronic template of Form 2 and fill-out the other necessary information then print and affix initial.	None	5 days, 2 hours and 30 minutes	Tax Mapping Unit Staff
	4.3. Final review and affix signature	None	30 minutes	Tax Mapper I/II
	4.4. Seal the printed certified copy of tax map and update the status	None	30 minutes	Tax Mapping Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of the requested TM in the online tracking system and forward to Administrative Unit for signature of Provincial Assessor.			
	4.5. Forward to Administrative Unit for signature of Provincial Assessor.	None	30 minutes	Administrative Unit Staff
	4.6. Affix signature.	None	30 minutes	Provincial Assessor
5. Present claim stub and receive the requested document at counter 5.	5. Update in the online tracking system and release the requested document to the client.	None	1 hour	Administrative Unit Staff
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	6. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPass Staff
<b>TOTAL</b>		Php 500.00	6 days, 5 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

## 8. Certification of Total Landholdings, No Real Property, With/No Improvement

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Tax Declaration and title of property (optional) (original or photocopy) – 1	Municipal/Provincial Assessor's Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
copy 2. Latest tax receipt or Certificate of Tax Clearance from Municipal Treasurer (photocopy) – 1 copy 3. Certification of total landholdings, No Property, With/No Improvement from MAO (original with photocopy)– 1 copy 4. Affidavit of Total Landholdings, No Property, With/No Improvement (original with photocopy)– 1 copy 5. Authorization/Special Power of Attorney (original with photocopy)– 1 copy 6. Identification card (original with photocopy)– 1 copy 7. Letter request of owner or of Legal counsel (optional) (if the requestor is not the owner) (original) – 1 copy 8. Birth Certificate and Death Certificate if needed (photocopy) – 1 copy	Real Real Property Owner  Legal Counsel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client. <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the	3. Issue Official Receipt (O.R.).	Php 125.00 per copy +	3 hours	PTO Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
payment of service fee.		Php 30.00 doc. stamp		
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook, encode in the online tracking system of assessment issuances and issue claim stub and forward to ARMU for preparation of the requested Certification	None	2 hours	Administrative Unit Staff
	4.2. Update in the online tracking system, verify the Total Landholdings/ No or With Improvement/ No property in the eRPTS and encode the Landholdings of the declared owner and Print the Certification and affix initial.	None	3 days, 2 hours and 30 minutes	Assessment Records Management Unit Staff
	4.3. Final review and affix initial.	None	30 minutes	Assessment Records Management Unit Head
	4.4. Seal the printed certified copy of Certification and update the status of the requested TD in the online tracking system.	None	30 minutes	Assessment Records Management Unit Staff
	4.5. Forward to Provincial Assessor for his signature.	None	30 minutes	Administrative Unit Staff
	4.6. Affix signature.	None	30 minutes	Provincial Assessor
5. Present claim stub and receive the requested document at counter 5.	5. Update in the online tracking system and release the requested document to the client.	None	1 hour	Administrative Unit Staff
6. Drop the accomplished	6. Advise the client to drop the	None	5 minutes	OPAss Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
feedback form into the drop box and return the client number for the retrieval of ID.	accomplished feedback form into the drop box retrieve the client number and return the ID.			
<b>TOTAL</b>		Php 155.00	4 days, 5 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

## 9. Annotation of Encumbrances (Adverse Claim, Lis Pendens, Agreement of Road Right of Way, Bailbond, Notice of Levy/ Tax Lien, Court Decision)

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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 (original) – 2 copies	Real Property Owner
2. Identification card (original with photocopy)– 1 copy	
3. Authorization/Special Power of Attorney (original with photocopy)– 1 copy	Register of Deeds
4. Birth Certificate and Death Certificate if needed (photocopy) – 1 copy	
5. Copy of Affidavit of Adverse Claim/ Lis Pendens/ Agreement of Road Right of Way/ Bailbond/ Notice of Levy, Court Decision, etc. duly registered at the Register of Deeds with stamp of Register of Deeds (original with photocopy) – at least 2 copies	
6. BIR request order (Notice of Tax Lien) (original with photocopy) – at least 2 copies	BIR
7. Latest copy of Tax Declaration (original or photocopy) – 1 copy	Municipal/ Provincial Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public	1. Interview, review and check	None	30 minutes	OPass Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assistance and Complaint Desk (PACD) for the validation of assessment request.	<p>completeness of requirements on hand of the client.</p> <p><i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i></p>			
2. Present the number card to Administrative Unit and fill-out form.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.).	Php 100.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. Assign control number, record in logbook, return the OR and receiving copy to client and forward to ARMU for annotation.	None	2 hours	Administrative Unit Staff
	4.2. Receive, validate and pull out PRF/TD/FAAS and update the annotation in the eRPTS.	None	6 days	Assessment Records Management Unit Staff
5. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	5. Advise the client to drop the accomplished feedback form into the drop box retrieve the client number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		Php 100.00	6 days, 7 hours and 35 minutes	



**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. Once the client requested for a certified copy of tax declaration with annotation of encumbrance, refer to the issuance of computer-generated copy of Tax Declaration (TD). All documents and requirements related to the herein transaction are covered by the Data Privacy Act of 2012.**

## 10. Provisionary Annotation of Encumbrances (Adverse Claim, Hold in Abeyance) for Involuntary Dealings, Not Registered at the Register of Deeds

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter Request (original) – 2 copies</li> <li>2. Identification card (original with photocopy)– 1 copy</li> <li>3. Authorization/Special Power of Attorney (original with photocopy)– 1 copy</li> <li>4. Birth Certificate and Death Certificate if needed (photocopy) – 1 copy</li> <li>5. Copy of Affidavit of Adverse Claim, Hold in Abeyance (original with photocopy) – at least 2 copies</li> <li>6. Latest copy of Tax Declaration (original or photocopy) – 1 copy</li> </ol>		<p>Real Property Owner</p> <p>Notary Public</p> <p>Municipal/ Provincial Assessor's Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.</li> </ol>	<ol style="list-style-type: none"> <li>1. Interview, review and check completeness of requirements on hand of the client</li> </ol> <p><i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i></p>	None	30 minutes	OPAss Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present the number card to Administrative Unit and fill-out form.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.).	Php 100.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. Assign control number, record in logbook, return the OR and receiving copy to client and forward to Provincial Assessor for approval of request.	None	2 hours	Administrative Unit Staff
	4.2. Read the request and put marginal notes and forward to receiving clerk.	None	7 days, 2 hours and 30 minutes	Provincial Assessor
	4.3. Record in the logbook and forward to ARMU.	None	2 hours	Administrative Unit Staff
	4.4. Receive, verify, validate and pull out PRF/TD/FAAS and update the annotation in the eRPTS.	None	10 days	Assessment Records Management Unit Staff
5. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	5. Advise the client to drop the accomplished feedback form into the drop box retrieve the client number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		Php 100.00	18 days, 4 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. Once the client requested for a certified copy of tax declaration with annotation of encumbrance, refer to the issuance of computer-generated copy of Tax Declaration (TD). All documents and requirements related to the herein transaction are covered by the Data Privacy Act of 2012.**





## 11. Cancellation of Encumbrances (Adverse Claim, Lis Pendens, Agreement of Road Right of Way, Bailbond, Notice of Levy/ Tax Lien, etc.)

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter Request (original) – 2 copies</li> <li>Identification card (original with photocopy)– 1 copy</li> <li>Authorization/Special Power of Attorney (original with photocopy)– 1 copy</li> <li>Birth Certificate, Death Certificate if needed (photocopy) – 1 copy</li> <li>Copy of Cancellation of Adverse Claim, Hold in Abeyance, Court Decision (registered) (original with photocopy) – at least 2 copies</li> <li>BIR Certification of cancellation of tax lien (original with photocopy) – at least 2 copies</li> <li>Latest copy of Tax Declaration (original or photocopy) – 1 copy</li> </ol>		Real Property Owner  Register of Deeds  BIR  Municipal/ Provincial Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client.  <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Present the number card to	2. Validate the request/s (if	None	2 hours	Administrative Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Administrative Unit and fill-out form.	complete, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee;			
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.).	Php 100.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. Assign control number, record in logbook, return the OR and receiving copy to client and forward to ARMU for cancellation.	None	2 hours	Administrative Unit Staff
	4.2. Receive, validate and pull out PRF/TD/FAAS and cancel annotation of encumbrance and update the annotation in the eRPTS and update in the online tracking report and forward to Administrative Unit for release.	None	10 days	Assessment Records Management Unit Staff
5. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	5. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		Php 100.00	10 days, 7 hours and 35 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. Once the client requested for a cancelled encumbrance tax declaration, refer to the issuance of issuance of computer-generated copy of Tax Declaration (TD). All documents and requirements related to the herein transaction are covered by the Data Privacy Act of 2012.**



## 12. Cancellation of Provisionary Annotation of Encumbrances (Adverse Claim, Hold in Abeyance) for Involuntary Dealings, Not Registered at the Registry of Deeds

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (original) – 2 copies		Real Property Owner		
2. Identification card (original with photocopy)– 1 copy				
3. Authorization/Special Power of Attorney (original with photocopy)– 1 copy				
4. Birth Certificate, Death Certificate if needed (photocopy) – 1 copy		Notary Public		
5. Copy of Cancellation of Adverse Claim, Hold in Abeyance, Court Decision (unregistered) (original with photocopy) – at least 2 copies				
6. Latest copy of Tax Declaration (original or photocopy) – 1 copy		Municipal/ Provincial Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client.  <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Present the number card to Administrative Unit and fill-out form.	2. Validate the request/s (if complete, advise the client to proceed to the	None	2 hours	Administrative Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	counter 4 (cashier) to pay the corresponding fee.			
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.).	Php 100.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. Assign control number, record in logbook, return the OR and receiving copy to client and forward to Provincial Assessor for approval of request.	None	2 hours	Administrative Unit Staff
	4.2. Read the request and put marginal notes and forward to receiving clerk.	None	7 days	Provincial Assessor
	4.3. Record in the logbook and forward to ARMU.	None	2 hours	Administrative Unit Staff
	4.4. Receive, validate and pull out PRF/TD/FAAS and cancel annotation of encumbrance and update the annotation in the eRPTS and update in the online tracking report and forward to Administrative Unit.	None	10 days, 2 hours and 30 minutes	Assessment Records Management Unit Staff
5. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	5. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		Php 100.00	18 days, 4 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. Once the client requested for a cancelled encumbrance tax**



**declaration, refer to the issuance of issuance of computer-generated copy of Tax Declaration (TD). All documents and requirements related to the herein transaction are covered by the Data Privacy Act of 2012.**

### 13. Review and Approval of Assessment Transactions

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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
<b>Transfer of Ownership</b>	
1. Letter request of the owner with endorsement of Municipal Assessor – 1 original copy	Real Property Owner/ Municipal Assessor's Office
2. Transfer Fee Receipt with Certification from PTO – 1 original copy	Provincial Treasurer's Office
3. Current Tax receipt or Cert. issued by Municipal Treasurer – 1 original copy or photocopy	Municipal Treasurer's Office
4. Certified Printed Copy of latest Tax Declaration issued by OPAss – 1 original copy of photocopy	Provincial Assessor's Office
5. Mode of Conveyance duly registered at ROD – 1 original copy with stamped of ROD & 1 photocopy	Register of Deeds
6. Cert. Electronic copy of Title from ROD, if any – 1 original copy	Register of Deeds
7. BIR Certification of Authorizing Registration (CAR) – 1 photocopy per page	BIR
8. others:	
a. Tax Map Maintenance/ Blue Print copy of sketch Plan (if portion only) – 1 original copy	DENR/ PENRO
b. Special Power of Attorney – 1 original copy	Notary Public
c. Affidavit of Publication (If Deceased Owner) – 1 original copy	Publication House



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Revision</b></p> <p><b>A. Unknown Owner/ Unrevised Tax Declaration</b></p> <ol style="list-style-type: none"> <li>1. Letter request of the owner with endorsement of Municipal Assessor – 1 original copy each</li> <li>2. Field investigation report of Municipal Assessor – 1 original copy</li> <li>3. Copy of current Tax Declaration/ Property Record Form/ Old Tax Declaration – 1 original printed copy of photocopy</li> <li>4. Current tax receipt/Certification issued by the Municipal Treasurer – 1 original copy or photocopy</li> <li>5. BL Form V-37/Cadastral Map/Tax Map Maintenance – 1 copy</li> <li>6. Affidavit of ownership with conformity of adjacent boundary owners attested by Barangay Captain (Depends on the increase of area) duly notarized by a lawyer - 1 original copy</li> </ol>	<p>Real Property Owner/ Municipal Assessor's Office</p> <p>Municipal Assessor's Office</p> <p>Municipal/ Provincial Assessor's Office</p> <p>Municipal Treasurer's Office</p> <p>DENR</p> <p>Notary Public</p>
<p><b>B. Re-assessment</b></p> <ol style="list-style-type: none"> <li>1. Letter request with endorsement of Municipal Assessor - 1 original copy each</li> <li>2. Investigation Report of the Municipal Assessor – 1 original copy</li> <li>3. Copy of Tax Declaration of land and its structure, if necessary – 1 original printed copy or photocopy</li> <li>4. Field validation by the PAO Inspection team if needed – 1 original copy</li> <li>5. Zoning Certificate of CLUP duly approved by the SB of the municipality – 1 original copy</li> <li>6. Clearance from DENR or DAR from Agricultural to any kind of classification – 1 original copy</li> <li>7. SB Resolution for re-assessment of big areas – 1 certified copy</li> <li>8. Current Tax receipt/ Certification issued by Municipal Treasurer – 1 original copy or photocopy</li> </ol>	<p>Real Property Owner/ Municipal Assessor's Office</p> <p>Municipal Assessor's Office</p> <p>Provincial Assessor's Office</p> <p>Municipal Planning and Development Office</p> <p>DENR/ DAR</p> <p>Sangguniang Bayan</p> <p>Municipal Treasurer's Office</p>
<p><b>C. Consolidation/ Subdivision</b></p> <ol style="list-style-type: none"> <li>1. Letter request of the owner/</li> </ol>	<p>Real Property Owner/ Municipal Assessor's Office</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>endorsement of MA – 1 original copy each</p> <ol style="list-style-type: none"> <li>2. Agreement of Subdivision/ Partition – 1 original copy</li> <li>3. Certified Electronic copy of Title from ROD, if any – 1 original copy</li> <li>4. Blue print copy of Consolidation/ Subdivision plan/ Sketch Plan – 1 copy</li> <li>5. Tax Map Maintenance – 1 copy</li> <li>6. Current Tax receipt/ Certification issued by Municipal Treasurer – 1 original copy or photocopy</li> <li>7. Certified Printed Copy of Tax Declarations – 1 original copy or photocopy</li> </ol>	<p>Notary Public</p> <p>Register of Deeds</p> <p>DENR</p> <p>Municipal Assessor's Office Municipal Treasurer's Office</p> <p>Provincial Assessor's Office</p>
<p><b>Declared New Tax Declaration</b></p>	
<p><b>A. Unregistered Land</b></p>	
<ol style="list-style-type: none"> <li>1. Letter request with endorsement of MA – 1 original copy each</li> <li>2. Investigation Report from MA – 1 original copy</li> <li>3. Affidavit of Ownership attested by the Barangay Captain with conformity of the boundary owners duly registered at ROD – 1 copy with original stamped of ROD and 1 photocopy</li> <li>4. Affidavit of Waiver duly notarized, if any – 1 original copy</li> <li>5. Barangay Council Resolution attesting and conforming the ownership of the declarant duly registered – 1 original copy and 1 photocopy</li> <li>6. Certified BL Form V-37 – 1 original copy</li> <li>7. Sketch Plan with Community Environment and Natural Resources Office (CENRO) Certificate of alienable &amp; disposable – 1 original blueprint copy with Certification of CENRO typewritten at the back of the Sketch Plan</li> <li>8. Field Validation by the OPASS Inspection Team, if necessary – 1 original copy</li> <li>9. Certified Printed Copy of Tax declaration with Unknown Owner – 1 original copy or photocopy</li> </ol>	<p>Real Property Owner/ Municipal Assessor's Office</p> <p>Municipal Assessor's Office</p> <p>Notary Public</p> <p>Barangay Council</p> <p>DENR PENRO</p> <p>Provincial Assessor's Office</p>
<p><b>B. Titled Land</b></p>	
<ol style="list-style-type: none"> <li>1. Letter request with endorsement of MA – 1 original copy each</li> <li>2. Certified Electronic copy of Title issued</li> </ol>	<p>Real Property Owner/ Municipal Assessor's Office</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
by the ROD – 1 original copy 3. Tax Map Maintenance – 1 original copy 4. Certified Printed Copy of Tax Declaration with Unknown owner – 1 original copy 5. Current Tax Receipt or Certification from Municipal Treasurer – 1 original copy or photocopy  <b>Demolished Buildings or Non-Operational Business Establishments</b> 1. Letter request with endorsement of MA – 1 original copy 2. Certified Printed copy of TD wherein “Cancelled for being demolished” was annotated thereon from MA's – 1 original copy 3. Current Tax receipt/ Certification issued by MT – 1 photocopy 4. Certification from Barangay Captain – 1 original copy 5. Certificate of Demolition (if any) – 1 photocopy	Register of Deeds  Municipal Assessor's Office  Municipal Treasurer's Office  Real Property Owner/ Municipal Assessor's Office  Municipal Assessor's Office  Municipal Treasurer's Office  Barangay Captain or Punong Barangay  Municipal Engineer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client.  <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Submit request with complete requirements to receiving clerk and wait for the	2. Receive and review requirements, encode necessary fields on the eRPT	None	3 days	Administrative Unit Staff





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
client slip.	System and assign Control No., print and attached to transaction with individual folder, encode in the online tracking system of assessment transaction, issue client slip to the client and list down Control No. in the logbook transaction and forward the transaction folder to ARMU.			
3. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	3. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPAss Staff
4. Wait for approval	4.1. Receive Transaction Folder from ADMINISTRATIVE Unit update online tracking system of assessment transaction and validate CPC/pull out PRF/FAAS/TD, update online tracking system of assessment transaction and forward to verifier; verification and review based on assessment records and eRPTS and affix initial.  <i>Note: In case of inconsistencies in tax declaration, attach pending notes.</i>	None	4 days	Assessment Records Management Unit Staff
	4.2. Final Review as to clear of any encumbrances and	None	1 day	Assessment Records Management



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	affix signature, update online tracking system of assessment transaction and Record and forward to TMU.			Unit Head
	4.3. Receive and update online tracking system and forward to verifier; verify and Update TMCR in the eRPTS and sketch on the TM as to correctness of PIN, boundaries, lot no. and area.  <i>Note: In case of inconsistencies in the TMCR and TM, attach pending notes.</i>	None	4 days	Tax Mapping Unit Staff
	4.4. Final Review and affix initial, update online tracking system of assessment transaction, record and forward to PVAEU.	None	1 day	Tax Mapping Unit Head or Officer-in-charge
	4.5. Receive, record, update online tracking system and forward to Encoder; review FAAS and evaluate the applicable transaction as to the completeness and validity of the requirements, encode and assign Tax Declaration Number in the eRPTS; forward to examiner (PVAEU) for review of computation and completeness of requirements then	None	4 days	Property Valuation and Assessment Examination Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>validate the encoded transaction in the system based on FAAS and documents; and affix initial and record and update online tracking system and forward to Administrative Unit.</p> <p><i>Note: in case of inconsistencies in the computation of market value, assessed value, etc., attach pending notes.</i></p>			
	4.6. Receive and update online tracking encode eRPTS.	None	2 hours	Administrative Unit Staff
	4.7. Affix signature.	None	1 day	Provincial Assessor
	4.8. Encode in the eRPTS the date approval of Provincial Assessor and forward to ARMU for printing of Tax Declaration and Notice of Assessment.	None	3 hours	Administrative Unit Staff
	4.9. Receive, segregate FAAS for file; print Tax Dec and Notice of Assessment then forward to Administrative Unit for release.	None	1 day	Assessment Records Management Staff
5. Receive assessment transaction at counter 1.	5. Receive and record in logbook and release to the Municipal Assessor or staff and update in the online tracking system.	None	2 hours and 25 minutes	Administrative Unit Staff
<b>TOTAL</b>		None	20 days	



**Note: Processing Time herein indicated is good for single transaction only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

**B. For the processing of assessment transactions as to the New Declared Building and Machinery**

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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 with endorsement of MA – 1 original copy	Declared Owner/ Municipal Assessor's Office
2. Photo of the building – 1 original copy	Declared Owner
3. Floor Plan - 1 original copy	
4. Building Permit (if any) – 1 original copy	Municipal Engineer's Office
5. Certificate of Occupancy (if any) – 1 original copy	
6. Field Validation by the PAO Inspection Team (if needed)	Provincial Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the inquiry of submission of assessment transaction.	1. Interview and review requirements of the client. Give client number in exchange of the any valid government ID and Customer feedback form for filling up and direct to proceed to Counter 1.  <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit request with complete requirements to receiving clerk and wait for the client slip.	2. Receive and review requirements, encode necessary fields on the eRPT System and assign Control No., print and attached to transaction with individual folder, encode in the online tracking system of assessment transaction and list down Control No. in the logbook transaction and forward the transaction folder to PVAEU.	None	1 day and 4 hours	Administrative Unit Staff
3. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	3. Advise the client to drop the accomplished feedback form into the drop box and retrieve the number and return the ID.	None	5 minutes	OPAss Staff
4. Wait for approval	4.1. Receive, issue client slip to the client record, update online tracking system and forward to Encoder.	None	3 hours and 25 minutes	Property Valuation Assessment and Examination Unit Staff
	4.2. Review FAAS and evaluate the applicable transaction as to the completeness and validity of the requirements and encode and assign Tax Declaration Number in the eRPTS and forward to examiner.	None	1 day and 4 hours	Property Valuation Assessment and Examination Unit Staff (Encoder)
	4.3. Review of	None	1 day and 4	Property



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>computation and completeness of requirements then validate the encoded transaction in the system based on FAAS and documents and affix initial and record and update online tracking system and forward to Administrative Unit for approval.</p> <p>Note: in case of inconsistencies in the computation of market value, assessed value, etc., attach pending notes.</p>		hours	Valuation Assessment and Examination Unit Staff (Examiner)
	4.4. Receive and update online tracking encode eRPTS and forward to Provincial Assessor for signature.	None	1 hour	Administrative Unit Staff
	4.5. Approve and sign FAAS.	None	1 day	Provincial Assessor
	4.6. Encode in the eRPTS the date approval of Provincial Assessor and forward to ARMU for printing of Tax Declaration and Notice of Assessment.	None	1 hour	Administrative Unit Staff
	4.7. Receive, segregate FAAS for file; print Tax Dec and Notice of Assessment then forward to Administrative Unit for release.	None	4 hours	Assessment Records Management Unit Staff
5. Receive approved assessment	5. Receive and record in logbook and release to the	None	2 hours	Administrative Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
transaction at counter 1.	Municipal Assessor staff and update in the online tracking system.			
<b>TOTAL</b>		None	7 days	

**Note: Processing Time herein indicated is good for single transaction only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

#### 14. Map Verification

Applicable to those who do not know the location/area/shape/list of adjoining owners of their Real Properties on the digital and hard copy of Tax Map.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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/Title (original or photocopy) – 1 copy	Municipal/ Provincial Assessor's Office/ Tax Declaration
2. Authorization/SPA (original or photocopy) – 1 copy	Legal Counsel
3. Birth Certificate and Death Certificate if needed (photocopy) – 1 copy	PSA
4. Survey plan (optional) (original or photocopy) – 1 copy	Real Property Owner
5. Cadastral Map (optional) (original or photocopy) – 1 copy	DENR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the inquiry of submission of assessment transaction.	1. Interview and review requirements of the client. Give client number in exchange of the any valid government ID and direct to proceed to Counter 3.  <i>Note: If requirement is complete, issue corresponding request form, feedback form</i>	None	30 minutes	OPass Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>			
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.).	Verification Fee – Php 200.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook and encode in the online tracking system of assessment issuances and forward to Tax Mapping Unit for verification.	None	2 hours	Administrative Unit Staff
	4.2. Issue list for information on an official format the gathered data, such as, but not limited to: Lot Number, Tax Dec Number, Area, Adjoining Lot Numbers, Name of Declarant then forward to Administrative Unit for release.	None	1 day, 6 hours and 30 minutes	Tax Mapping Unit Staff
5. Receive the receipt and verification note at counter 5.	5. Update in the online tracking system and release the receipt and verification note to client.	None	1 hour	Administrative Unit Staff





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	6. Advise the client to drop the accomplished feedback form into the drop box and retrieve the client number and return the ID.	None	5 minutes	OPass Staff
<b>TOTAL</b>		Php 200.00	2 days, 7 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single verification only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

## 15. IT Research and Verification of Assessment Records

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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/Title (original or photocopy) – 1 copy	Municipal/ Provincial Assessor's Office
2. Authorization/SPA (original or photocopy) – 1 copy	Legal Counsel
3. Birth Certificate and Death Certificate if needed (photocopy) – 1 copy	PSA
4. Survey plan (optional) (original or photocopy) – 1 copy	Real Property Owner
5. Cadastral Map (optional) (original or photocopy) – 1 copy	DENR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the inquiry of submission of assessment transaction.	1. Interview and review requirements of the client. Give client number in exchange of the any valid government ID and direct to proceed to Counter 3. <i>Note: If requirement is</i>	None	30 minutes	OPass Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>			
2. Fill-out the request form and submit to the counter 2 (priority) counter 3 (regular) for validation of the request.	2. Validate the request/s, advise the client to proceed to the counter 4 (cashier) to pay the corresponding fee.	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.).	Verification Fee – Php 200.00	2 hours	Administrative Unit Staff
4. Submit the filled-out request form with the issued OR from the cashier.	4.1. List down in the logbook and encode in the online tracking system of assessment issuances and forward to Tax Mapping Unit for verification.	None	2 hours	Administrative Unit Staff
	4.2. Inform client on the result of verification then forward to Administrative Unit for release.	None	1 day, 2 hours and 30 minutes	Assessment Records Management Unit
5. Receive the receipt and verification note at counter 5.	5. Update in the online tracking system and release the receipt and verification note to client.	None	1 hour	Administrative Unit Staff
6. Drop the accomplished feedback form	6. Advise the client to drop the accomplished	None	5 minutes	OPAss Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
into the drop box and return the client number for the retrieval of ID.	feedback form into the drop box and retrieve the client number and return the ID.			
<b>TOTAL</b>		Php 200.00	2 days, 2 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single verification only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

## 16. Appraisal of Real Properties

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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. Request Letter (Forwarded to OPG) with attached copy of Tax Declaration – 1 original copy	Real Property Owner; Punong Barangay; Local Chief Executive; Regional Director
2. Title and Survey Plan, if any – 1 photocopy	Register of Deeds/ DENR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate on the schedule of appraisal.  <i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from OPAss. See Office of the Provincial Governor (OPG) Citizen's Charter on the Handling of Request Letter for reference.</i>	1.1. Schedule appraisal and coordinate with the requesting party.	None	1 hour	SAO – Committee Secretary
	1.2. Prepare Notice to Committee Members and Travel Order (TO) of concerned staff.	None	3 hours	Administrative Unit Staff
	1.3. Affix signature.	None	2 hours	Provincial Assessor
	1.4. Forward Notice to Committee Members.	None	6 hours	Administrative Unit Staff
2. Attend ocular inspection and appraisal of the	2.1. Conduct ocular inspection and appraisal of the	None	1 day	Committee Members (Provincial



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAC Members.	subject properties.			Assessor, PEO, PTO, SAO, Driver, MA counterpart, Local Chief Executive & Legislative Bodies representative)
	2.2. Prepare Draft Resolution and Actual ground Evaluation/ Comparable Analysis Sheet with attached pictures of the property for approval of the Chairman of the Committee.	None	4 days	SAO – Committee Secretary
	2.3. Approval of Draft Resolution and Actual ground Evaluation/ Comparable Analysis Sheet with the attached pictures of the property.	None	3 days	Provincial Assessor
	2.4. Printing of final Resolution for approval of the chairman of the Provincial Appraisal Committee and Members.	None	4 hours	SAO – Committee Secretary
	2.5. Approve resolution.	None	4 hours	Provincial Assessor
	2.6. Forward to Committee Members for approval/ signature of the Resolution.	None	1 day	Administrative Unit Staff
	2.7. Approval of committee members.	None	3 days	PTO, PEO
	2.8. Prepare transmittal to the requesting party for	None	1 day	SAO – Committee Secretary



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signature of the Provincial Governor.			
	2.9. Affix initial of the Provincial Assessor.	None	2 hours	Provincial Assessor
	2.10. Affix signature.	None	4 days	Provincial Governor
3. Receive copy of the approved Resolution.	3. Release copy of the approved Resolution.	None	1 hour and 55 minutes	SAO
4. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	4. Advise the client to drop the accomplished feedback form into the drop box and retrieve the client number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		None	20 days	

**Note: Processing Time herein indicated is good for single transaction in 1 client only. Taking the circumstances of catering 40-60 clients per day, waiting period shall be in accordance with RA11032 An Act promoting Ease of Doing Business and efficient delivery of Government services.**

### 17. Ocular Inspection of Real Properties for Re-Validation of Tax Mapped Properties and Re-Assessment of Lands, Buildings and Machinery

Applicable to those properties with conflicting records as to Actual.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter – 2 copies 2. Tax Declaration/Title, if any – 1 copy 3. Approved Plans/Survey Plans/Cadastral map, if needed – 1 copy 4. Authorization/SPA (optional) – 1 copy 5. Birth Certificate and Death Certificate if needed (photocopy) – 1 copy		Real Property Owner/ Client Municipal/ Provincial Assessor's Office/ Register of Deeds DENR/ Private Geodetic Engineer  Legal Counsel PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public	1. Interview and review	None	30 minutes	OPAss Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assistance and Complaint Desk (PACD) for the inquiry of submission of assessment transaction.	requirements of the client. Give client number in exchange of the any valid government ID and direct to proceed to Administrative Receiving Counter (Counter No. 6). <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>			
2. Proceed to Receiving Clerk at the Administrative Unit.	2. Validate the request/s (if complete, advise the client to proceed to the counter 5 (cashier) to pay the corresponding fee.  <i>Note: if incomplete, hold receiving action and advise to complete the requirements). Recording of the received transaction is upon the compliance of the requested requirements</i>	None	2 hours	Administrative Unit Staff
3. Proceed to Cashier for the payment of service fee.	3. Issue Official Receipt (O.R.).	Inspection Fee – Php 500.00	3 hours	PTO Staff
4. Submit the filled-out request form with the issued OR from the	4.1. Release the receiving copy of the request letter.	None	2 hours	Administrative Unit Staff
	4.2. List down in the	None	1 day	Administrative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
cashier.	logbook and forward to the Provincial Assessor for the approval of request.			Unit Staff
	4.3. Prepare footnote and affix signature.	None	1 day	Provincial Assessor
	4.4. Scan and forward to Tax Mapping.	None	2 hours	Administrative Unit Staff
	4.5. Verify and prepare documents for inspection and coordinate with Municipal Assessor and the requestor for the schedule.	None	7 days	Tax Mapping Unit Staff
5. Attend ocular inspection.	5.1. Conduct Ocular Inspection and prepare Inspection Report.	None	7 days, 2 hours and 30 minutes	Tax Mapping Unit Staff
	5.2. Review and Approval of the recommendation by the Provincial Assessor.	None	1 day	Provincial Assessor
	5.3. Prepare endorsement to the concerned Municipal Assessor.	None	2 hours	Administrative Unit Staff
6. Receive copy of the endorsement.	6. Release the copy of endorsement to the client or MAO staff.	None	1 hour	Administrative Unit Staff
7. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	7. Advise the client to drop the accomplished feedback form into the drop box and retrieve the client number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		Php 500.00	18 days, 7 hours and 5 minutes	

**Note: Processing Time herein indicated is good for single transaction in 1 client only. Taking the circumstances of catering 40-60 clients per day, waiting period shall be in accordance with RA11032 An Act promoting Ease of Doing Business and efficient delivery of Government services.**



## A. For the processing of assessment transactions (Resubmit transactions)

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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
<b>Transfer of Ownership</b>	
9. Letter request of the owner with endorsement of Municipal Assessor – 1 original copy	Real Property Owner/ Municipal Assessor's Office
10. Transfer Fee Receipt with Certification from PTO – 1 original copy	Provincial Treasurer's Office
11. Current Tax receipt or Cert. issued by Municipal Treasurer – 1 original copy or photocopy	Municipal Treasurer's Office
12. Certified Printed Copy of latest Tax Declaration issued by OPAss – 1 original copy of photocopy	Provincial Assessor's Office
13. Mode of Conveyance duly registered at ROD – 1 original copy with stamped of ROD & 1 photocopy	Register of Deeds
14. Cert. Electronic copy of Title from ROD, if any – 1 original copy	Register of Deeds
15. BIR Certification of Authorizing Registration (CAR) – 1 photocopy per page	BIR
16. others:	DENR/ PENRO
d. Tax Map Maintenance/ Blue Print copy of sketch Plan (if portion only) – 1 original copy	Notary Public
e. Special Power of Attorney – 1 original copy	Publication House
f. Affidavit of Publication (If Deceased Owner) – 1 original copy	
<b>Revision</b>	
<b>D. Unknown Owner/ Unrevised Tax Declaration</b>	
7. Letter request of the owner with endorsement of Municipal Assessor – 1 original copy each	Real Property Owner/ Municipal Assessor's Office
8. Field investigation report of Municipal Assessor – 1 original copy	Municipal Assessor's Office
9. Copy of current Tax Declaration/ Property Record Form/ Old Tax	Municipal/ Provincial Assessor's Office





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Declaration – 1 original printed copy of photocopy</p> <p>10. Current tax receipt/Certification issued by the Municipal Treasurer – 1 original copy or photocopy</p> <p>11. BL Form V-37/Cadastral Map/Tax Map Maintenance – 1 copy</p> <p>12. Affidavit of ownership with conformity of adjacent boundary owners attested by Barangay Captain (Depends on the increase of area) duly notarized by a lawyer - 1 original copy</p>	<p>Municipal Treasurer's Office</p> <p>DENR</p> <p>Notary Public</p>
<p><b>E. Re-assessment</b></p> <p>9. Letter request with endorsement of Municipal Assessor - 1 original copy each</p> <p>10. Investigation Report of the Municipal Assessor – 1 original copy</p> <p>11. Copy of Tax Declaration of land and its structure, if necessary – 1 original printed copy or photocopy</p> <p>12. Field validation by the PAO Inspection team if needed – 1 original copy</p> <p>13. Zoning Certificate of CLUP duly approved by the SB of the municipality – 1 original copy</p> <p>14. Clearance from DENR or DAR from Agricultural to any kind of classification – 1 original copy</p> <p>15. SB Resolution for re-assessment of big areas – 1 certified copy</p> <p>16. Current Tax receipt/ Certification issued by Municipal Treasurer – 1 original copy or photocopy</p>	<p>Real Property Owner/ Municipal Assessor's Office</p> <p>Municipal Assessor's Office</p> <p>Provincial Assessor's Office</p> <p>Municipal Planning and Development Office</p> <p>DENR/ DAR</p> <p>Sangguniang Bayan</p> <p>Municipal Treasurer's Office</p>
<p><b>F. Consolidation/ Subdivision</b></p> <p>8. Letter request of the owner/ endorsement of MA – 1 original copy each</p> <p>9. Agreement of Subdivision/ Partition – 1 original copy</p> <p>10. Certified Electronic copy of Title from ROD, if any – 1 original copy</p> <p>11. Blue print copy of Consolidation/ Subdivision plan/ Sketch Plan – 1 copy</p> <p>12. Tax Map Maintenance – 1 copy</p> <p>13. Current Tax receipt/ Certification issued by Municipal Treasurer – 1</p>	<p>Real Property Owner/ Municipal Assessor's Office</p> <p>Notary Public</p> <p>Register of Deeds</p> <p>DENR</p> <p>Municipal Assessor's Office Municipal Treasurer's Office</p> <p>Provincial Assessor's Office</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
original copy or photocopy 14. Certified Printed Copy of Tax Declarations – 1 original copy or photocopy	
<b>Declared New Tax Declaration</b>	Real Property Owner/ Municipal Assessor's Office
<b>C. Unregistered Land</b>	
10. Letter request with endorsement of MA – 1 original copy each	Municipal Assessor's Office
11. Investigation Report from MA – 1 original copy	Notary Public
12. Affidavit of Ownership attested by the Barangay Captain with conformity of the boundary owners duly registered at ROD – 1 copy with original stamped of ROD and 1 photocopy	Barangay Council
13. Affidavit of Waiver duly notarized, if any – 1 original copy	
14. Barangay Council Resolution attesting and conforming the ownership of the declarant duly registered – 1 original copy and 1 photocopy	DENR PENRO
15. Certified BL Form V-37 – 1 original copy	
16. Sketch Plan with Community Environment and Natural Resources Office (CENRO) Certificate of alienable & disposable – 1 original blueprint copy with Certification of CENRO typewritten at the back of the Sketch Plan	Provincial Assessor's Office
17. Field Validation by the OPASS Inspection Team, if necessary – 1 original copy	
18. Certified Printed Copy of Tax declaration with Unknown Owner – 1 original copy or photocopy	Real Property Owner/ Municipal Assessor's Office
<b>D. Titled Land</b>	
6. Letter request with endorsement of MA – 1 original copy each	Register of Deeds
7. Certified Electronic copy of Title issued by the ROD – 1 original copy	Municipal Assessor's Office
8. Tax Map Maintenance – 1 original copy	
9. Certified Printed Copy of Tax Declaration with Unknown owner – 1 original copy	Municipal Treasurer's Office
10. Current Tax Receipt or Certification from Municipal Treasurer – 1 original copy or photocopy	
<b>Demolished Buildings or Non-Operational</b>	Real Property Owner/ Municipal Assessor's Office



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Business Establishments</b> 6. Letter request with endorsement of MA – 1 original copy 7. Certified Printed copy of TD wherein “Cancelled for being demolished” was annotated thereon from MA’s – 1 original copy 8. Current Tax receipt/ Certification issued by MT – 1 photocopy 9. Certification from Barangay Captain – 1 original copy 10. Certificate of Demolition (if any) – 1 photocopy		Municipal Assessor's Office  Municipal Treasurer's Office  Barangay Captain or Punong Barangay  Municipal Engineer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client.  <i>Note: If requirement is complete, issue feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Submit request with complete requirements to receiving clerk and wait for client slip	2. Receive and review requirements, check compliance to pending note/s, encode necessary fields on the eRPT System and assign Control No., print and attached to transaction with individual folder, encode in the online tracking system of assessment transaction and list down Control No. in the logbook	None	1 day	Administrative Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	transaction and forward the transaction folder to ARMU.			
3. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	3. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPass Staff
4. Wait for approval	4.1. Receive Transaction Folder from Administrative Unit update online tracking system of assessment transaction and eRPTS and affix initial and forward to the Unit who attached pending notes.	None	2 days	Assessment Records Management Unit Head
	4.2. Receive and update online tracking system and forward to verifier; verify compliance to pending note/s and Update TMCR in the eRPTS and sketch on the TM as to correctness of PIN, boundaries, lot no. and area. <i>Note: In case pending note/s was not from TMU, proceed to 2.6.</i>	None	4 days	Tax Mapping Unit Staff
	4.3. Final Review and affix initial, update online tracking system of assessment transaction, record and forward to PVAEU.	None	1 day	Tax Mapping Unit Head or Officer-in-Charge
	4.4. Receive, record, update	None	4 days	Property Valuation and



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	online tracking system and forward to Encoder; review FAAS and evaluate the applicable transaction as to the completeness and validity of the requirements, encode and assign Tax Declaration Number in the eRPTS; forward to examiner (PVAEU) for review of computation and completeness of requirements then validate the encoded transaction in the system based on FAAS and documents; and affix initial and record and update online tracking system and forward to Administrative Unit for approval.			Assessment Examination Unit Staff
	4.5. Receive and update online tracking encode eRPTS.	None	2 hours	Administrative Unit Staff
	4.6. Affix signature.	None	1 day	Provincial Assessor
	4.7. Encode in the eRPTS the date approval of Provincial Assessor and forward to ARMU for printing of Tax Declaration and Notice of Assessment.	None	3 hours	Administrative Unit Staff
	4.8. Receive, segregate FAAS for file; print Tax Dec and Notice of Assessment then	None	1 day	Assessment Records Management Unit Head



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forward to Administrative Unit.			
5. Receive approved assessment transaction at counter 1.	5. Receive and record in logbook and release to the Municipal Assessor or staff and update in the online tracking system.	None	2 hours and 25 minutes	Administrative Unit Staff
<b>TOTAL</b>		None	15 days	

**Note: Processing Time herein indicated is good for single transaction only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

## B. For the processing of assessment transactions (Resubmit transactions)

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Property Owners, Notary Public, Banks, Government and Private Companies/Corporations and all other clients directly/indirectly involved in Real Estate Transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1. Interview, review and check completeness of requirements on hand of the client.  <i>Note: If requirement is complete, issue feedback form and give client number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>	None	30 minutes	OPAss Staff
2. Submit request with complete requirements to	2. Receive and review requirements,	None	1 day	Administrative Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receiving clerk and wait for client slip	check compliance to pending note/s, encode necessary fields on the eRPT System and assign Control No., print and attached to transaction with individual folder, encode in the online tracking system of assessment transaction and list down Control No. in the logbook transaction and forward the transaction folder to ARMU.			
3. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	3. Advise the client to drop the accomplished feedback form into the drop box retrieve the client and number and return the ID.	None	5 minutes	OPAss Staff
4. Wait for approval	4.1. Receive Transaction Folder from Administrative Unit update online tracking system of assessment transaction and eRPTS and affix initial and forward to the Unit who attached pending notes.	None	2 days	Assessment Records Management Unit Head
	4.2. Receive and update online tracking system and forward to verifier; verify compliance to pending note/s and Update TMCR in the eRPTS and sketch on the TM as	None	4 days	Tax Mapping Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to correctness of PIN, boundaries, lot no. and area. <i>Note: In case pending note/s was not from TMU, proceed to 2.6.</i>			
	4.3. Final Review and affix initial, update online tracking system of assessment transaction, record and forward to PVAEU.	None	1 day	Tax Mapping Unit Head or Officer-in-Charge
	4.4. Receive, record, update online tracking system and forward to Encoder; review FAAS and evaluate the applicable transaction as to the completeness and validity of the requirements, encode and assign Tax Declaration Number in the eRPTS; forward to examiner (PVAEU) for review of computation and completeness of requirements then validate the encoded transaction in the system based on FAAS and documents; and affix initial and record and update online tracking system and forward to Administrative Unit for approval.	None	4 days	Property Valuation and Assessment Examination Unit Staff
	4.5. Receive and update online tracking encode eRPTS.	None	2 hours	Administrative Unit Staff





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.6. Affix signature.	None	1 day	Provincial Assessor
	4.7. Encode in the eRPTS the date approval of Provincial Assessor and forward to ARMU for printing of Tax Declaration and Notice of Assessment.	None	3 hours	Administrative Unit Staff
	4.8. Receive, segregate FAAS for file; print Tax Dec and Notice of Assessment then forward to Administrative Unit.	None	1 day	Assessment Records Management Unit Head
5. Receive approved assessment transaction at counter 1.	5. Receive and record in logbook and release to the Municipal Assessor or staff and update in the online tracking system.	None	2 hours and 25 minutes	Administrative Unit Staff
<b>TOTAL</b>		None	15 days	

**Note: Processing Time herein indicated is good for single transaction only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

## 18. Letter Request from Partnering Agencies (National and Local)

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (Forwarded to OPG) – 1 copy		Local Chief Executive; Regional Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate on the update of request  <i>Note: Client must</i>	1.1. Receive request letter, record, assign control number and forward for	None	2 hours	Administrative Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>first submit request letter to the Office of the Governor and wait for the notification from OPAss. See Office of the Provincial Governor (OPG) Citizen's Charter on the Handling of Request Letter for reference.</i>	remarks/ action to be taken			
	1.2. Review request letter and affix remarks/ action to be taken	None	4 hours	Provincial Assessor
	1.3. Scan document and forward to concerned unit	None	2 hours	Administrative Unit Staff
2. Wait for the release of requested documents	2.11. Receive and record request letter and forward to staff-in-charge for preparation of request	None	4 hours	Concerned OPAss Unit Head/ OIC Unit Head
	2.12. Prepare Tax Declaration/ Supporting Documents/ Certifications or draft reply letter if needed and forward to Administrative Unit.	None	10 days	OPAss Staff
	2.13. Affix signature to tax declarations/ supporting documents/ Certification/s and affix initial on the reply letter	None	2 hours	Provincial Assessor
	2.14. Forward prepared reply letter, Certifications/ tax declaration/ supporting documents for review and initial of Provincial Administrator	None	2 hours	Administrative Unit Staff
	2.15. Forward to the Provincial Governor for signature	None	3 days	OPA-Admin
	2.16. Affix signature of the Provincial Governor	None	4 days	Provincial Governor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.17. Return to OPAss	None	1 hour	OPG staff
3. Receive copy of the requested documents	3. Release copy of the requested documents	None	1 hour	Administrative Unit Staff
4. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	4. Advise the client to drop the accomplished feedback form into the drop box and retrieve the client number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		None	19 days, 2 hours & 5 minutes	

**Note: Processing Time herein indicated is good for single transaction only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012.**

## 19. Letter Request from Real Property Owners/ Legal Counsel/ Bank Managers

<b>OFFICE OR DIVISION</b>	Office of the Provincial Assessor and Office of the Provincial Treasurer – Cash Receipts Unit/ General Services Office
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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. Request Letter of Legal Counsel of the Real Property Owner or Heirs (original copy) – 2 copies 2. Birth Certificate and Death Certificate if needed (photocopy) – 1 copy 3. Identification Card (original and photocopy) – 1 copy	Real Property Owner or Heir/ Legal Counsel/ Bank Managers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaint Desk (PACD) for the validation of assessment request.	1.1. Interview, review and check completeness of requirements on hand of the client. <i>Note: If requirement is complete, issue corresponding request form, feedback form and give client</i>	None	30 minutes	OPAss Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>number to the corresponding counter in exchange of the any valid government ID otherwise advise client to complete the requirement/s.</i>			
	1.2. Receive request letter, record, assign control number and forward for remarks/ action to be taken	None	2 hours	Administrative Unit Staff
	1.3. Review request letter and affix remarks/ action to be taken	None	4 hours	Provincial Assessor
	1.4. Scan document and forward to concerned	None	2 hours	Administrative Unit Staff
2. Wait for the release of requested documents	2.1. Receive and record request letter and forward to staff-in-charge for preparation of request	None	4 hours	Concerned OPAss Unit Head/ OIC Unit Head
	2.2. Prepare Tax Declaration/ Supporting Documents/ Certifications or draft reply letter if needed and forward to Administrative Unit.	None	10 days	OPAss Staff
	2.3. Affix signature to tax declarations/ supporting documents/ Certification/s/ reply letter	None	2 hours	Provincial Assessor
3. Present receiving copy at counter 5.	3. Advice client to pay for the appropriate fees of the request	None	2 hours	Administrative Unit Staff
4. Proceed to Cashier for the payment of service fee.	4. Issue Official Receipt (O.R.).	Php 125.00 per copy + Php 30.00 doc. stamp	3 hours	PTO Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Return to Counter 5 and receive the requested documents	5. Update in the online tracking system and release the requested document to the client.	None	30 minutes	
6. Drop the accomplished feedback form into the drop box and return the client number for the retrieval of ID.	6. Advise the client to drop the accomplished feedback form into the drop box and retrieve the client number and return the ID.	None	5 minutes	OPAss Staff
<b>TOTAL</b>		Php 155.00	12 days, 4 hours & 5 minutes	

**Note: Processing Time herein indicated is good for single copy only. Processing time include the waiting time of other clients. All documents and requirements related to the herein transaction is covered by the Data Privacy Act of 2012**



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the Provincial Assessor's Office – Assistance Desk or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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. 286.</p>
<b>How to file complaint?</b>	<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><b>PGLU Feedback Hotline</b> Phone No.: 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p>



## FEEDBACK AND COMPLAINTS MECHANISMS

	<p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPAss</b></p>	<p><b>ENGR. ARNULFO A. CACHO</b> Provincial Assessor LUPAC Building, City of San Fernando, La Union Email: <a href="mailto:pglu_assessor@launion.gov.ph">pglu_assessor@launion.gov.ph</a> Tel No.: (072) 700-4783</p> <p><b>VICTORIA D. ALMAZAN</b> Supervising Administrative Officer LUPAC Building, City of San Fernando, La Union Email: <a href="mailto:pglu_assessor@launion.gov.ph">pglu_assessor@launion.gov.ph</a> Tel No.: (072) 700-4783</p>



# LA UNION PROVINCIAL TOURISM OFFICE

PROVINCIAL GOVERNMENT OF LA UNION





## **EXTERNAL SERVICES**

## 1. Tourism Assistance Services

This service covers the handling of tourism-related inquiries of tourists/stakeholders.

<b>OFFICE OR DIVISION</b>	La Union Provincial Tourism Office (LUPTO) – Tourist Assistance Center (TAC)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client shall proceed to Tourist Assistance Desk (TAD) and register in the logbook.	1. Give logbook to the client.	None	3 minutes	Tourist Receptionist
2. Client shall fill-out the TAC Request/ Complaint Slip and choose type of service/ inquiry.	2. Provide the slip and attend the requested type of service/inquiry to the client.	None	15 minutes	Tourist Receptionist
a. Data Inquiry	Provide data on the various tourism products and services.			
b. Tour Itinerary/ Package Inquiry	Provides tour itineraries, and orients on the various destinations, and directories of tour guides and travel agencies.			
c. Accommodation Inquiry	Provides list of accommodation establishments and their contact details.			
d. Tourism – related Complaints	Receive and review complaint/s, and coordinate with concerned individual/offices/ enterprises/ local government units for immediate action.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client shall fill-out the Customer Feedback Form and drop/put it at the designated feedback box located at the Tourist Assistance Desk.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Tourist Receptionist
<b>TOTAL</b>		None	21 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the Tourist Assistance Desk or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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. 286.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the Tourist Assistance Desk.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>La Union Provincial Tourism Office (LUPTO):</b> Tel No. : (072) 242-5550 loc. 286 Email: <a href="mailto:tourism@launion.gov.ph">tourism@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b>                  Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of LUPTO</b></p>	<p><b>ARTHUR S. CORTEZ, JR.</b>                  Provincial Tourism Officer                  Old SP Building, Provincial Capitol Complex, Aguila Rd., Barangay II, City of San Fernando, La Union                  Email: <a href="mailto:tourism@launion.gov.ph">tourism@launion.gov.ph</a>                  Tel No.: 242-5550 loc. 286</p> <p><b>GABRIEL M. MENDOZA</b>                  Administrative Officer, LUPTO                  Old SP Building, Provincial Capitol Complex, Aguila Rd., Barangay II, City of San Fernando, La Union                  Email: <a href="mailto:tourism@launion.gov.ph">tourism@launion.gov.ph</a>                  Tel No.: 242-5550 loc. 286</p>



# OFFICE OF THE PROVINCIAL AGRICULTURIST

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**



## 1. Provision of Soil Sample Analysis

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Agriculturist – Crops Unit (Laboratories and Facilities)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Farmers, Fisherfolks, Students, Clients interested in Agriculture and Fisheries, LGUs (City/Municipalities and Barangay Council) and Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Request Letter addressed to the Governor 1 kilogram Soil Sample		Provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the soil sample.  <i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from OPAg. See Office of the Provincial Governor (OPG) Citizen's Charter on the Handling of Request Letter for reference.</i>	1.1. Conduct soil laboratory testing, chemical analysis and compute fertilizer recommendation.  <i>Note: Soil must be pulverized and air-dried before the conduct of testing.</i>	None	1 day	OPAg Crops Unit Technical Staff
	1.2. Encode the result of soil analysis and review for corrections and affix signature.	None	1 day	OPAg Crops Unit Staff
	1.3. Review and take note of the results and recommendations with signature.	None	15 minutes	Provincial Agriculturist
	1.4. Inform the client thru SMS/ mobile call that the result is ready for pick-up.	None	10 minutes	OPAg Crops Unit Staff
2. Receive the result of soil analysis and recommendation.	2. Release the result of soil analysis and fertilizer recommendations.	None	10 minutes	OPAg Crops Unit Technical Staff
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	OPAg Crops Unit Technical Staff
<b>TOTAL</b>		None	2 days and	



		40 minutes	
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## 2. Famers Information and Technology Services (FITS) Center and Technical Advice

Provision of Information, Education, and Communication (IEC) materials.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Agriculturist – Crops Unit (Research Services Section)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Farmers, Fisherfolks, Students, Clients interested in Agriculture and Fisheries, LGUs (City/Municipalities and Barangay Council) and Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the logbook and request for the FITS - IEC material/s.	1. Interview the client and provide lecture on the requested IEC material/s.	None	30 minutes	FITS Coordinator
2. Receive the IEC material/s.	2. Record and release the IEC material/s.	None	5 minutes	FITS Coordinator
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	FITS Coordinator
<b>TOTAL</b>		None	40 minutes	

## 3. Agri-Enterprise Support Service

Financial support to Agri-Enterprises (*Unlad Elyupreneur*).

<b>OFFICE OR DIVISION</b>	Office of the Provincial Agriculturist – Cooperative and Community Development Section (CCDU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Micro, Small, and Medium, Enterprises (MSMEs), <i>Sangguniang Panlalawigan</i> ng La Union accredited Civil Society Organizations (CSOs), Registered Associations, Federations, and Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to OPAg and receive the financial assistance.	1. Technical profiling/ orientation to the beneficiaries and accomplish the	None	1 day	OPAg CCDU Technical Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from OPAG. See OPG Citizen's Charter on the Handling of Request Letter for reference.</i>	Acknowledgement Receipt.			
2. Fill-out the Customer Feedback Form and drop/put it at the designated box.	2. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	OPAg CCDU Technical Staff
<b>TOTAL</b>		None	1 day and 5 minutes	

#### 4. Provision of Training & Seminar

<b>OFFICE OR DIVISION</b>	Office of the Provincial Agriculturist – Cooperative and Community Development Section (CCDU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Micro, Small, and Medium, Enterprises (MSMEs), <i>Sangguniang Panlalawigan</i> ng La Union accredited Civil Society Organizations (CSOs), Registered Associations, Federations, and Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with OPAG on the details needed.  <i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from OPAG. See OPG Citizen's Charter on the Handling of Request Letter for reference.</i>	1. Coordinate with the client on the final schedule, and logistics needed.	None	30 minutes	OPAg CCDU Technical Staff
3. Attend the training/ seminar.	3. Conduct of training/ seminar.	None	1 day	OPAg CCDU Technical Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note: After the training proper, Customer Feedback Form will be distributed to the participants to be accomplished and collected by the facilitator after.</i>				
<b>TOTAL</b>		None	1 day and 30 minutes	

## 5. Provision of Agricultural Inputs (Release of Seedlings Materials)

Technical assistance in the validation of the site for the release of seedlings.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Agriculturist- Crops Unit (Tubao Provincial Nursery and Metarhizium anisoplea Laboratory- Brgy. Garcia, Tubao La Union / Bacnotan Nursery- Brgy. Bacnotan, La Union/ Balaoan Provincial Nursery- Brgy. Antonino, Balaoan, La Union)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Farmers, Fisherfolks, Students, Clients interested in Agriculture and Fisheries, LGUs (City/Municipalities and Barangay Council) and Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the site with OPAG Crops Unit Technical Staff.  <i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from OPAG. See OPG Citizen's Charter on the Handling of Request Letter for reference.</i>	1.1. Conduct site validation/ visitation, personal interview and prepare validation report then inform the client of the recommendations based on the validation results.	None	1 day	OPAg Crops Unit Technical Staff
	1.2. Encode, prepare and submit the validation report and attach Release Order.	None	15 minutes	OPAg Crops Unit Technical Staff
	1.3. Review and approve the validation report and Release Order.	None	30 minutes	Provincial Agriculturist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Inform the client of the approved request.	None	5 minutes	OPAg Crops Unit Staff
2. Pick-up the seedlings and Release Order then sign the acknowledgement receipt.	2. Release the seedlings and receive the acknowledgement receipt.	None	5 minutes	OPAg Crops Unit Nursery Staff
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	OPAg Crops Unit Nursery Staff
<b>TOTAL</b>		None	1 day and 1 hour	

## 6. Provision of Agricultural Inputs (Release of Vermicompost)

Provision of organic fertilizer (vermicast/vermicompost) to offer a sustainable approach to plant nutrition and improving soil health and fertility.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Agriculturist-Crops Unit (Bungol Demonstration Farm Project- Brgy. Bungol, Balaoan, La Union)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Farmers, Fisherfolks, Students, Clients interested in Agriculture and Fisheries, LGUs (City/Municipalities and Barangay Council) and Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pick-up the vermicompost, release order and sign acknowledgement receipt.  <i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from OPAg. See OPG Citizen's Charter on the Handling of</i>	1. Release the vermicompost and receive the acknowledgement receipt.	None	30 minutes	OPAg Crops Unit Nursery Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Letter for reference.				
2. Fill-out the Customer Feedback Form and drop/put it at the designated box.	2. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	OPAg Crops Unit Nursery Staff
<b>TOTAL</b>		None	35 minutes	

## 7. Provision of Agricultural Inputs (Fingerlings Dispersal)

Assistance through provision of tilapia fingerlings to provide an additional source of income for our fisherfolks.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Agriculturist-Fisheries Unit (Sta. Rita Fish Farm, Brgy. Sta.Rita, Agoo, La Union)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Farmers, Fisherfolks, Students, Clients interested in Agriculture and Fisheries, LGUs (City/Municipalities and Barangay Council) and Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the site with OPAg Fisheries Unit Staff.  <i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from OPAg. See OPG Citizen's Charter on the Handling of Request Letter for reference.</i>	1.1. Conduct site validation/visitation, personal interview and conduct technical briefing if necessary.	None	1 day	OPAg Fisheries Unit Staff
	1.2. Encode, prepare and submit the validation report and attach Release Order.	None	15 minutes	OPAg Fisheries Unit Staff
	1.3. Review and approve the validation report and Release Order.	None	10 minutes	Provincial Agriculturist
	1.4. Inform the client of the approved request.	None	5 minutes	OPAg Fisheries Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pick-up the fingerlings and Release Order then sign the acknowledgement receipt.	2. Conduct briefing/ orientation to the client/s regarding good aquaculture practices, including proper handling, stocking, feeding, and water management before releasing the fingerlings.	None	15 minutes	OPAg Fisheries Unit Staff
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	OPAg Fisheries Unit Staff
<b>TOTAL</b>		None	1 day and 40 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the OPAG lobby or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 215.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the OPAG lobby.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>OFFICE OF THE PROVINCIAL AGRICULTURIST (OPAg):</b> Email: pglu_opag@launion.gov.ph</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b>                  Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPAG</b></p>	<p><b>SHARON A. VILORIA</b>                  OIC-Office of the Provincial Agriculturist (OPAg)                  OPAG, Aguila Rd., Barangay Sevilla, City of San Fernando, La Union                  Email: <a href="mailto:pglu_opag@launion.gov.ph">pglu_opag@launion.gov.ph</a>                  Tel No.: 0998-550-8915</p> <p><b>ABIGAE B. SIBAYAN</b>                  Supervising Administrative Officer, OPAG                  OPAG, Aguila Rd., Barangay Sevilla, City of San Fernando, La Union                  Email: <a href="mailto:pglu_opag@launion.gov.ph">pglu_opag@launion.gov.ph</a>                  Tel No.: 0917-559-2681</p>





# OFFICE OF THE PROVINCIAL VETERINARIAN

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**

## 1. Animal Health Disease Control and Veterinary Public Health Service

### A. Medical Attention to Animals

Walk-in clients who seek immediate medical attention for their animals.

#### LIST OF PAYABLES

ITEM	AMOUNT
<b>Vaccination</b>	
Adult dogs and cats	Php 100.00/head
DA2PL + CPD vaccination (5-in-1)	Php 380.00/head
Rabies vaccination	None
<b>Consultation and Treatment</b>	
Dogs and cats	Php 150.00/head
Cattle, carabao, goad and swine	Php 100.00/head
Chicken, ducks, etc.	Php 25.00/head
<b>Deworming</b>	
Puppies and kittens	Php 50.00/head

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	<ul style="list-style-type: none"> <li>Farmers who are engaged in the backyard raising of livestock, poultry and pet animals</li> <li>Municipal Livestock Inspectors</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form - One (1) original copy 2. Vaccination record (if available-1 original copy)		OPVet Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the pet animal patient for consultation/treatment, deworming, and/or vaccination.	1. Checks the patient and administer the necessary medications.	None	15 minutes	Attending Veterinarian
2. Pay corresponding fee.	2. Issue vaccination certificate for vaccinated pets and collect the appropriate fees and provide official receipt.	Refer to List of Payables Above	5 minutes	Attending Veterinarian
3. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Attending Veterinarian
<b>TOTAL</b>		Refer to List of Payables Above	25 minutes	

## B. Animal Disease Case Reporting and Disease Investigation

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	<ul style="list-style-type: none"> <li>Farmers who are engaged in the backyard raising of livestock, poultry and pet animals</li> <li>Municipal Livestock Inspectors</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disease incident report (1 original copy)		City/Municipal Mayor's Office/ Municipal Agriculturist/ City Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit disease incident report.	1. Receive the disease incident report.	None	5 minutes	Technical Staff
2. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	A. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Technical Staff
<b>TOTAL</b>		None	10 minutes	

## 2. Rabies Examination and Veterinary Diagnostic Service

### A. Rabies Test

Laboratory identification for the presence of rabies virus antigens in brain tissue using the direct fluorescent antibody (DFA) test.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Walk-in clients and Private Veterinary Clinic Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of the following: 1. Rabies submission Form 2. Laboratory Examination Request Form 3. Head of the suspected animal (fresh/frozen) must be in ice box with ice.		OPVet OPVet Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the head of suspected animal/s (fresh/frozen) along with the accomplished forms.	1. Receive the sample and secure inside the rabies laboratory until the designated time for testing.	None	20 minutes	Technical Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay corresponding fees.	2.1. Receive the payment and issue official receipt.	Php 200.00	3 minutes	Technical Staff
	2.2. Conduct rabies test.	None	3 days	Technical Staff
	2.3. Encode the result, print, and affix signatures. Inform the clients via call/text that the result is ready for pick-up.	None	10 minutes	Technical Staff
3. Receive the test result.	3. Release the result and give advice to the client.	None	10 minutes	Technical Staff
4. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Technical Staff
<b>TOTAL</b>		Php 200.00	3 days and 48 minutes	

## B. Fecalysis on Companion Animals

A series of tests done on a stool (feces) sample to help diagnose certain conditions affecting the digestive tract.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Walk-in clients and Private Veterinary Clinic Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pet (for fecal collection) 2. Request Form		Provided by the Client OPVet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form.	1. Interview the owner about the history of the animal.	None	10 minutes	Attending Veterinarian
2. Submit the pet animal/s for fecal collection.	2. Collect fecal samples.	None	10 minutes	Attending Veterinarian
<i>Note: Restrain the animal during collection of fecal samples.</i>				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay corresponding fees.	3.1. Receive the payment and issue official receipt.	Php 80.00	3 minutes	Attending Veterinarian
	3.2. Conduct rabies fecalysis. Encode the results of the examination and inform the client.	None	3 hours	Laboratory Technical Staff
4. Receive the test result.	4. Release the result and give advice to the client.	None	10 minutes	Attending Veterinarian
5. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Attending Veterinarian
<b>TOTAL</b>		Php 80.00	3 hours and 38 minutes	

### C. Fecalys on Livestock and Poultry

A series of tests done on a stool (feces) sample to help diagnose certain conditions affecting the digestive tract.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Walk-in clients and Private Veterinary Clinic Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Fresh fecal sample of livestock or poultry (20 grams)		Provided by the Client		
2. Request Form		OPVet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Interview the owner about the history and receive fecal samples.	None	15 minutes	Attending Veterinarian
2. Pay corresponding fees,	2.1. Receive the payment and issue official receipt.	Php 80.00	3 minutes	Attending Veterinarian
	2.2. Conduct fecalysis. Encode the result afterwards and inform the client that the result is ready for pick-up.	None	1 day	Attending Veterinarian



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to OPVet and get the test result.	3. Release the result to the client.	None	5 minutes	Attending Veterinarian
4. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Attending Veterinarian
<b>TOTAL</b>		Php 80.00	1 day and 28 minutes	

## D. Skin Biopsy

A procedure can help diagnose a skin lesion, a variety of skin conditions or skin infections.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Walk-in clients and Private Veterinary Clinic Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pet/ animals 2. Request Form		Provided by the Client OPVet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and animal for skin scraping.	1. Interview the owner about the health history of the animal and conduct skin scraping.	None	25 minutes	Attending Veterinarian
2. Pay corresponding fees.	3.3. Receive the payment and issue official receipt.	Php 150.00	3 minutes	Technical Staff
	3.4. Prepare slide and conduct microscopy. Encode the result and submit to the attending veterinarian.	None	2 hours	Laboratory Technical Staff
3. Receive the test result.	3. Release the test result and advise the client. Give necessary treatment to the animal if needed.	None	15 minutes	Attending Veterinarian
4. Client shall fill-out the Customer Feedback Form and drop/put it	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Attending Veterinarian



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
at the designated box.				
<b>TOTAL</b>		Php 150.00	2 hours and 48 minutes	

## E. Blood Chemistry Test

Blood tests that measure amounts of certain chemicals in a sample of blood show how well certain organs are working and can help find abnormalities.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Walk-in clients and Private Veterinary Clinic Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pet/ animals (for blood collection) 2. Request Form		Provided by the Client OPVet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1. Interview the owner about the health history of the animal.	None	10 minutes	Attending Veterinarian
2. Submit the animal/s for blood collection.  <i>Note: Restrain the animal before submitting.</i>	2. Conduct blood collection.	None	20 minutes	Attending Veterinarian
3. Pay corresponding fees.	3.1. Receive the payment and issue official receipt.	Php 1,750.00	3 minutes	Technical Staff
	3.2. Conduct blood chemistry test. Encode the result and inform the client that the result is ready for pick-up.	None	1 day	Laboratory Technical Staff
4. Receive the test result.	4. Release the test result and advise the client.	None	15 minutes	Attending Veterinarian
5. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Attending Veterinarian
<b>TOTAL</b>		Php 1,750.00	1 day and 53 minutes	



### 3. Food Animal Genetic Improvement Service (Artificial Insemination)

Artificial Insemination either in carabao and cattle is used to impregnate the female by using means other than natural breeding. This A.I services aims of improving the genetic quality of the local stocks.

#### List of Payables

Cattle and Carabao – Php 300.00/head

Swine – Php 200.00/head

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Walk-in clients and Private Veterinary Clinic Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Chute (for cattle and carabao)		Provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact the Office of the Provincial Veterinarian via phone call/text to request for artificial insemination (A.I).	1. Respond via call or text and brief the farmer on the artificial insemination procedures and preparation for the actual insemination.	None	5 minutes	Technical Staff
2. Submit the animal for insemination.  <i>Note: For cattle or carabao, client shall prepare chute.</i>	2. Conduct artificial insemination on the animal.	None	25 minutes	Technical Staff
3. Pay the corresponding fee.	3. Receive the payment and issue official receipt.	Refer to List of Payables Above	3 minutes	Technical Staff
4. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Technical Staff
<b>TOTAL</b>		Refer to List of Payables Above	38 minutes	

## 4. Provincial Animal Quarantine Livestock Inspection and Disinfection Services

### LIST OF PAYABLES

ITEM	AMOUNT
1. Cattle, Carabao, Horse	Php 30.00/head
2. Swine (adult)	Php 100.00/head
3. Swine (piglet)	Php 25.00/head
4. Goat, Pig, Cat	Php 20.00/head
5. Poultry	
a) Egg	Php 0.05/piece
b) Chick	Php 0.25/head
c) Adult	Php 0.25/head
6. Fighting Cock	Php 20.00/head
7. Fresh meat	Php 0.50/head
8. Frozen meat	Php 0.50/head

### Penalties

First Infraction – Php 5,000.00

Second Infraction – Php 5,000.00 or imprisonment not exceeding 1 year or both at the discretion of the court and impoundment of the conveyance/means of transportation used.

### A. Shipped-In Cargoes

Shipment of live animals, poultry eggs, fresh/frozen/processed meat entering the province.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	Clients who are engaged in the transport of live animals as breeder, fattener, slaughter, fresh meat and frozen meat purposes shipped – in to the province.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>One (1) Original copy of the following:</b></p> <p><b>1. For animals (livestock, poultry and pets) and eggs (table eggs, quail eggs, balut, salted eggs)</b></p> <ul style="list-style-type: none"> <li>• Veterinary Shipping Permit (VSP).</li> <li>• Veterinary Health Certificate (VHC).</li> <li>• Livestock Handlers' License.</li> </ul> <p><b>During Disease Outbreak:</b></p> <p>Additional List of Requirements:</p> <ul style="list-style-type: none"> <li>• Certificate of Disease-Free Status.</li> <li>• Certificate of Negative Laboratory Test Result.</li> <li>• Or any documents that may prove that the animals are free from communicable diseases.</li> </ul>	<p>OPVet/ Bureau of Animal Industry OPVet/ Bureau of Animal Industry Bureau of Animal Industry and Department of Agriculture.</p> <p>Regional Animal Disease Diagnostic Laboratory from the point of origin.</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>2. For meat and meat by-products</b></p> <ul style="list-style-type: none"> <li>Shipping Permit.</li> <li>NMIS Registration of Transport Carrier.</li> <li>Meat Inspection Certificate for locally produced meat products.</li> <li>Certificate of Meat Inspection for imported meat and meat by-products.</li> <li>Agricultural Commodity Transport Pass</li> </ul> <p><b>3. For processed meat</b></p> <ul style="list-style-type: none"> <li>Shipping Permit.</li> <li>BAI/NMIS Registration of Transport Pass</li> <li>Meat Inspection Certificate for local meat products.</li> <li>Certificate of Meat Inspection for imported meat products.</li> <li>License to Operate of the meat processing plants or Certificate of Product Registration</li> </ul>	<p>National Meat Inspection Service National Meat Inspection Service Deputized Meat Inspector</p> <p>National Meat Inspection Service</p> <p>OPVet</p> <p>National Meat Inspection Service National Meat Inspection Service and Bureau of Animal Industry National Meat Inspection Service</p> <p>National Meat Inspection Service</p> <p>Food and Drug Administration</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the inspector on duty at AQCP for ocular inspection.	1. Inspect the contents of the shipment vehicle and disinfect the vehicle afterwards.	None	10 minutes	Quarantine Checkpoint Inspector
2. Present the shipping documents.	2. Check and verify the required documents.  <i>Note: During disease outbreak, additional requirements are needed (see above for additional requirements). In case of violation, cargo of the shipper shall be subjected for confiscation/ condemnation and pay the corresponding penalties. (see above for the penalties)</i>	None	5 minutes	Quarantine Checkpoint Inspector
3. Pay the corresponding fees and receive the official receipt	3. Collect appropriate fees from the shipper and issue corresponding official receipt.	Refer to the List of Payables Above	5 minutes	Livestock Revenue Collection Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the verified shipping documents.	4. Return the verified documents with stamped "INSPECTED" to the shipper.	None	3 minutes	Quarantine Checkpoint Inspector
5. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Quarantine Checkpoint Inspector
<b>TOTAL</b>		Refer to List of Payables Above	28 minutes	

## B. Shipped-Out Cargoes

Shipment of live animals, poultry eggs, fresh/frozen/processed meat sent out from the province.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	Clients who are engaged in the transport of live animals as breeder, fatterer, slaughter, fresh meat and frozen meat purposes shipped – out to the province.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>One (1) Original copy of the following:</b></p> <p><b>1. For animals</b></p> <ul style="list-style-type: none"> <li>• Barangay Certificate</li> <li>• Livestock Inspection Certificate</li> <li>• Certificate of Ownership for cattle and carabao animals</li> <li>• Certificate of AI Free Zone.</li> <li>• Certificate of ASF Free Zone</li> </ul> <p><b>2. For meat and meat by-products</b></p> <ul style="list-style-type: none"> <li>• Meat Inspection Certificate (MIC) for locally produced meat products.</li> <li>• Certificate of Meat Inspection (COMI) for imported meat and meat by-products.</li> </ul>	<p>Barangay Captain from the point of origin City/Municipality where the animal came from Owner of the animal</p> <p>Department of Agriculture Department of Agriculture</p> <p>Deputized Meat Inspector</p> <p>National Meat Inspector Service</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the inspector on duty at AQCP for ocular inspection.	1. Inspect the contents of the shipment vehicle.	None	10 minutes	Quarantine Checkpoint Inspector



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present the shipping documents.	2. Check and verify the required documents.	None	5 minutes	Quarantine Checkpoint Inspector
3. Pay the corresponding fees and receive the official receipt	3. Collect appropriate fees from the shipper and issue corresponding official receipt.	Refer to the List of Payables Above	5 minutes	Livestock Revenue Collection Officer
4. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Quarantine Checkpoint Inspector
<b>TOTAL</b>		Refer to List of Payables Above	25 minutes	

### C. Transshipment Cargoes

Shipment of live animals, poultry eggs, fresh/frozen/processed meat passing through one province to another.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Veterinarian (OPVet)
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	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
<p><b>One (1) Original copy of the following:</b></p> <p><b>1. For animals (livestock, poultry and pets) and eggs (table eggs, quail eggs, balut, salted eggs)</b></p> <ul style="list-style-type: none"> <li>• Veterinary Shipping Permit (VSP).</li> <li>• Veterinary Health Certificate (VHC).</li> <li>• Livestock Handlers' License.</li> </ul> <p><b>During Disease Outbreak:</b> Additional List of Requirements:</p> <ul style="list-style-type: none"> <li>• Certificate of Disease-Free Status.</li> <li>• Certificate of Negative Laboratory Test Result.</li> </ul> <p><b>2. For meat and meat by-products</b></p> <ul style="list-style-type: none"> <li>• Shipping Permit.</li> <li>• NMIS Registration of Transport Carrier.</li> <li>• Meat Inspection Certificate for locally produced meat products.</li> </ul>	<p>OPVet/ Bureau of Animal Industry OPVet/ Bureau of Animal Industry Bureau of Animal Industry and Department of Agriculture.</p> <p>Regional Animal Disease Diagnostic Laboratory from the point of origin.</p> <p>National Meat Inspection Service (NMIS) NMIS Deputized Meat Inspector</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Certificate of Meat Inspection for imported meat and meat by-products.</li> <li>Agricultural Commodity Transport Pass</li> </ul>	<p>NMIS</p> <p>OPVet</p>
<p><b>3. For processed meat</b></p> <ul style="list-style-type: none"> <li>Shipping Permit.</li> <li>BAI/NMIS Registration of Transport Pass</li> <li>Meat Inspection Certificate for local meat products.</li> <li>Certificate of Meat Inspection for imported meat products.</li> <li>License to Operate of the meat processing plants or Certificate of Product Registration</li> </ul>	<p>NMIS</p> <p>NMIS and Bureau of Animal Industry</p> <p>NMIS</p> <p>NMIS</p> <p>Food and Drug Administration</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the inspector on duty at AQCP for ocular inspection.	1. Inspect the contents of the shipment vehicle and disinfect the vehicle afterwards.	None	10 minutes	Quarantine Checkpoint Inspector
2. Present the shipping documents.	2. Check and verify the required documents.  <i>Note: During disease outbreak, additional requirements are needed (see above for additional requirements). In case of violation, cargo of the shipper shall be subjected for confiscation/condemnation and pay the corresponding penalties. (see above for the penalties)</i>	None	5 minutes	Quarantine Checkpoint Inspector
3. Receive the verified shipping documents.	3. Return the verified documents with stamped "INSPECTED" to the shipper.	None	3 minutes	Quarantine Checkpoint Inspector
4. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Quarantine Checkpoint Inspector
<b>TOTAL</b>		None	23 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the OPVet receiving area / Animal Quarantine Checkpoints.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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) 242-0248.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the OPVet receiving area / Animal Quarantine Checkpoints.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>OPVet:</b> Tel No. : (072) 242-0248 Email: <a href="mailto:pglu_opvet@launion.gov.ph">pglu_opvet@launion.gov.ph/</a> <a href="mailto:pgluopvet@gmail.com">pgluopvet@gmail.com</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPVet</b></p>	<p><b>DR. DOMINGO BOBBY C. CALUB III</b> OIC – Provincial Veterinarian Aguila Road, Sevilla, City of San Fernando, La Union Email: <a href="mailto:pglu_opvet@launion.gov.ph">pglu_opvet@launion.gov.ph</a> / <a href="mailto:pgluopvet@gmail.com">pgluopvet@gmail.com</a> Tel No.: (072) 242-0248</p> <p><b>FERDINAND P. BUCCAT</b> Supervising Administrative Officer Aguila Road, Sevilla, City of San Fernando, La Union Email: <a href="mailto:pglu_opvet@launion.gov.ph">pglu_opvet@launion.gov.ph</a> / <a href="mailto:pgluopvet@gmail.com">pgluopvet@gmail.com</a> Tel No.: (072) 242-0248</p> <p><b>DR. ALEXANDER C. MAMUYAC</b> Agricultural Center Chief II Aguila Road, Sevilla, City of San Fernando, La Union Email: <a href="mailto:pglu_opvet@launion.gov.ph">pglu_opvet@launion.gov.ph</a> / <a href="mailto:pgluopvet@gmail.com">pgluopvet@gmail.com</a> Tel No.: (072) 242-0248</p> <p><b>DR. JAIME B. RULLODA</b> Veterinarian IV Aguila Road, Sevilla, City of San Fernando, La Union Email: <a href="mailto:pglu_opvet@launion.gov.ph">pglu_opvet@launion.gov.ph</a> / <a href="mailto:pgluopvet@gmail.com">pgluopvet@gmail.com</a> Tel No.: (072) 242-0248</p>





## FEEDBACK AND COMPLAINTS MECHANISMS

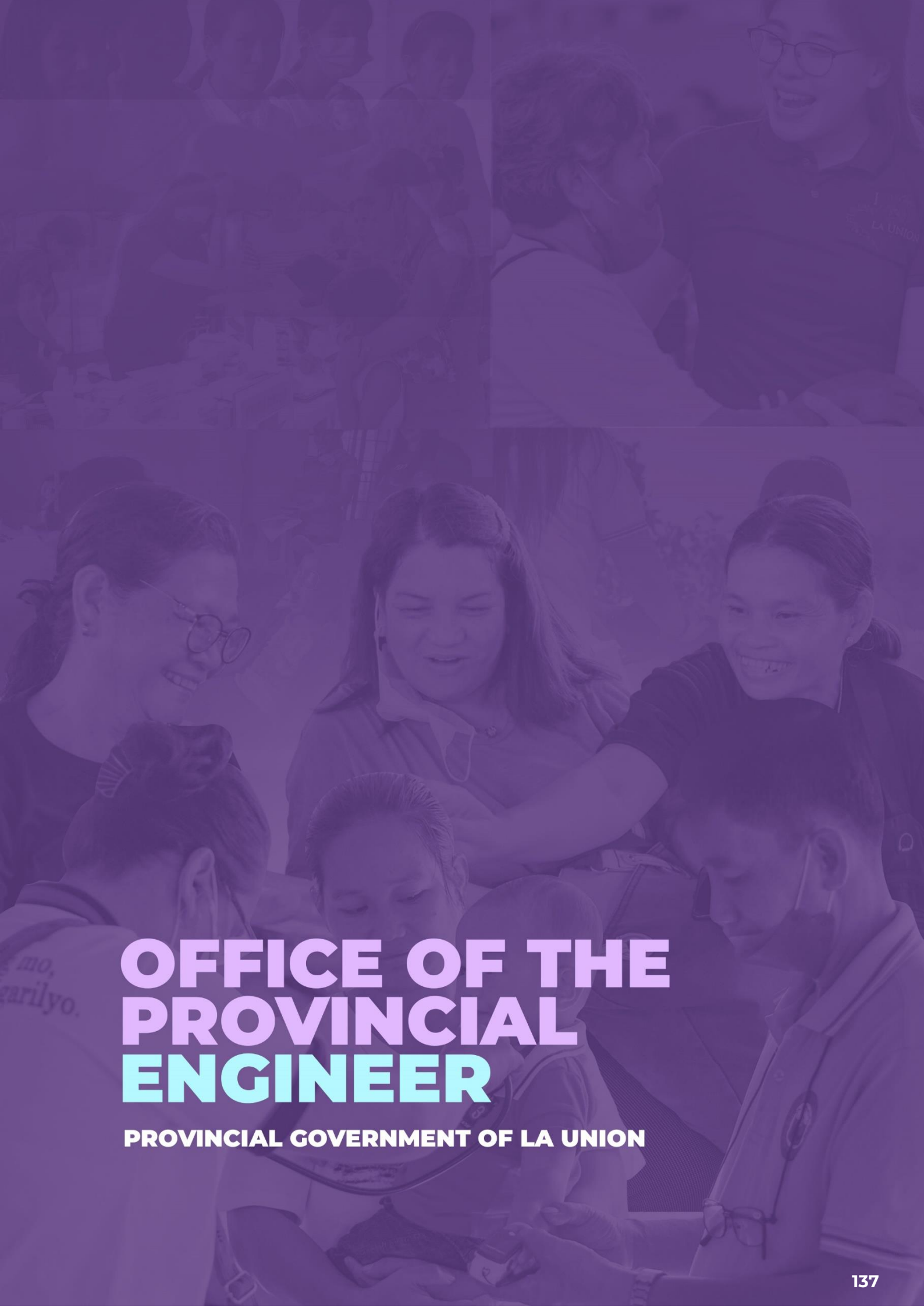
**DR. GIL M. RAMIREZ**

Veterinarian II

Aguila Road, Sevilla, City of San Fernando, La Union

Email: [pglu\\_opvet@launion.gov.ph](mailto:pglu_opvet@launion.gov.ph) / [pgluopvet@gmail.com](mailto:pgluopvet@gmail.com)

Tel No.: (072) 242-0248



# OFFICE OF THE PROVINCIAL ENGINEER

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**



## 1. Issuance of Permits/Clearances

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

### Restoration Guarantee Deposit Computation

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.)

<b>OFFICE OR DIVISION</b>	Office of the Provincial Engineer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All Government Agencies, LGUs, GOCCs, other Gov't. Instrumentalities, Private Entities/Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to the Provincial Engineer (1 copy)		Provided by the client		
2. Location Plan of the Project (1 copy)		Provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter.	1. Receive request letter and inform client to proceed to PTO for payment.	None	5 minutes	Administrative Staff
2. Payment of Inspection/ verification fee.	2. Receive payment and issue official receipt.	Php 500.00	10 minutes	Provincial Treasurer's Office
3. Proceed to PEO and present official receipt.	3. Validation/site inspection.	None	1 day	Special Agent II/Engineer I
4. Payment of Restoration Guarantee Deposit.  <i>Note: This step only covers the clients securing permit/ clearance with construction works. To be fully refunded if no damage incurred. Refer to Claiming/Refunding the Restoration</i>	4.1. Preparation of back-up computation for the Restoration Guarantee Deposit.  <i>Note: For clients securing permit/ clearance without construction works, this step is not necessary.</i>	Refer to Restoration Guarantee Deposit	30 minutes	Special Agent II/Engineer I
	4.2. Prepare the Excavation Permit/ RROW Clearance.	None	20 minutes	Special Agent II/Engineer I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Guarantee Deposit Citizen's Charter.</i>	4.3. Approve the Excavation Permit/RROW Clearance.	None	10 minutes	Provincial Engineer
5. Receive the Excavation Permit/RROW Clearance.	5. Release the Excavation Permit/RROW Clearance.	None	10 minutes	Special Agent II/Engineer I
6. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	6. Assist the client in the filling-out of Customer Feedback Form.	None	3 minutes	Administrative Staff
<b>TOTAL</b>		Php 500.00 + Restoration Guarantee Deposit	1 day, 1 hour and 28 minutes	

## 2. Claiming/Refunding the Restoration Guarantee Deposit

Reimbursement of the Guarantee Bond for the processing of Road Right-of-Way (RROW) Permit, Excavation Permits, Clearances of new/proposed projects along Provincial RROW.

### Restoration Guarantee Deposit Computation

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.)

<b>OFFICE OR DIVISION</b>	Office of the Provincial Engineer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All Government Agencies, LGUs, GOCCs, other Gov't, Instrumentalities, Private Entities/Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter addressed to the Provincial Engineer (1 copy)		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	1.1. Receive request letter and endorse to the staff in-charge.	None	10 minutes	Administrative Staff
	1.2. Conduct site inspection and	None	1 day	Special Agent II/Engineer I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>prepare back-up computation for the Restoration Guarantee Deposit.</p> <p><i>Note: If found that the provincial road has not been properly restored, staff in-charge shall prepare back-up computation for the damages to be deducted.</i></p>			
	1.3. Inform the client to proceed to the Provincial Treasurer's Office to get the refund.	None	5 minutes	Special Agent II/Engineer I
2. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	2. Assist the client in the filling-out of Customer Feedback Form.	None	3 minutes	Administrative Staff
<b>TOTAL</b>		None	1 day and 18 minutes	

### 3. Equipment Rental

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Engineer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All Government Agencies, LGUs, GOCCs, other Gov't, Instrumentalities, Private Entities/Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to the Provincial Engineer (1 copy)		Provided by the client		
2. Equipment Rental Form		PEO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	1. Receive request letter and coordinate request	None	10 minutes	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the Motorpool staff.			
2. Assist the Motorpool staff in the site inspection.	2. Conduct site inspection for the accessibility of heavy equipment.	None	1 day	Motorpool Staff
3. Fill-out and submit the Equipment Rental Form.	3. Sign the Equipment Rental Form.	None	10 minutes	Motorpool Head and Provincial Engineer
4. Proceed to Provincial Treasurer's Office to pay rental fee.	4.1. Receive payment and issue official receipt.	Refer to Rental Fees Below	30 minutes	Provincial Treasurer's Office
	4.2. Sign the Equipment Rental Form.	None	20 minutes	Provincial Treasurer
	4.3. Approve the Equipment Rental Form.	None	1 day	Provincial Governor
5. Receive the approved Equipment Rental Form.	5. Issue the approved Equipment Rental Form and prepare the deployment process of the equipment and personnel in-charge.	None	30 minutes	Motorpool Staff
6. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	6. Assist the client in the filling-out of Customer Feedback Form.	None	3 minutes	Motorpool Staff
<b>TOTAL</b>		Refer to Rental Fees Below	2 days, 1 hour, 43 minutes	

RENTAL FEE	
EQUIPMENT	FEE
<b>TRACK TYPE EXCAVATOR (BH-97-01 and BH-06-02)</b> CATERPILLAR 315 and 312C	Php 10,000.00/day
<b>VIBRATORY COMPACTOR (VR-97-01)</b> CATERPILLAR 531C	Php 7,000.00/day
<b>TRACK TYPE TRACTOR (DZ-97-01 and DZ-11-03)</b> CATERPILLAR D6R	Php 15,000.00/day



RENTAL FEE	
EQUIPMENT	FEE
<b>MOTOR GRADER (RG-97-01 and RG-11-02)</b> CATERPILLAR 120H and KOMATSU GD511A-1	Php 9,000.00/day
<b>BACKHOE LOADER (BHL-97-01 and BHL-11-02)</b> CATERPILLAR 416C and KOMATSU WB93R-5E0	Php 10,000.00/day
<b>VIBRATORY COMPACTOR (VR-07-02)</b> CATERPILLAR CB214E	Php 6,000.00/day
<b>TRACK TYPE TRACTOR (DZ-07-02)</b> CATERPILLAR D4GXL	Php 10,000.00/day
<b>PRIME MOVER WITH LOW BED (SFY 178)</b> INTERNATIONAL (SURPLUS)	Php 12,000.00/day
<b>LOW BED TRAILER (SUD 261)</b> DOOSUNG MOTOR CO., LTD	Php 6,000.00/day
<b>DUMPTRUCK (SER 801, 802, 803, 809, 812, 813, SHP 777, SKA 746 and SKA 747)</b> HYUNDAI D6BR, ISUZU FSR33H and ISUZU FTR 4X2	Php 5,000.00/day
<b>DUMPTRUCK (SKA 743 &amp; SKA 748)</b> ISUZU FTS (4X4)	Php 5,000.00/day
<b>CARGO TRUCK (SFW 662)</b> ISUZU CVR-8PEI	Php 4,000.00/day
<b>CARGO TRUCK (SKA 745 &amp; SKV 965)</b> ISUZU NOR (4X2) & NKR	Php 5,000.00/day
<b>MAN LIFTER TRUCK (SJR 407)</b> ISUZU (Surplus)	Php 5,000.00/day
<b>FORK LIFT (FL-01-01)</b> MITSUBISHI FD100	Php 7,000.00/day
<b>WING VAN</b> ISUZU	Php 6,000.00/day
<b>BACKHOE LOADER (NEW)</b> CASE 580SN	Php 10,000.00/day
<b>BACKHOE (NEW)</b> CASE CX210B	Php 10,000.00/day
<b>SKID STEER LOADER (NEW)</b> CASE	Php 6,000.00/day
<b>DUMP TRUCK (NEW)</b> ISUZU FORWARD	Php 5,000.00/day





## **INTERNAL SERVICES**



## 1. Requests for Repair Works

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Engineer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Offices and District Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		PEO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Job Request Form.	1.1. Receive Job Request Form.	None	5 minutes	Administrative Staff
	1.2. Coordinate with the Construction and Maintenance Unit for the requested repair works.	None	5 minutes	Administrative Staff
2. Assist/show the PEO staff the repair works to be done.	2.1. Check and assess the requested paper works.  <i>Note: If the requesting office/district hospital has no materials available, the Construction and Maintenance staff shall provide the list of necessary materials for procurement.</i>	None	30 minutes	Construction and Maintenance Unit
	2.2. Conduct the carpentry/ plumbing/ electrical works.	None	1 day	Construction and Maintenance Unit
3. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	3. Assist the client in the filling-out of Customer Feedback Form.	None	3 minutes	Administrative Staff
<b>TOTAL</b>		None	1 day and 43 minutes	



## 2. Repair of Service/Light Vehicles

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Engineer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Offices and District Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		PEO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Job Request Form.	1. Receive Job Request Form and coordinate the request to the Motorpool Staff.	None	5 minutes	Administrative Staff
2. Bring the vehicle to be repaired at the Motorpool and show the suspected car malfunction to be repaired or worn-out parts to be replaced.  <i>Note: If the vehicle cannot be mobilized, the Motorpool Staff will tow the said vehicle.</i>	2.1. Ocular inspection/troubleshooting of the vehicle and discussion with the driver to assess extent of repair.	None	1 hour	Motorpool Staff
	2.2. Prepare and fill-out the Pre-Inspection checklist.	None	10 minutes	Motorpool Staff
	2.3. Prepare Job Order and list materials/parts needed for the repair.  <i>Note: If materials are not available, the Motorpool Staff shall provide the list of necessary materials for procurement.</i>	None	10 minutes	Motorpool Staff
	2.4. Perform repair of vehicle.	None	1 day	Motorpool Staff
3. Test drive the vehicle.	3. Accompany the client during the test drive.	None	30 minutes	Motorpool Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	4. Assist the client in the filling-out of Customer Feedback Form.	None	3 minutes	Motorpool Staff
<b>TOTAL</b>		None	1 day, 1 hour and 58 minutes	

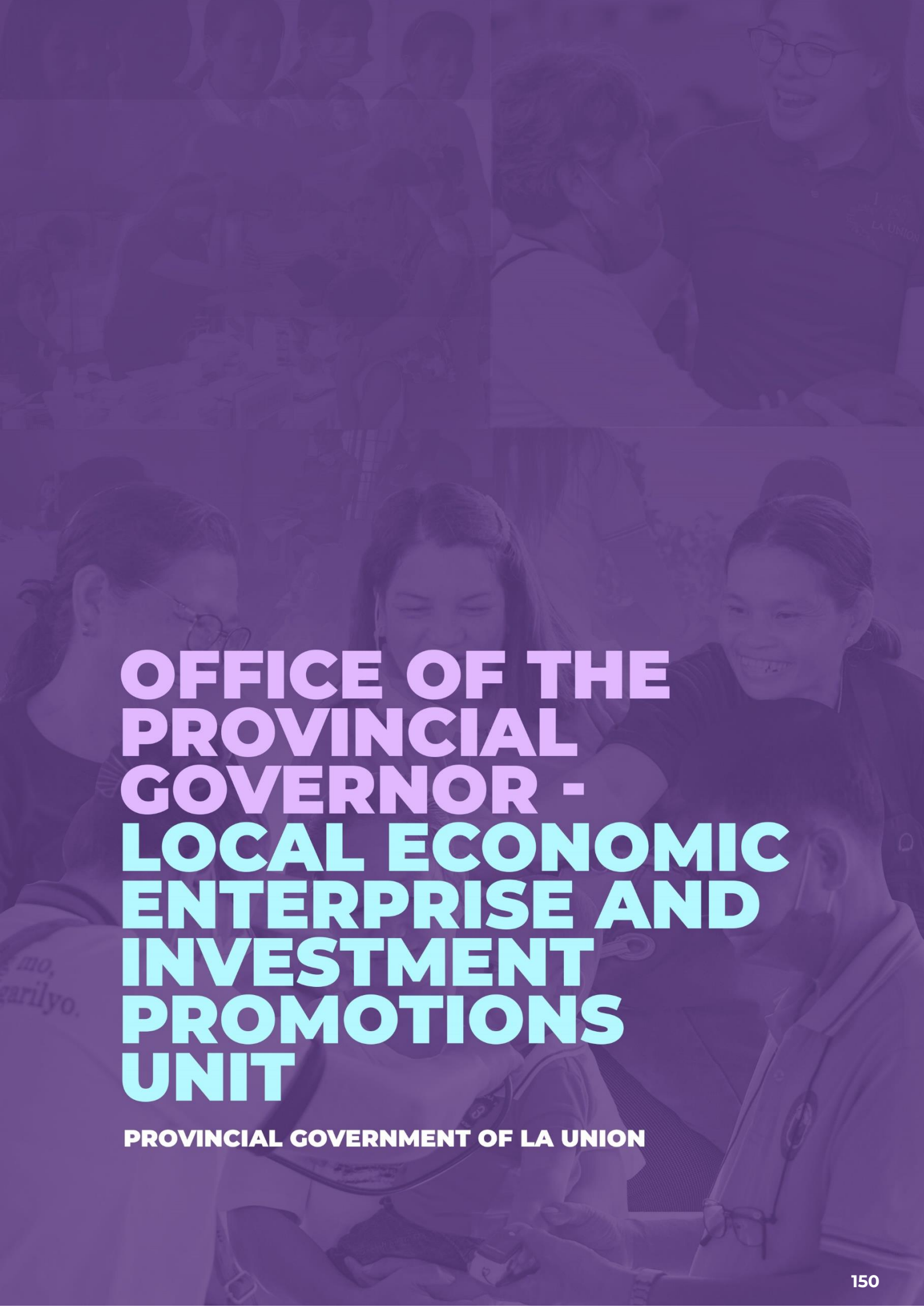


FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located beside the Citizen's Charter Corner near the front door or scan the QR code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Engineer's Office opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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. 246, 247.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located beside the Citizen's Charter Corner near the front door.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>Provincial Engineer's Office (PEO):</b> Tel No.: (072) 242-5550 loc. 246, 247 Email: pglu.peo@gmail.com</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b>                  Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PEO</b></p>	<p><b>ENGR. RESSIE A. ESTRELLA</b>                  Provincial Engineer                  Provincial Capitol Complex, Aguila Rd., Sevilla, City of San Fernando, La Union                  Email: <a href="mailto:pglu.peo@gmail.com">pglu.peo@gmail.com</a>                  Tel No.: 242-5550 loc. 246, 247</p> <p><b>ENGR. EMILLE F. MARTINEZ</b>                  Supervising Administrative Officer, PEO                  Provincial Capitol Complex, Aguila Rd., Sevilla, City of San Fernando, La Union                  Email: <a href="mailto:pglu.peo@gmail.com">pglu.peo@gmail.com</a>                  Tel No.: 242-5550 loc. 246, 247</p>



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

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**



## 1. Assistance to Micro, Small & Medium Enterprises (MSMEs) for the Promotion and Selling of their Local 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.

<b>OFFICE OR DIVISION</b>	Local Economic Enterprise & Investment Promotions Unit (LEEIPU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C-Government to Citizen G2B-Government to Business			
<b>WHO MAY AVAIL</b>	Micro, Small and Medium Enterprise (MSMEs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Mayor's/Business Permit (1, Photocopy)</li> <li>3. BIR Registration (1, Photocopy)</li> <li>4. DTI Registration/CDA Registration (1, Photocopy)</li> <li>5. FDA Registration(if any)</li> <li>6. Product Profile</li> </ol>		<ol style="list-style-type: none"> <li>1. LEEIPU</li> <li>2. Local Government Unit</li> <li>3. Bureau of Internal Revenue</li> <li>4. Department of Trade and Industry/Cooperative Development Authority</li> <li>5. Food and Drug Administration</li> <li>6. Provided by client</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. APPLICATION AND ASSESSMENT</b>				
1. Submit the accomplished application form along with the necessary requirements.	1.1. Receive & review the validity and completeness of requirements submitted.	None	5 minutes	Administrative Aide
	1.2. Endorse the applicant to the Project Development Officer for interview and further assessment.	None	5 minutes	Administrative Aide
2. Proceed to interview and assessment then present the products to be sold.	2.1. Interview the client and check the quality and packaging of products to be sold.	None	25 minutes	Project Development Officer
	2.2. Conduct of orientation on the PGLU Branding and Labeling Code, use of the I Love La Union logo and other related ordinances.	None	30 minutes	Project Development Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Discuss the terms and conditions, agreements on the services provided by the Pasalubong Center.	None	15 minutes	Project Development Officer
	2.4. Endorse the applicant for final evaluation and approval.	None	10 minutes	Project Development Officer
	2.5. Evaluate the application and products.	None	1 day	LEEIPU Head
	2.6. Inform the applicant through writing, call or text of the approved application.	None	15 minutes	Administrative Aide
3. Proceed to Pasalubong Center for the signing of agreement.	3.1. Discuss and sign the Consignment Agreement with the applicant.	None	10 minutes	LEEIPU Head
	3.2. Notify approved applicants through call or text on their schedule of delivery and number of products to be delivered.	None	10 minutes	Administrative Aide
4. Deliver the products to be sold.	4.1. Check the product and record the delivery through the Delivery Receipt Form once products are delivered	None	30 minutes	Administrative Aide
	4.2. Accomplish two (2) copies of the Delivery Receipt Form, one (1) copy shall be given to the Pasalubong Partner and one (1) copy for the Pasalubong Center for recording.		10 minutes	Administrative Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide
<b>TOTAL</b>		None	1 day, 2 hours and 48 minutes	
<b>B. COLLECTION OF SALES</b>				
1. Proceed to Pasalubong Center for the sales collection.  <i>Note: Client should wait for the notification from the Pasalubong Center staff for the sales collection before proceeding.</i>	1. Accomplish two (2) copies of the Sales Collection Form, one (1) copy shall be given to the Pasalubong Partner and one (1) copy for the Pasalubong Center for recording then pay the supplier afterwards.	None	25 minutes	Project Development Officer
2. Fill-out the Customer Feedback Form and drop/put it at the designated box.	2. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide
<b>TOTAL</b>		None	28 minutes	

## 2. Assistance to Clients (Customers/Buyers of Products)

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

<b>OFFICE OR DIVISION</b>	Local Economic Enterprise & Investment Promotions Unit (LEEIPU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL</b>	Clients/Buyers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the customer logbook and proceed to	1. Assist and attend to queries of clients regarding local products sold at the	None	15 minutes	Administrative Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
product selection to be bought.	PasaLubong Center.			
2. Pay the selected products.	2. Record the products and issue sales receipt upon payment.	Total price of all the products	10 minutes	Administrative Aide
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide
<b>TOTAL</b>		Total price of all the products	28 minutes	

### 3. Submission of Job Vacancies

Employers are encouraged to submit to Public Employment Service Office (PESO) on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information services to job applicants.

<b>OFFICE OR DIVISION</b>	Public Employment Service Office & Department of Labor and Employment			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>New Employer</b> 1. Job vacancies (1 photocopy per job vacancy) 2. Business Permit (1 photocopy) 3. BIR Certificate of Registration (1 photocopy) 4. SEC Registration (1 photocopy) 5. DOLE Registration (1 photocopy)		Provided by the client  Local Government Unit (LGU) Bureau of Internal Revenue (BIR)  Security and Exchange Commission (SEC) Department of Labor and Employment (DOLE)		
<b>Old Employer</b> 1. Job vacancies (1 photocopy per job vacancy)		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit requirements along with the job vacancy.	1. Receive and review the completeness of the documents submitted.  Inform the client that the submitted	None	30 minutes	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	job vacancies will be posted in the bulletin board in front of the office within 30 minutes upon the approval of the PESO Manager.			
2. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	a. Discuss the client the purpose of the Customer Feedback and how to fill-out the form.	None	5 minutes	Administrative Staff
<b>TOTAL</b>		None	35 minutes	

#### 4. 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).

<b>OFFICE OR DIVISION</b>	Public Employment Service Office & Department of Labor and Employment			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter (1 application letter per position)		Prepared by client		
2. Resume (1 resume per position)		Prepared by client		
3. PESO Employment Systems Form/ Applicant's Registration Form		PESO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receive and review the completeness of the documents submitted.	None	30 minutes	Administrative Staff
2. Inform the PESO Staff about the vacancy he/she wants to apply.	2.1. Prepare referral letter.	None	30 minutes	Administrative Staff
	2.2. Sign the referral letter.	None	10 minutes	PESO Manager



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note: If the client has not chosen job vacancy to apply, the proceed to the job posting and select preferred job vacancy to apply.</i>				
3. Receive the signed referral letter.	3. Release the referral letter.	None	10 minutes	Administrative Staff
4. Proceed to the assigned PESO staff after receiving the signed referral letter for employment coaching.	4. Provide employment coaching to job applicant.	None	30 minutes	PESO Manager/ Technical Staff
5. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	5. Discuss the client the purpose of the Customer Feedback and how to fill-out the form.	None	5 minutes	Administrative Staff
<b>TOTAL</b>		None	35 minutes	

### 5. Special Recruitment Activity (SRA)/ Overseas Employment (walk-in and online)

Special Recruitment Activities shall only be conducted at the venue stated in the SRA and under the supervision of duly authorized representatives of the Department of Migrant Workers (DMW) Regional Office or appropriate Local Government Unit.

For online submission, client may send requirements via email at [pglu\\_pesu@launion.gov.ph](mailto:pglu_pesu@launion.gov.ph)/[peso.launion@yahoo.com](mailto:peso.launion@yahoo.com).

<b>OFFICE OR DIVISION</b>	Public Employment Service Office & Department of Labor and Employment	
<b>CLASSIFICATION</b>	Complex	
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen	
<b>WHO MAY AVAIL</b>	Jobseekers, Employers, Migratory Workers, Person with Disabilities (PWDs), Returning Overseas Filipino Workers (OFWs), Displaced Workers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Intent addressed to the Governor		Prepared by client
2. Certificate of License from DMW (1 photocopy)		Department of Migrant Workers (DMW)
3. List of Job Orders (1 photocopy)		Prepared by client
4. Company Profile (1 photocopy)		Prepared by client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1.1. Receive and review the completeness of the documents submitted.	None	30 minutes	Administrative Staff
	1.2. Verify the Department of Migrant Workers (DMW) the legitimacy to operate of the requesting recruitment agency.	None	30 minutes	Administrative Staff
	1.3. Prepare No Objection Certificate (NOC).	None	15 minutes	Administrative Staff
	1.4. Approve the NOC.	None	1 day	Provincial Governor
2. Submit to PESO the approved Special Recruitment Authority (SRA) issued by the DMW.	2. Determine the schedule and the venue of the recruitment activity in PESO.	None	10 minutes	PESO Manager
3. Submit to PESO the updated job vacancies for posting.  <i>Note: Provision of the Job Hiring/ Recruitment Flyers/ Posters or Tarpaulins should be done five (5) days before the scheduled activity.</i>	3. Information dissemination on the schedule of interview and job vacancies on different platforms (bulletin board, social media, LGU PESOs).  <i>Note: Information dissemination of the schedule of interview and job vacancies should be done five (5) days before the scheduled activity.</i>	None	2 days	Administrative Staff
4. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR	4. Discuss the client the purpose of the Customer Feedback and how to fill-out the form.	None	5 minutes	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
code posted for online feedback.				
<b>TOTAL</b>		None	3 days, 1 hour and 30 minutes	

## 6. Local Recruitment Activity (LRA)/ Local Employment (walk-in and online)

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.

For online submission, client may send requirements via email at [pglu\\_pesu@launion.gov.ph](mailto:pglu_pesu@launion.gov.ph)/[peso.launion@yahoo.com](mailto:peso.launion@yahoo.com).

<b>OFFICE OR DIVISION</b>	Public Employment Service Office & Department of Labor and Employment
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	Jobseekers, Employers, Migratory Workers, Person with Disabilities (PWDs), Returning Overseas Filipino Workers (OFWs), Displaced Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job vacancies (1 photocopy per job vacancy)	Prepared by client
2. Business Permit (1 photocopy)	Local Government Unit (LGU)
3. BIR Certificate of Registration (1 photocopy)	Bureau of Internal Revenue (BIR)
4. SEC Registration (1 photocopy)	Security and Exchange Commission (SEC)
5. DOLE Registration (1 photocopy)	Department of Labor and Employment (DOLE)
6. Letter of Intent addressed to the governor	Prepared by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1.1. Receive and review the completeness of the documents submitted.	None	30 minutes	Administrative Staff
	1.2. Prepare No Objection Certificate (NOC).	None	15 minutes	Administrative Staff
	1.3. Approve the NOC.	None	1 day	Provincial Governor
2. Submit to PESO the updated job vacancies for posting.  <i>Note: Provision of the Job Hiring/ Recruitment Flyers/ Posters or Tarpaulins</i>	2.1. Determine the schedule and the venue of the recruitment activity in PESO.	None	10 minutes	PESO Manager
	2.2. Information dissemination on the schedule of interview and job	None	2 days	Administrative Staff





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>should be done five (5) days before the scheduled activity.</i>	vacancies on different platforms (bulletin board, social media, LGU PESOs).  <i>Note: Information dissemination of the schedule of interview and job vacancies should be done five (5) days before the scheduled activity.</i>			
3. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	3. Discuss the client the purpose of the Customer Feedback and how to fill-out the form.	None	5 minutes	Administrative Staff
<b>TOTAL</b>		None	3 days and 1 hour	

## 7. 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.

<b>OFFICE OR DIVISION</b>	Public Employment Service Office & Department of Labor and Employment
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	Students (In-School Youth / Out-of-School Youth) with the following qualifications: 15 – 30 years old <ul style="list-style-type: none"> <li>Enrolled during the present school year/term or during the school year/term immediately preceding the summer vacation (In-School Youth).</li> <li>Drop-out who intend to continue his/her education (Out-of-School Youth).</li> <li>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).</li> <li>Garnered a passing grade during the school year/term attended.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Students Profile Form (1 original copy)	Public Employment Service Office (PESO)
2. Birth Certificate (1 original copy)	Philippine Statistics Authority (PSA)
3. Certification of Grades (1 original copy)	School Registrar
<b>WHERE TO SECURE</b>	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Certificate of Indigency (1 original copy)		Barangay Hall		
5. Income Tax Return (ITR) (for employed parents) (1 original copy)		Bureau of Internal Revenue (BIR)		
6. SPES Application Form (1 original copy)		Public Employment Service Office (PESO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1.1. Receive and review the completeness of the documents submitted.	None	30 minutes	Administrative Staff
	1.2. Assess and evaluate the qualifications of SPES applicants for shortlisting.  <i>Note: Shortlisted SPES applicants will be informed on the schedule of interview.</i>	None	5 days	PESO Manager/ Technical Staff
2. Report to PESO for interview.	2. Interview the shortlisted and qualified SPES applicants.	None	10 minutes	PESO Manager
3. Accomplish the following: • SPES Personal Data Sheet • ID Capture Form • Employment Contract • Oath of Undertaking	3. Prepare and process documents for submission to PGLU and the Department of Labor and Employment.	None	30 minutes	PESO Manager/ Technical Staff
4. Sign SPES Contract	4. Review the signed SPES Contract.	None	1 hour	Administrative Staff
5. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	3. Discuss the client the purpose of the Customer Feedback and how to fill-out the form.	None	5 minutes	Administrative Staff
<b>TOTAL</b>		None	5 days, 2 hours and 15 minutes	

## 8. Jobs Fair

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

<b>OFFICE OR DIVISION</b>	Public Employment Service Office & Department of Labor and Employment			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Jobseekers, Employers, Migratory Workers, Person with Disabilities (PWDs), Returning Overseas Filipino Workers (OFWs), Displaced Workers, Newly Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job vacancies (1 photocopy per job vacancy)		Employer (Local & Overseas)		
2. Jobs Fair Clearance (1 original copy)		Department of Labor and Employment (DOLE)		
3. Jobs Fair Authority for Overseas Recruitment Agencies (1 original copy)		Philippines Overseas Employment Administration (POEA)		
4. Approved & Signed Letter of Invitation to Invited Employers		Office of the Provincial Governor		
5. (1 original copy per participating employer)		Provided by the Jobseeker		
6. PESO Employment Information System (PEIS) Form (1 original copy)		PESO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get the necessary details of the establishment/ employer/ recruitment agency of the chosen job vacancy.	1. Assist the jobseeker/s on the jobs fair procedural flow.	None	15 minutes	Administrative Staff
2. Shall register and fill-out the PEIS Form.	2. Assist the jobseeker/s in the filling-out of the form if needed.	None	15 minutes	Administrative Staff
3. Request a referral slip to be submitter to the employer/ establishment/ recruitment agency for interview.	3. Issue referral slip.	None	5 minutes	Administrative Staff
4. Proceed to the employer/	4. Assist the jobseeker/s in the	None	10 minutes	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
establishment/ recruitment agency table/ booth for interview.	location of the employer/ establishment/ recruitment agency table/ booth in the jobs fair venue.			
5. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	5. Discuss the client the purpose of the Customer Feedback and how to fill-out the form.	None	5 minutes	Administrative Staff
<b>TOTAL</b>		None	50 minutes	

## 9. Employment Coaching

It is an employment assistance program of PESO that aims to guide jobseekers in their career path. The provision of employment coaching to jobseekers is also an avenue for sharing relevant labor market information, trends, and challenges which will guide clients in their job search.

<b>OFFICE OR DIVISION</b>	Public Employment Service Office & Department of Labor and Employment			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to employment coaching.	Provide employment coaching before he/she will be referred to employment.	None	15 minutes	PESO Manager/ Technical Staff
2. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR code posted for online feedback.	2. Discuss the client the purpose of the Customer Feedback and how to fill-out the form.	None	5 minutes	Administrative Staff
<b>TOTAL</b>		None	20 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the PasaLUbong Center or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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) 619-5075.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the PasaLUbong Center.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>Local Economic Enterprise and Investment Promotions Unit (LEEIPU):</b>                      Tel No.: (072) 619-5075                      Email: <a href="mailto:leeipu.launion@gmail.com">leeipu.launion@gmail.com</a>  <a href="mailto:leeipu@launion.gov.ph">leeipu@launion.gov.ph</a></p> <p><b>PESO La Union:</b>                      Tel No. :(072) 242-2467                      Email : <a href="mailto:peso.launion@yahoo.com">peso.launion@yahoo.com</a> / <a href="mailto:peso.launion02@gmail.com">peso.launion02@gmail.com</a></p> <p><b>PGLU Feedback Hotline</b>                      Phone No.: 0966-400-2720                      0949-437-6285</p> <p><b>Office of the Governor</b>                      Tel No.: (072) 242-5550 local 251                      Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b>                      Tel No.: (072) 700-5643                      Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b>                      Tel No.: (02) 8478-5091                      Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President</b>  <b>National Citizens Complaint Hotline</b>                      Tel No.: 8888</p> <p><b>Client should provide the following:</b></p>



FEEDBACK AND COMPLAINTS MECHANISMS	
	<p><b>Name of person being complained:</b>  <b>Incident:</b>  <b>Evidence:</b></p>
<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b>                      Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b>                      Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b>                      Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPG - LEEIPU</b></p>	<p><b>Ms. ANGELA GRACE C. PERALTA</b>                      Provincial Government Assistant Department Head                      Local Economic Enterprise and Investment Promotions Office                      Mabanag Building / La Union Agri-Tourism Center                      Barangay II, City of San Fernando, La Union                      Email: <a href="mailto:leeipu.launion@gmail.com">leeipu.launion@gmail.com</a>  <a href="mailto:leeipu@launion.gov.ph">leeipu@launion.gov.ph</a>                      Tel No.: (072) 619-5075</p> <p><b>Ms. CHARITO C. DATOR</b>                      Public Employment Service Officer                      Public Employment Service Office                      Mabanag Building / La Union Agri-Tourism Center                      Brgy. II, City of San Fernando, La Union                      Email: <a href="mailto:peso.launion@yahoo.com">peso.launion@yahoo.com</a>  <a href="mailto:peso.launion02@gmail.com">peso.launion02@gmail.com</a>  <a href="mailto:pglu_pesu@launion.gov.ph">pglu_pesu@launion.gov.ph</a>                      Tel No.: (072) 242-2467</p> <p><b>Ms. SUNSHINE M. DELA CRUZ</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

Development Management Officer II  
Local Economic Enterprise and Investment Promotions Office  
Mabanag Building / La Union Agri-Tourism Center  
Brgy. II, City of San Fernando, La Union  
Email: [leeipu.launion@gmail.com](mailto:leeipu.launion@gmail.com)  
[leeipu@launion.gov.ph](mailto:leeipu@launion.gov.ph)  
Tel No.: (072) 619-5075

**Mr. ROWELL B. TIMOTEO**  
Labor & Employment Officer III  
Public Employment Service Office  
Mabanag Building / La Union Agri-Tourism Center  
Brgy. II, City of San Fernando, La Union  
Email: [peso.launion@yahoo.com](mailto:peso.launion@yahoo.com)  
[peso.launion02@gmail.com](mailto:peso.launion02@gmail.com)  
[pglu\\_pesu@launion.gov.ph](mailto:pglu_pesu@launion.gov.ph)  
Tel No.: (072) 242-2467



# PROVINCIAL GOVERNMENT ENVIRONMENT AND NATURAL RESOURCES OFFICE

PROVINCIAL GOVERNMENT OF LA UNION





## **EXTERNAL SERVICES**

## 1. Forest Resource Management

The Forest Resource Management Section shall be responsible in the delivery of Forest Management Services to upland farmers, individuals, group of individuals, associations and other stakeholders of the Province of La Union interested in tree farming, agro-forestry technology and other forestry activities that can enhance the productivity of their upland areas, and the protection of the environment.

### A. Provision of Information and Technical Advice to Walk-In Clients

<b>OFFICE OR DIVISION</b>	Provincial Government - Environment and Natural Resources Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Walk-in clients, Local Government Units (LGUs), National Government Agencies (NGAs), Civil Society Organizations (CSOs), Private Individuals/Associations, Schools, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register on the logbook and ask for assistance on the information and technical advice.	1. Provide services and discuss procedures of services availed	None	15 minutes	Technical Staff
2. Fill-out Customer Feedback Form and drop at the designated box.	2. Inform the client on the filling-out of the form.	None	5 minutes	Technical Staff
<b>TOTAL</b>		None	20 minutes	

### B. Provision of Seedlings

<b>OFFICE OR DIVISION</b>	Provincial Government - Environment and Natural Resources Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	LGUS, NGAs, CSOs, Associations, Schools and Interested Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PG-ENRO and pick-up the requested seedlings.  <i>Note: Client must first submit a request</i>	1. Shall release requested seedlings to interested parties.	None	15 minutes	Forester Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
letter addressed to the Governor and wait for the schedule of release before this step. See OPG Citizen's Charter on the Handling of Request Letters for reference.				
2. Fill-out Customer Feedback Form and drop at the designated box.	2. Inform the client on the filling-out of the form.	None	5 minutes	Forester Staff
<b>TOTAL</b>		None	1 hour and 5 minutes	

## 2. Application of New Commercial Sand and Gravel (CSAG) Permit

Any qualified person may apply for a commercial Sand and Gravel Permit with the Provincial Governor through the Provincial Mining Regulatory Board for the extraction, removal and disposition of sand and gravel and other loose or unconsolidated materials which are used in their natural state without undergoing processing covering an area of not more than five (5) hectares for a term of one (1) year from date of issuance thereof, renewable for like period and in such quantities as may be specified in the Permit: 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.

<b>OFFICE OR DIVISION</b>	Provincial Government - Environment and Natural Resources Office
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C – Government to Business
<b>WHO MAY AVAIL</b>	Interested applicant engaged in small quarrying activity/operations, marketing/trading, private or non-government organizations and other stakeholders in the Province of La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) sets each (original and certified photocopy)	
1. Duly accomplished Application Form	To be provided by PG-ENRO
2. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the projects using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by a MGB deputized Geodetic Engineer	To be provided by the End-User
3. Sketch Plan duly prepared, signed and sealed by a MGB deputized Geodetic Engineer	To be provided by the End-User
	To be provided by the End-User





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
e. Field verification report f. Surety Bond of Php 20,000.00 g. DPWH Clearance		To be provided by the End-User Insurance Company DPWH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 5 sets of requirements.	1. Check completeness of requirements and attach Oder Slip.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant
2. Proceed to Office of the Provincial Treasurer – Cash Receipts Unit for payment.	2. Receive payment and issue Official Receipt.	Application Fee: Php 5,000.00 Inspection and Verification Fee: Php 2,000.00	20 minutes	PTO – Cash Receipts Unit Staff
3. Proceed to PG-ENRO and present OR.	3. Endorse the documents to the Mines and Geosciences Bureau (MGB) for area status and clearance.	None	2 days	Supervising Environmental Management Specialist / Environmental Management Specialist II
4. Submit other requirements.	4.1. Review and evaluate the completeness of requirements.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant
	4.2. Conduct of deliberation on Application.  <i>Note: After the deliberation, PG-ENRO staff shall inform the client of the result.</i>	None	1 day	Provincial Mining Regulatory Board/ PG-ENRO
	4.3. Prepare the CSAG Permit and Permit-to-Operate then endorse for	None	45 minutes	Environmental Management Specialist II/Community Development



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Governor's approval.			Officer I/ Community Development Assistant
	4.4. Approval of the CSAG Permit and Permit-to-Operate	None	1 day	Provincial Governor
	4.5. Release CSAG Permit to client and advise to pay permit fee to the PTO- Cash Receipts Unit and seek notary public.	None	30 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II
5. Proceed to PTO-Cash Receipt Unit for payment.  <i>Note: Client shall also proceed to duly authorized Notary Public to notarize the CSAG Permit.</i>	5. Receive payment and issue OR.	Permit Fee: Php 1,500.00 Tax Clearance: Php 100.00	2 hours	PTO-Cash Receipt Unit Staff
6. Proceed to PG-ENRO and present the OR and submit the notarized CSAG Permit.	6. Accept the OR and the Notarized CSAG Permit.	None	20 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II
7. Receive the Permit-to-Operate.	7. Release the Permit-to-Operate.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II
8. Fill out Customer Feedback Form and drop at designated drop box.	8. Provide and instruct Client to accomplish the Customer Feedback Form.	None	5 minutes	Environmental Management Specialist II/Community Development Officer I/



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Community Development Assistant II
	<b>TOTAL</b>	Php 8,600.00	4 days, 2 hours & 30 minutes	

### 3. Application of Renewal Commercial Sand and Gravel (CSAG) Permit

Whereas, Republic Act No. 7942, known as "The Philippine Mining Act of 1995" and its Revised Implementing Rules and Regulation, as amended, provided that Commercial Sand and Gravel (CSAG) Permit shall cover the extraction, removal and disposition of sand and gravel and other loose or unconsolidated materials which are used in their natural state without undergoing processing covering an area of not more than five (5) hectares for a term of one (1) year from date of issuance thereof, renewable for like period and in such quantities as may be specified in the Permit: 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. Applications for renewal of Commercial Sand and Gravel Permit (CSAG) shall be filed within sixty (60) calendar days prior to its expiration date under Provincial Mining Regulatory Board (PMRB) Resolution No. 001 Series of 2018 known as "A Resolution Providing a Fix Term of Commercial Sand and Gravel Permits From January to December of every Year Starting Calendar Year 2018".

<b>OFFICE OR DIVISION</b>	Provincial Government - Environment and Natural Resources Office
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C – Government to Business
<b>WHO MAY AVAIL</b>	Interested applicant engaged in small quarrying activity/operations, marketing/trading, private or non-government organizations and other stakeholders in the Province of La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) sets each (original and certified photocopy)	
1. Duly accomplished Application Form;	From the PG-ENRO
2. Justification for Renewal;	To be prepared by the applicant
3. Audited report of expenditures incurred during the operating period;	To be prepared by a Certified Public Accountant (CPA)
4. One (1) year Work Program duly prepared, signed and sealed by a Mining Engineer / Geologist;	From a Mining Engineer/Geologist- duly accredited by MGB
5. Proof of Payment of Taxes from PTO;	Provincial Treasury
6. Surety Bond Worth of Twenty Thousand Pesos (Php 20,000.00)	Insurance Company
7. Clearance from the Mine Rehabilitation Fund Committee (MRFC);	MRFC
8. Other supporting papers that the PMRB concerned may require or the applicant may submit.	
a. Field Verification Report – (from MGB ROI)	DENR-MGB Regional Office I



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
b. Environmental Compliance Certificate (ECC) c. DPWH Clearance d. MRFC Clearance		DENR-EMB Region I  DPWH MRFC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Acceptance of Application (60 days prior to its expiration date)</b>				
1. Submit 2 sets of requirements.	1. Check completeness of requirements and attach Oder Slip.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant
2. Proceed to Office of the Provincial Treasurer – Cash Receipts Unit for payment.	2. Receive payment and issue Official Receipt.	Application Fee: Php 5,000.00 Inspection/Verification Fee: Php 2,000.00 Tax Clearance: Php 100.00	20 minutes	PTO – Cash Receipts Unit Staff
3. Proceed to PG-ENRO and present OR.	3.1. Review and evaluate the completeness of requirements.	None	35 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant
	3.2. Conduct of deliberation on Renewal Application.  <i>Note: After the deliberation, PG-ENRO staff shall inform the client of the result.</i>	None	1 day	Provincial Mining Regulatory Board/ PG-ENRO
	3.3. Prepare the CSAG Permit and Permit-to-Operate then endorse for Governor's approval.	None	45 minutes	Environmental Management Specialist II/Community Development Officer I/Community





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Development Assistant
	3.4. Approval of the CSAG Permit and Permit-to-Operate	None	1 day	Provincial Governor
	3.5. Release CSAG Permit to client and advise to pay permit fee to the PTO- Cash Receipts Unit and seek notary public.	None	30 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II
4. Proceed to PTO-Cash Receipt Unit for payment.  <i>Note: Client shall also proceed to duly authorized Notary Public to notarize the CSAG Permit.</i>	4. Receive payment and issue OR.	Permit Fee: Php 1,500.00	2 hours	PTO-Cash Receipt Unit Staff
5. Proceed to PG-ENRO and present the OR and submit the notarized CSAG Permit.	5. Accept the OR and the Notarized CSAG Permit.	None	20 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II
6. Receive the Permit-to-Operate.	6. Release the Permit-to-Operate.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II
7. Fill out Customer Feedback Form and drop at designated drop box.	7. Provide and instruct Client to accomplish the Customer Feedback Form.	None	5 minutes	Environmental Management Specialist II/Community Development Officer I/ Community



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Development Assistant II
	<b>TOTAL</b>	Php 8,600.00	2 days, 4 hours & 55 minutes	

#### 4. Application of New Industrial Sand and Gravel (ISAG) Permit

Any qualified person may apply for a 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.

<b>OFFICE OR DIVISION</b>	Provincial Government - Environment and Natural Resources Office
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C – Government to Business
<b>WHO MAY AVAIL</b>	Interested applicant engaged in small quarrying activity/ operations, marketing/ trading, private or non-government organizations and other stakeholders in the Province of La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) sets each (original and certified photocopy)	
1. Duly accomplished Application Form	To be provided by PG-ENRO
2. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the projects using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by a MGB deputized Geodetic Engineer	To be provided by the End-User
3. Sketch Plan duly prepared, signed and sealed by a MGB deputized Geodetic Engineer	To be provided by the End-User
4. Five (5) year Work Program duly prepared, signed and sealed by a Mining Engineer / Geologist	To be provided by the End-User
5. Environmental Protection and Enhancement Program (EPEP) duly prepared, signed and sealed by a Mining Engineer / Geologist;	To be provided by the End-User
6. Initial Environmental Examination (IEE) reports	To be provided by the End-User (To be secured from DENR-EMB Region I)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>7. Proof of Technical Competence including among others, Curriculum vitae, and track records in mining operations and environmental management of the technical personnel who shall undertake the activities in accordance with the submitted five (5) year work program and EPEP</p> <p>8. Proof of financial capability to undertake the activities pursuant to the submitted five (5) year work program such as the following:</p> <p style="padding-left: 20px;">a. For individuals- Copy of Income Tax Return for the preceding years 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 style="padding-left: 20px;">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; and</p> <p>10. Sanggunian Endorsement (at least 2)</p> <p style="padding-left: 20px;">a. Barangay</p> <p style="padding-left: 20px;">b. Municipal</p> <p style="padding-left: 20px;">c. Province</p> <p>11. Other supporting papers that the PMRB concerned may require or the applicant may submit.</p>		<p>To be provided by the End-User</p> <p>To be provided by the End-User</p> <p>To be provided by the End-User</p> <p>To be provided by the End-User</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 5 sets of requirements.	1. Check completeness of requirements and attach Oder Slip.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant
2. Proceed to Office of the Provincial	2. Receive payment and issue Official Receipt.	Application Fee: Php 10,000.00	20 minutes	PTO – Cash Receipts Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Treasurer – Cash Receipts Unit for payment.		Inspection and Verification Fee: Php 5,000.00		
3. Proceed to PG-ENRO and present OR.	3.1. Endorse the documents to the Mines and Geosciences Bureau (MGB) for area status and clearance.	None	2 days	Supervising Environmental Management Specialist / Environmental Management Specialist II
	3.2. Review and evaluate the completeness of requirements.	None	40 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant
	3.3. Conduct of deliberation on Application.  <i>Note: After the deliberation, PG-ENRO staff shall inform the client of the result.</i>	None	1 day	Provincial Mining Regulatory Board/ PG-ENRO
	3.4. Prepare the ISAG Permit and Permit-to-Operate then endorse for Governor's approval.	None	45 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant
	3.5. Approval of the ISAG Permit and Permit-to-Operate	None	1 day	Provincial Governor
	3.6. Release ISAG Permit to client and advise to pay permit fee to the PTO- Cash Receipts Unit and seek notary public.	None	30 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to PTO-Cash Receipt Unit for payment.  <i>Note: Client shall also proceed to duly authorized Notary Public to notarize the ISAG Permit.</i>	4. Receive payment and issue OR.	Permit Fee: Php 10,000.00 Tax Clearance: Php 100.00	2 hours	PTO-Cash Receipt Unit Staff
5. Proceed to PG-ENRO and present the OR and submit the notarized ISAG Permit.	5. Accept the OR and the Notarized ISAG Permit.	None	20 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
6. Receive the Permit-to-Operate.	6. Release the Permit-to-Operate.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
7. Fill out Customer Feedback Form and drop at designated drop box.	7. Provide and instruct Client to accomplish the Customer Feedback Form.	None	5 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
<b>TOTAL</b>		Php 25,100.00	4 days and 5 hours	

## 5. 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.

<b>OFFICE OR DIVISION</b>	Provincial Government - Environment and Natural Resources Office
<b>CLASSIFICATION</b>	Highly Technical



<b>TYPE OF TRANSACTION</b>	G2C – Government to Business			
<b>WHO MAY AVAIL</b>	Interested applicant engaged in small quarrying activity/operations, marketing/trading, private or non-government organizations and other stakeholders in the Province of La Union			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Five (5) sets each (original and certified photocopy)</p> <ol style="list-style-type: none"> <li>1. Duly accomplished Application Form</li> <li>2. Location Map of the applied area showing (geographic coordinates /meridional blocks) and boundaries in relation to major environmental features of the projects using NAMRIA topographic map in a scale of 1:50 000 duly prepared, signed and sealed by a MGB deputized Geodetic Engineer</li> <li>3. Program Works</li> <li>4. Sanggunian Endorsement (at least 2)             <ol style="list-style-type: none"> <li>a. Barangay</li> <li>b. Municipal</li> <li>c. Province</li> </ol> </li> <li>5. Other supporting papers that the PMRB concerned may require or the applicant may submit.             <ol style="list-style-type: none"> <li>a. Monitoring Trust Fund</li> <li>b. Area Verification</li> <li>c. Environmental Compliance Certificate (ECC)</li> <li>d. DPWH Clearance (as needed)</li> </ol> </li> </ol>		<p>To be provided by PG-ENRO To be provided by the End-User</p> <p>To be provided by the End-User To be provided by the End-User</p> <p>To be provided by the End-User DENR-MGB Regional Office DENR-EMB Regional Office</p> <p>DPWH</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 5 sets of requirements.	1. Check completeness of requirements and attach Oder Slip.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant
2. Proceed to Office of the Provincial Treasurer – Cash Receipts Unit for payment.	2. Receive payment and issue Official Receipt.	Application Fee: Php 1000.00 Inspection and Verification Fee: Php1,500.00	20 minutes	PTO – Cash Receipts Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to PG-ENRO and present OR.	3. Endorse the documents to the Mines and Geosciences Bureau (MGB) for area status and clearance.	None	2 days	Supervising Environmental Management Specialist / Environmental Management Specialist II
4. Submit other requirements.	4.1. Review and evaluate the completeness of requirements.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant
	4.2. Conduct of deliberation on Application.  <i>Note: After the deliberation, PG-ENRO staff shall inform the client of the result.</i>	None	1 day	Provincial Mining Regulatory Board/PG-ENRO
	4.3. Prepare the Gratuitous Permit and Permit-to-Operate then endorse for Governor's approval.	None	45 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant
	4.4. Approval of the Gratuitous Permit and Permit-to-Operate	None	1 day	Provincial Governor
	4.5. Release Gratuitous Permit to client and advise to pay permit fee to the PTO- Cash Receipts Unit and seek notary public.	None	30 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
5. Proceed to PTO-Cash Receipt Unit for payment.	5. Receive payment and issue OR.	Permit Fee: Php 1,000.00 Tax Clearance:	2 hours	PTO-Cash Receipt Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note: Client shall also proceed to duly authorized Notary Public to notarize the Gratuitous Permit.</i>		Php 100.00		
6. Proceed to PG-ENRO and present the OR and submit the notarized Gratuitous Permit.	6. Accept the OR and the Notarized Gratuitous Permit.	None	20 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
7. Receive the Permit-to-Operate.	8. Release the Permit-to-Operate.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
9. Fill out Customer Feedback Form and drop at designated drop box.	8. Provide and instruct Client to accomplish the Customer Feedback Form.	None	5 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
<b>TOTAL</b>		Php 3,600.00	4 days,4 hours and 30 minutes	

## 6. Application for the Renewal of 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. The permit may be renewed for a similar period or until such time which may be determined based from field evaluation/assessment on the feasibility of allowing the continuity of pebble picking operations in the area.

<b>OFFICE OR DIVISION</b>	Provincial Government - Environment and Natural Resources Office
<b>CLASSIFICATION</b>	Highly Technical





<b>TYPE OF TRANSACTION</b>	G2C – Government to Business			
<b>WHO MAY AVAIL</b>	Interested applicant engaged in small quarrying activity/ operations, marketing/ trading, private or non-government organizations and other stakeholders in the Province of La Union			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Duly accomplished Application Form;</li> <li>2. Justification for Renewal;</li> <li>3. Certificate of Compliance/Certificate of Good Standing;</li> <li>4. Proof of Payment of Taxes from PTO;</li> <li>5. Surety Bond Worth of Ten Thousand Pesos (Php 10,000.00);</li> <li>6. Mayor's Endorsement;</li> <li>7. Other supporting papers that the PMRB concerned may require or the applicant may submit.                             <ol style="list-style-type: none"> <li>a. Field Verification</li> <li>b. MRFC Clearance</li> </ol> </li> </ol>		Form will be provided by PG-ENRO To be prepared by the applicant To be prepared by the applicant  Provincial Treasury From Insurance Company  Municipal Government of concerned LGU  MGB and PG-ENRO MRFC Committee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 2 sets of requirements.	1. Check completeness of requirements and attach Oder Slip.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant
2. Proceed to Office of the Provincial Treasurer – Cash Receipts Unit for payment.	2. Receive payment and issue Official Receipt.	Application Fee: Php 5,000.00 Inspection/ Verification Fee: Php1,500.00 Tax Clearance: Php 100.00	20 minutes	PTO – Cash Receipts Unit Staff
3. Proceed to PG-ENRO, present OR and submit other requirements.	3.1. Review and evaluate the completeness of requirements.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.2. Conduct of deliberation on Application.</p> <p><i>Note: After the deliberation, PG-ENRO staff shall inform the client of the result.</i></p>	None	1 day	Provincial Mining Regulatory Board/ PG-ENRO
	3.3. Prepare the Special Pebble Permit and Permit-to-Operate then endorse for Governor's approval.	None	45 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant
	3.4. Approval of the Special Pebble Permit and Permit-to-Operate	None	1 day	Provincial Governor
	3.5. Release Special Pebble Permit to client and advise to pay permit fee to the PTO- Cash Receipts Unit and seek notary public.	None	30 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II
<p>4. Proceed to PTO-Cash Receipt Unit for payment.</p> <p><i>Note: Client shall also proceed to duly authorized Notary Public to notarize the Special Pebble Permit.</i></p>	4. Receive payment and issue OR.	Permit Fee: Php 5,000.00	2 hours	PTO-Cash Receipt Unit Staff
5. Proceed to PG-ENRO and present the OR and submit the notarized Special Pebble Permit.	5. Accept the OR and the Notarized Special Pebble Permit.	None	20 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive the Permit-to-Operate.	6. Release the Permit-to-Operate.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
7. Fill out Customer Feedback Form and drop at designated drop box.	7. Provide and instruct Client to accomplish the Customer Feedback Form.	None	5 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
<b>TOTAL</b>		Php 11,600.00	2 days, 4 hours & 30 minutes	

## 7. Application for the Renewal of Quarry Permit

Whereas, Republic Act No. 7942, known as "The Philippine Mining Act of 1995" and its Revised Implementing Rules and Regulation, as amended, provided that Quarry Permit (QP) shall cover 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 application for renewal shall be filled before the expiry date of the Permit; Provided, further, That the Permit Holder has complied with all the terms and conditions of the Permit as provided herein and has not been found guilty of violation of any provision of the Republic Act 7942 and these implementing rules and regulations: Provided, furthermore, 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, finally, That existing Quarry Permits at the effectivity of Department Administrative No. 99-57 under which the production rate is more than fifty thousand (50,000) tons annually and/or whose project cost is more than Ten Million Pesos (Php 10,000,000.00) shall not be renewed but shall be given preferential right to a Mineral Agreement application which shall be evaluated and approved in accordance with Chapter VI hereof and all other applicable provisions of the Act and these implementing rules and regulation.

<b>OFFICE OR DIVISION</b>	Provincial Government - Environment and Natural Resources Office
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C – Government to Business
<b>WHO MAY AVAIL</b>	Interested applicant engaged in small quarrying activity/ operations, marketing/ trading, private or non-government organizations and other stakeholders in the Province of La Union



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Two (2) sets each (original and certified photocopy)</p> <ol style="list-style-type: none"> <li>Duly accomplished Application Form</li> <li>Proof of payment of Taxes from PTO</li> <li>Surety Bond of Twenty Thousand Pesos (Php 20,000)</li> <li>Justification for Renewal</li> <li>Audited Report of expenditures incurred during the operations period</li> <li>Comprehensive and validated technical report on the outcome of the operations, including their environmental effects duly prepared, signed and sealed by a licenses Mining Engineer or Geologist</li> <li>Five (5) year Work Program duly prepared, signed and sealed by a Mining Engineer/Geologist</li> <li>Environmental Protection and Enhancement Program (EPEP) duly prepared, signed and sealed by a Mining Engineer/Geologist</li> <li>Updated Barangay Resolution and Sagguniang Bayan Municipal Resolution</li> <li>Environmental Compliance Certificate (ECC)- for any amended</li> <li>Area Status and Clearance (MGB regional Office) – if the area is amended</li> <li>Other supporting papers that the PMRB concerned may require the applicant to submit                             <ol style="list-style-type: none"> <li>Updated DPWH Clearance</li> <li>MRFC Clearance</li> <li>Field Verification Report</li> </ol> </li> </ol>	<p>Form will be provided by PG-ENRO Provincial Treasury From Insurance Company</p> <p>To be prepared by the applicant To be prepared by a Certified Public Accountant</p> <p>To be prepared by the permit holder</p> <p>From a Mining Engineer/Geologist- duly accredited by MGB</p> <p>From a Mining Engineer/Geologist- duly accredited by MGB</p> <p>Municipal Sangguniang Bayan</p> <p>DENR-EMB Region 1</p> <p>DENR-MGB Regional Office</p> <p>DPWH MRFC Committee MGB &amp; PG-ENRO</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 sets of requirements.	1. Check completeness of requirements and attach Oder Slip.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/ Community Development Assistant
2. Proceed to Office of the Provincial Treasurer – Cash Receipts Unit for payment.	2. Receive payment and issue Official Receipt.	Application Fee: Php 10,000.00 Inspection/ Verification Fee:	20 minutes	PTO – Cash Receipts Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Php 5,000.00 Tax Clearance: Php 100.00		
3. Proceed to PG-ENRO, present OR and submit other requirements.	3.1. Review and evaluate the completeness of requirements.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant
	3.2. Conduct of deliberation on Application.  <i>Note: After the deliberation, PG-ENRO staff shall inform the client of the result.</i>	None	1 day	Provincial Mining Regulatory Board/PG-ENRO
	3.3. Prepare the Quarry Permit and Permit-to-Operate then endorse for Governor's approval.	None	45 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant
	3.4. Approval of the Quarry Permit and Permit-to-Operate	None	1 day	Provincial Governor
	3.5. Release Quarry Permit to client and advise to pay permit fee to the PTO- Cash Receipts Unit and seek notary public.	None	30 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
4. Proceed to PTO-Cash Receipt Unit for payment.  <i>Note: Client shall also proceed to duly authorized Notary</i>	4. Receive payment and issue OR.	Permit Fee: Php 10,000.00	2 hours	PTO-Cash Receipt Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Public to notarize the Quarry Permit.</i>				
5. Proceed to PG-ENRO and present the OR and submit the notarized Quarry Permit.	5. Accept the OR and the Notarized Quarry Permit.	None	20 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
6. Receive the Permit-to-Operate.	6. Release the Permit-to-Operate.	None	10 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
7. Fill out Customer Feedback Form and drop at designated drop box.	7. Provide and instruct Client to accomplish the Customer Feedback Form.	None	5 minutes	Environmental Management Specialist II/Community Development Officer I/Community Development Assistant II
<b>TOTAL</b>		Php 25,100.00	2 days, 4 hours and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located near the entrance door of the PG-ENRO.
<b>How is feedback processed?</b>	<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 seven (7) working 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. 284.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located near the entrance door of the PG-ENRO.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PG-ENRO</b></p>	<p><b>ANALYN ROSARIO-VALDEZ</b> Provincial Government Assistant Department Head Old SP Building, Guererro Road, City of San Fernando, La Union Tel. No.: (072) 242-5550 local 284 Email : pglu_enru@launion.gov.ph</p>
<p><b>Procedure for complaints regarding permits.</b></p>	<p>All complaints shall be tackled during the Provincial Mining and Regulatory Board (PMRB).</p> <p>Written complaints may send to the PMRB Chairman Director Carlos A. Tayag of the Mines and Geosciences Bureau- Department of Environment and Natural Resources (MGB-DENR) and PMRB Co-Chair Hon. Governor Raphaele Veronica Ortega-David of the Provincial Government of La Union (PGLU). Also, if issue pertaining to the Environmental Compliance Certificate (ECC), they may write letter of complaint to DENR Regional Executive Director Atty. Crizaldy M. Barcelo through DENR EMB Director Ma. Dorica Naz-Hipe.</p> <p>A joint inspection team (PMRB Technical Secretariat) in coordination with LGU will investigate/ inspect the complaints filed. Reports shall be given to complainants copy furnished PMRB and LGU concerned.</p>



## FEEDBACK AND COMPLAINTS MECHANISMS

### Contact details:

#### **DIRECTOR CARLOS A. TAYAG**

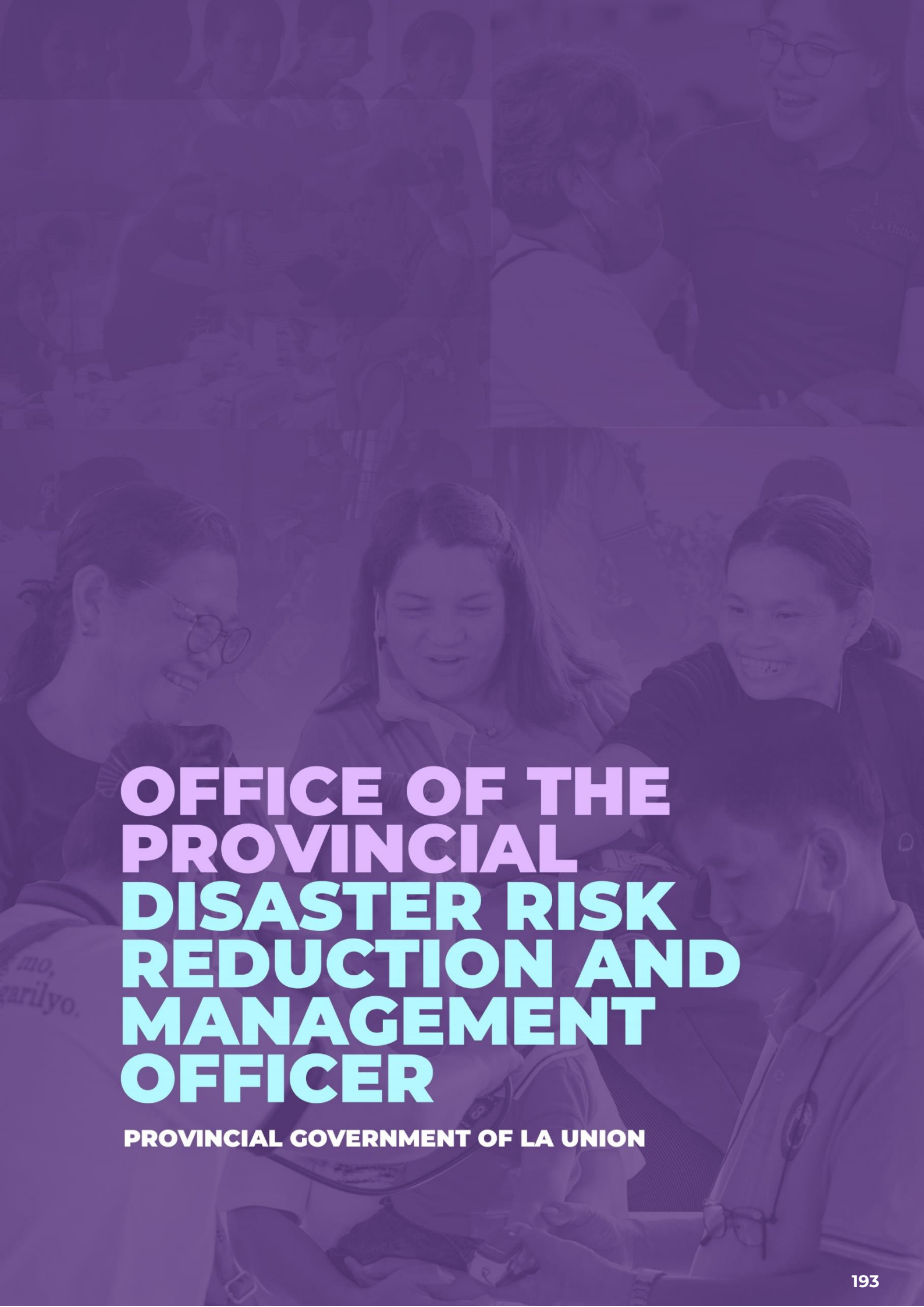
MGB-DENR Region 1  
Government Center, Sevilla, City of San Fernando, La Union  
(072) 607-2686  
0778518505/ 09999732730  
[region1@mgb.gov.ph](mailto:region1@mgb.gov.ph)

#### **RED ATTY. CRIZALDY M. BARCELO**

DENR Region I  
Government Center, Sevilla, City of San Fernando, La Union  
(072) 888-3833  
[r1r@denr.gov.ph](mailto:r1r@denr.gov.ph)

#### **DIRECTOR MA. DORICA NAZ-HIPE**

DENR-EMB 1  
Government Center, Sevilla, City of San Fernando, La Union  
(072) 700-2449  
[embdenr1@yahoo.com](mailto:embdenr1@yahoo.com)



# **OFFICE OF THE PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICER**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**



## 1. Ambulance Transport Assistance Outside La Union

Focuses on catering individuals with non-life-threatening medical cases that require ambulance assistance in order to avoid aggravation of illness or injury.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Disaster Risk Reduction Management Officer			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All Residents of La Union			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Proceed to PDRRMO for the verification of the receipt of the request letter.</p> <p><i>Note: Client must first submit a request letter to the Office of the Governor and wait for the notification from the PDRRMO. See OPG Citizen's Charter for Handling of Request Letter for your reference.</i></p>	<p>1. Receive and review the endorsed request letter with the prescribed attachment/s, for review and confirmation. Endorse the same to the Warning and Dispatch Unit chief for coordination.</p>	None	5 minutes	Administrative Staff/ Receiving Clerk
<p>2. Proceed with the interview.</p> <p><i>Note: Client may coordinate to the PDRRMO thru <a href="tel:0998-961-1519">0998-961-1519</a> to follow-up the request.</i></p>	<p>2.1. Interview the client regarding the medical condition of the patient that needs to be transferred.</p>	None	10 minutes	Warning and Dispatch Unit Chief
	<p>2.2. Processing of the request.</p> <p><i>Note: The processing involves the checking of the necessary logistical requirements, the approval of the PDRRM Officer and notification to the requestor.</i></p>	None	2 days	Operations and Logistics Unit Chief/ PDRRM Officer/ Warning and Dispatch Unit Chief
	<p>2.3. Execute the ambulance transport assistance.</p>	None	1 day	Emergency Response Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Emergency Response Unit
<b>TOTAL</b>		None	3 days and 18 minutes	

## 2. Data Request

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Disaster Risk Reduction Management Officer
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter addressed to PDRRM Officer (1 copy) Active email address	Provided by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter.  <i>Note: For email submission, client may submit at <a href="mailto:pglu_pdrmo@Launion.gov.ph">pglu_pdrmo@Launion.gov.ph</a>. For clients who submitted to the Office of the Governor, client should wait for the notification from PDRRMO of the said request.</i>	1.1. Receive and review the request letter then endorse to the PDRRM Officer for review and approval.	None	5 minutes	Administrative and Financial Unit Staff
	1.2. Review and approve the request and endorse to the concerned unit.	None	5 minutes	PDRRM Officer
2. Proceed to interview.	1.3. Interview the client and inform that the requested data will be sent via email.	None	10 minutes	Administrative and Financial Unit Staff
	1.4. Coordinate with the concerned unit on the availability of the requested data.	None	1 hour	Administrative and Financial Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the data and fill-out the e-file of customer feedback then email it back.	3. Release the requested data via email with the e-file of customer feedback.	None	5 minutes	Administrative and Financial Unit Staff
<b>TOTAL</b>		None	1 hour and 25 minutes	

### 3. Request of Borrowing Tools/Equipment for Rescue and Training

Request to borrow rescue tools and equipment from offices and individuals in need, to enhance their trainings programs, facilitate disaster operations and support-related services.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Disaster Risk Reduction Management Officer
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
Borrower's Slip Borrower's Identification Card (1 photocopy)	PDRRMO Provided by the client
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>HANDLING OF THE REQUEST AND RELEASING OF THE EQUIPMENT/TOOLS</b>				
1. Coordinate with PDRRMO for the requested tool/equipment.  <i>Note: Client must first submit a request letter to the Office of the Governor and wait for the notification from the PDRRMO. See OPG Citizen's Charter for Handling of Request Letter for your reference.</i>	1. Processing of the request.  <i>Note: The processing involves the checking and preparation of the requested tool/equipment, the approval of the PDRRM Officer and notification to the requestor.</i>	None	2 days	Operations and Logistic Unit Chief/ PDRRM Officer
2. Proceed to PDRRMO and submit the accomplished Borrower's Form with the attached photocopy of	2. Review the submitted form and provide photocopy to the client.	None	10 minutes	Logistics Section Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the borrower's ID.				
3. Pick-up the requested rescue tool/equipment.	3. Test, record and release the borrowed tool/equipment.	None	1 hour	Logistics Section Staff
<b>TOTAL</b>		None	2 days, 1 hour and 10 minutes	
RETURNING OF THE BORROWED EQUIPMENT/TOOLS				
1. Return the borrowed equipment/tools.	<p>1.1 Inspect and test the returned equipment/tools.</p> <p><i>Note: If the returned equipment/tool is damaged or not functioning, the borrower shall shoulder the replacement or repair of the damage.</i></p> <p>1.2 When the equipment is properly working, the borrower will sign the logbook as proof that the equipment has been returned.</p>	None	1 hour	Logistics Section Staff
2. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	1. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Logistics Section Staff
<b>TOTAL</b>		None	1 hour and 3 minutes	

#### 4. Request for Training Assistance

Request for trainings on Disaster Risk Reduction and Management.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Disaster Risk Reduction Management Officer		
<b>CLASSIFICATION</b>	Simple		
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government		
<b>WHO MAY AVAIL</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Training Request Form		PDRRMO – Training and Capacity Unit	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>HANDLING OF THE REQUEST AND RELEASING OF THE EQUIPMENT/TOOLS</b>				
1. Coordinate with PDRRMO for the training assistance.  <i>Note: Client must first submit a request letter to the Office of the Governor and wait for the notification from the PDRRMO. See OPG Citizen's Charter for Handling of Request Letter for your reference.</i>	1. Processing of the request.  <i>Note: The processing involves the evaluation and checking of necessary logistics requirements and notification to the requestor.</i>	None	2 days	Training and Capacity Unit Chief/ PDRRM Officer
2. Proceed to PDRRMO and submit the accomplished Training Request Form.	2. Review the submitted form and finalize the schedule of the training with the client.	None	10 minutes	Training and Capacity Unit Staff
3. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	2. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Training and Capacity Unit Staff
<b>TOTAL</b>		None	2 days and 13 minutes	

## 5. 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:

- Medical
- Security
- Rescue
- Fire

This service is limited to emergency calls only. Under no circumstance that illegitimate calls will be accommodated for it will only prevent La Union 911 PSAP from dealing with real emergencies.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Disaster Risk Reduction Management Officer
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business 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. Dial 911. Notify the 911 dispatcher the type of incident/emergency assistance needed and provide all necessary information.	The dispatcher will get all the necessary information of the emergency of a general case: <ul style="list-style-type: none"> <li>• location of the incident</li> <li>• nature of the incident/emergency</li> <li>• name of the caller</li> <li>• no. of patient at the scene</li> <li>• status of the patient (conscious/unconscious or stable/unstable)</li> </ul>	None	5 minutes	911 ETC
	Prepare necessary logistics and dispatch the team for the incident.	None	10 minutes	911 ETC
<b>TOTAL</b>		None	15 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the PDRRMO entrance or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 0998-996-3126.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the PDRRMO entrance.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PDRRMO:</b> Contact number :0998-996-3126 - Admin and Financial Unit Email : <a href="mailto:pglu_pdrmo@launion.gov.ph">pglu_pdrmo@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PDRRMO</b></p>	<p><b>MR. AURELIANO F. RULLODA</b> Provincial Disaster Risk Reduction and Management Officer Brgy. Sevilla LUPOS-EOC, City of Fernando, La Union e-mail: <a href="mailto:pglu_pdrmo@launion.gov.ph">pglu_pdrmo@launion.gov.ph</a> Tel No.: 0998-996-3126</p> <p><b>MR. ALVIN A. CRUZ</b> Assistant Provincial Disaster Risk Reduction and Management Officer Brgy. Sevilla LUPOS-EOC, City of Fernando, La Union e-mail: <a href="mailto:pglu_pdrmo@launion.gov.ph">pglu_pdrmo@launion.gov.ph</a> Tel No.: 0998-996-3126</p> <p><b>MR. DAVID KEN F. SALAMANCA</b> Local Disaster Risk Reduction and Management Officer II Brgy. Sevilla LUPOS-EOC, City of Fernando, La Union e-mail: <a href="mailto:pglu_pdrmo@launion.gov.ph">pglu_pdrmo@launion.gov.ph</a></p>



# **OFFICE OF THE PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICER**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**



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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Social Welfare and Development Officer (PSWDO)			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Individuals/ Families in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>One (1) Copy of the Following:</b></p> <p><b>For Medical Assistance</b></p> <ol style="list-style-type: none"> <li>1. General Intake Sheet (GIS) – Original</li> <li>2. Medical Certificate/ Medical Abstract</li> <li>3. Statement of Account</li> <li>4. Photocopy of 1 valid identification card</li> <li>5. Client Request Letter to the Governor</li> </ol> <p><b>For Burial Assistance</b></p> <ol style="list-style-type: none"> <li>1. General Intake Sheet (GIS) – Original</li> <li>2. Death Certificate (Certified True Copy)</li> <li>3. Funeral Contract/ Statement of Account</li> <li>4. Photocopy of 1 valid identification card</li> <li>5. Client Request Letter to the Governor</li> </ol> <p><b>For Enhanced Access to Golden Existence</b></p> <ol style="list-style-type: none"> <li>1. General Intake Sheet (GIS) – Original</li> <li>2. Death Certificate (Certified True Copy)</li> <li>3. Funeral Contract/ Statement of Account</li> <li>4. Photocopy of 1 valid identification card</li> <li>5. Client Request Letter to the Governor</li> </ol> <p><b>For Fire Victim</b></p> <ol style="list-style-type: none"> <li>1. General Intake Sheet (GIS) – Original</li> <li>2. Fire Incident Report (Original)</li> <li>3. Picture of the damaged house</li> <li>4. Photocopy of 1 valid identification card</li> <li>5. Client Request Letter to the Governor</li> </ol>		<p>Municipal Social Welfare and Development Office Medical Doctors/ Hospitals or Rural Health Units Hospitals or Rural Health Units</p> <p>Municipal Social Welfare and Development Office Local Registrar's Office Funeral Parlor</p> <p>Municipal Social Welfare and Development Office Local Registrar's Office Funeral Parlor</p> <p>Municipal Social Welfare and Development Office Bureau of Fire Protection</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the guard for registration on the logbook.	1. Assist the client on the registration.	None	3 minutes	Guard on Duty
2. Submit the documents.	2. Receive and review the submitted documents.	None	3 minutes	Administrative Aide IV
3. Proceed to interview.	3.1. Conduct interview with the	None	1 day	Laborer I/ Social Welfare



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>client and review the assessment made by the Municipal Social Welfare and Development Officer.</p> <p><i>Note: PSWDO Staff shall conduct home visit to the client if needed.</i></p>			Assistant/ Social Welfare Officer II or I
	3.2. Prepare GIS.	None	30 minutes	Laborer I/ Social Welfare Assistant
	3.3. Review the GIS.	None	10 minutes	Social Welfare Officer I/II/III
	3.4. Sign and endorse the GIS to the Office of the Governor for approval.	None	10 minutes	Provincial Social Welfare and Development Officer
	3.5. Approve the GIS.	None	1 day	Provincial Governor
	3.6. Prepare financial documents.	None	30 minutes	Laborer I
	3.7. Route the financial documents to concerned offices.	None	17 days	Laborer I
	3.8. Inform the client to proceed to the PTO Cash Unit for the release of the financial assistance.	None	5 minutes	Laborer I
4. Receive the financial assistance.	4. Release the financial assistance and instruct the client on how to encash the check in Landbank.	None	10 minutes	PTO – Cash Unit Staff
5. Fill-out the Customer Feedback Form and drop it at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Laborer I
	<b>TOTAL</b>	None	19 days, 1 hour and 44 minutes	



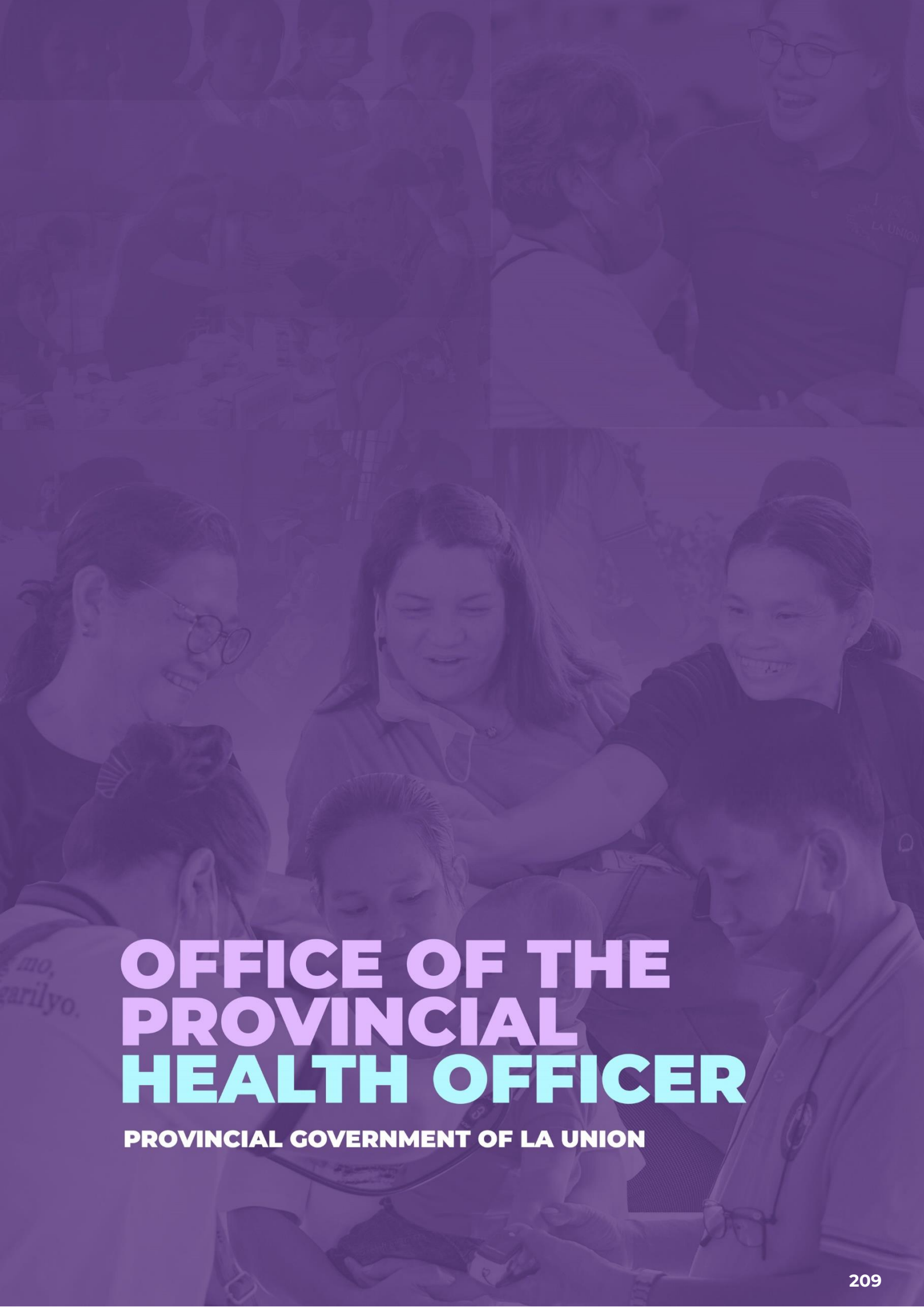
FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the PSWDO Assistance Desk or scan the QR code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 240.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the PSWDO Assistance Desk.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PSWDO:</b> Tel No. : (072) 242 5550 loc. 240 Email : <a href="mailto:pglu_pswdo@launion.gov.ph">pglu_pswdo@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>





## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b>                  Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PSWDO</b></p>	<p><b>MR. RANILO P. IPAC, RSW, MPM</b>                  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 240</p> <p><b>MR. EDGAR V. GAMER</b>                  Administrative Officer V                  Guerrero Road, City of San Fernando, La Union                  e-mail: pglu_pswdo@launion.gov.ph                  Tel No.: (072) 242-5550 local 240</p> <p><b>Ms. ZENAIDA D. SELLEM, RSW</b>                  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 240</p>



# OFFICE OF THE PROVINCIAL HEALTH OFFICER

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**



## 1. Provision of Technical Assistance to Hospitals and Public Health

Technical Assistance to Hospitals and Public Health is a procedure that connects groups to knowledge and resources that address requirements and give support throughout the stages of a community improvement endeavor. Participation in this process can improve competences and specialized knowledge while also increasing a group's ability to influence change. Over time, the process of delivering Technical Assistance protects and supports hospitals and local governments as they develop, implement, assess, and sustain initiatives to make a difference. When groups participate in this process, they are building their own capacity to learn, practice, and then execute effective prevention strategies.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	District Hospitals and Municipal/ City Health Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 original Copy)		Provided by the End-User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of request letter.	1.1. Keep track of incoming request letter requests and submit them for approval to the PHO II.	None	2 minutes	Administrative Aide I
	1.2. Approval and notation of further instruction.	None	3 minutes	Provincial Health Officer II
	1.3. Endorsement to Concerned Program Coordinator.	None	3 minutes	Administrative Aide I
	1.4. Coordination to the concerned LGU/ Hospitals.	None	20 minutes	Program Coordinator
2. Attendance to the requested Technical Assistance.	2. Conduct technical assistance as scheduled. Instruct participants to accomplish Customer Feedback Form at the end of the program.	None	1 day	Program Coordinator
<b>TOTAL</b>		None	1 day and 28 minutes	



## 2. Case Investigation and Event-Based Surveillance and Response

The coordinated and rapid collection of information regarding events that pose a potential risk to public health is known as event-based surveillance. Rumors and other ad hoc reports can be conveyed through formal routes (e.g., established routine reporting procedures) and informal channels (e.g., media, health workers, and nongovernmental organization reports). Information obtained by event-based surveillance should be quickly analyzed for the danger to public health and appropriately responded to.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	District Hospitals and Municipal/ City Health Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ESR Report/ Weekly Notifiable Disease Report (1 copy)		Provided by the End-User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit ESR Report/ Weekly Notifiable Disease Report.	1. Record the submitted report and conduct planning session with concerned RHUs.	None	25 minutes	PESU Point Person
2. Attendance to the requested Technical Assistance.	2. Proceed to the case investigation and provide feedback to the LCE and MHO. Instruct participants to accomplish Customer Feedback Form at the end of the case investigation.	None	7 hours	PESU Point Person
<b>TOTAL</b>		None	7 hours and 25 minutes	

## 3. Health Education and Promotion Activities

The Provincial Health Office provides Health Education and Promotion Activities to engage and empower individuals and communities to select healthy habits and make changes that minimize the risk of developing chronic diseases and other morbidities. Health education is the development of individual, group, institutional, community, and systemic initiatives to enhance health knowledge, attitudes, skills, and behavior. The goal of health education is to favorably affect individuals' and communities' health behaviors, as well as the living and working situations that influence their health.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen



<b>WHO MAY AVAIL</b>	Government, Private Hospitals and Agencies, Municipal/ City Health Office, Clinics, and Walk-In Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 original copy)		Prepared by the End-User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter.	1.1. Receive and record the request letter. 1.2. Approve and notate for other instruction. 1.3. Forward request to Health Education Promotion Officer (HEPO) II or concerned program coordinator.	None None None	3 minutes 5 minutes 2 minutes	Administrative Aide I Provincial Health Officer II Administrative Aide I
2. Attend the scheduled Health Education and Promotion Activity.	2. Conduct information dissemination and health education activities.	None	5 hours	HEPO II/ Program Coordinator
3. Accomplish the Customer Feedback.	3. Provide and instruct participants to accomplish the customer feedback.  <i>Note: The program coordinator/ concerned staff shall conduct follow-up activities when necessary for knowledge and skills assessment.</i>	None	5 minutes	HEPO II/ Program Coordinator
<b>TOTAL</b>		None	5 hours and 15 minutes	

#### 4. Logistic Management and Distribution Process

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. Distribution of logistics aims to reduce transportation, storage, product availability, and order processing costs. By optimizing these costs, the Provincial Health Office can achieve more structured, faster, time-efficient, and sustainable delivery.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer
<b>CLASSIFICATION</b>	Simple



<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All PGLU Departments, District Hospitals, Municipal/ City Health Office, Non-Government Agencies, and Walk-In Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issuance Slip (1 original copy)		Provincial Health Officer Warehouse/ Pharmacy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter.	1. Prepare the allocation of supplies and other logistics and inform concerned recipients using the Requisition and Issuance Slip (RIS).	None	5 minutes	Pharmacist II
	2. Approve and sign the RIS prior distribution.	None	15 minutes	Provincial Health Officer II
2. Receive medicines.	2. Distribute the supply as per approved RIS and record releases of medicines/ logistics.  <i>Note: For scheduled pick-up of medicines, Pharmacist need to request from the client the approved RIS.</i>	None	1 hour and 20 minutes	Pharmacist II
3. Accomplish the Customer Feedback.	3. Instruct patient to accomplish customer feedback report.	None	5 minutes	Pharmacist II
<b>TOTAL</b>		None	1 hour and 45 minutes	

#### 4.1. Distribution of Medicines to Walk-in Patients

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer		
<b>CLASSIFICATION</b>	Simple		
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2C – Government to Citizen		
<b>WHO MAY AVAIL</b>	All PGLU Employees and Walk-In Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Prescription (1 original copy)		Prepared by Patient's Physician/ PGLU Physician/ PHO-Pharmacy	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	1.1. Receive, record, and endorse prescription for approval.	None	10 minutes	Pharmacist II
	1.2. Approve and sign request of medicines.	None	5 minutes	Provincial Health Officer II
	1.3. Receive the approve request and instruct/ assist patient to proceed in the PHO Warehouse/ Pharmacy/ Clinic.	None	15 minutes	Pharmacist II
2. Receiving of prescribed medicines.	2. Provide prescribed medications and instructions for proper use.	None	15 minutes	Pharmacist II
3. Accomplish the Customer Feedback.	3. Instruct patient to accomplish customer feedback report.	None	5 minutes	Pharmacist II
<b>TOTAL</b>		None	50 minutes	

## 5. Conduct of Medical and Dental Mission

The Medical and Dental Missions are held in geographically isolated and disadvantaged areas around the province. The program covers free medical and dental services as well as free medications for all patients. This activity provides equitable, efficient, and effective health care services by conducting medical and dental missions in collaboration with local government units, non-governmental organizations, civic groups, religious organizations, and other government agencies as initiated and approved by management.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Municipal/ City Health Office, District Hospitals, and GIDA-Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Records (1 copy) 2. Dental Records Form (1 copy) 3. PhilHealth Form (1 copy) 4. Risk Assessment Form (1 copy) 5. Prescription (1 copy)		PHO- Medical and Dental Mission Team (All requirements)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide patient information in the registration area.	1. Fill-out the Patient's Records including patient's vital signs.	None	10 minutes	Nurse





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to admission.	2. Conduct comprehensive assessment.	None	10 minutes	Nurse
3. Proceed to diagnostic examination.	3. Provide laboratory services.	None	15 minutes	Medical Technologist
4. Proceed to consultation proper.	4. Conduct consultation and issue prescription/s. Refer patients needing further evaluation and management.	None	20 minutes	Physician
5. Proceed to dental consultation and treatment proper.	5. Conduct dental examination, consultation, treatment proper, issuance of prescription/s.	None	20 minutes	Dentist
6. Receive prescribed medicines.	6. Provide prescribed medications and instructions for proper use.	None	5 minutes	Pharmacist
7. Accomplish the Customer Feedback.	7. Instruct patient to accomplish customer feedback and collect afterwards.	None	5 minutes	Pharmacist/ Data Encoder
<b>TOTAL</b>		None	1 hour and 25 minutes	

## 6. Process in the PGLU Clinic (Consultation and Vaccination)

An on-site medical clinic (PGLU Clinic) is a supplementary service for valued workers and walk-in clients that provides an extra degree of safety and health services such as first-aid, immunizations, and follow-up treatment for work and non-job-related injuries and illnesses.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All PGLU Employees and Walk-in Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Records (1 copy)	2. Vaccination Form (1 copy)	3. Vaccination Card (for 2 <sup>nd</sup> dose or succeeding dose patients)	PHO-PGLU Clinic PHO-PGLU Clinic Provided by the end-user	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Provide patient information in the registration area.	1. Fill-out the Patient's Records including patient's vital signs.	None	10 minutes	Nurse
2. Proceed to consultation proper.	<b>For consultation:</b> 2. Conduct consultation and issue prescription/s.  <i>Note: Refer patients needing further evaluation and management.</i>	None	20 minutes	Physician
	<b>For vaccination:</b> 2. Shall administer vaccine pursuant to prescribed dosage and mode of injection.	None	5 minutes	Nurse
3. Receive of prescribed medicines.	3. Provide prescribed medications and instructions for proper use.	None	5 minutes	Pharmacist
4. Accomplish the Customer Feedback.	4. Give and instruct patient to accomplish customer feedback form.	None	5 minutes	Pharmacist
<b>TOTAL</b>		None	45 minutes	

## 7. Issuance of Medical Certificate

A medical certificate is an official document issued by a licensed medical professional that states your overall health. The integrated results are founded on facts and genuine findings from rigorous laboratory investigations and diagnostic testing. This document also shows whether or not you are physically fit.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All PGLU Employees and Walk-in Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Records (1 copy)		PHO-PGLU Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Provide patient information in the registration area.	1. Fill-out the Patient's Records including patient's vital signs.	None	10 minutes	Nurse
2. Proceed to consultation proper.	2. Conduct consultation and issue prescription/s.  <i>Note: Refer patients needing further evaluation and management.</i>	None	20 minutes	Physician
3. Request for Medical Certificate.	3.1. Prepare medical certificate. 3.2. Review and approve medical certificate.	None	15 minutes 5 minutes	Nurse Physician
4. Receive medical certificate.	4. Issue medical certificate.	None	3 minutes	Nurse
5. Accomplish the Customer Feedback.	5. Instruct patient to accomplish customer feedback form.	None	5 minutes	Nurse
<b>TOTAL</b>		None	58 minutes	

## 8. Processing for Pre-Marriage Counseling

Premarital counseling assists in identifying essential beliefs, setting realistic expectations for marriage, planning, and deciding how your lives will be integrated. Premarital counseling might assist you in developing a deeper understanding of your partner.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Would-Be-Couple			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage Expectation Inventory Form (1 copy)		PHO Program Coordinator/ Population Program Worker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit the Marriage Expectation Inventory Form (MEIF).	1. Receive and review the accomplished MEIF and notify would-be-couple on the schedule of counseling.	None	10 minutes	Program Coordinator/ Population Worker Officer
2. Proceed to consultation proper.	2. Conduct counseling to the WBC and issue Pre-Marriage	None	2 hours	Accredited Counselor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Counseling Certificate.			
3. Accomplish the Customer Feedback.	3. Provide Customer Feedback Form.	None	5 minutes	Program Coordinator/ Population Worker Officer
<b>TOTAL</b>		None	2 hours and 15 minutes	

## 9. KATROPA and Adolescent Health Youth Development Program

KATROPA is open to all men aged 15 and up, single or married, with the goal of educating them on the roles of men in raising their families and how they may aid the community. This is also a strategy to get more males involved in responsible parenting and family planning. The Adolescent Health and Youth Development (AHYD) program focuses on improving the health of young people aged 10 to 19, as well as providing educational and skill-building workshops and activities to assist them in safely navigating adolescence and into adulthood.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Health Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Male 15 years old and above, Husband/Father, Adolescent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the KATROPA Lecture.	1. Conduct of KATROPA lecture proper and focus group discussion.  <i>Note: Program Coordinator shall distribute customer feedback form to participants after the conduct of lecture.</i>	None	1 day	Program Coordinator/ Population Worker Officer
<b>TOTAL</b>		None	1 day	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the PHO Assistance Desk or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the PHO Assistance Desk.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PHO:</b> Tel No.: (072) 607-2633 Email: <a href="mailto:pglu_pho@launion.gov.ph">pglu_pho@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President</b> National Citizens Complaint Hotline Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b>                  Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b>                  Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PHO</b></p>	<p><b>DR. EDUARDO S. POSADAS</b>                  Provincial Health Officer II                  LUTDLC, Guerrero Road                  City of San Fernando, La Union                  e-mail: <a href="mailto:pglu_pho@launion.gov.ph">pglu_pho@launion.gov.ph</a>                  Tel No.: (072) 607-2633</p> <p><b>JOCELYN G. MANGIBIN, RN, MDA</b>                  Supervising Administrative Officer                  LUTDLC, Guerrero Road                  City of San Fernando, La Union                  e-mail: <a href="mailto:pglu_pho@launion.gov.ph">pglu_pho@launion.gov.ph</a>                  Tel No.: (072) 607-2633</p> <p><b>EMILY M. LAROYA, RM, RN</b>                  Nurse IV                  LUTDLC, Guerrero Road                  City of San Fernando, La Union                  e-mail: <a href="mailto:pglu_pho@launion.gov.ph">pglu_pho@launion.gov.ph</a>                  Tel No.: (072) 607-2633</p>



## FEEDBACK AND COMPLAINTS MECHANISMS

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# **OFFICE OF THE PROVINCIAL GOVERNOR - PROVINCIAL JAIL**

**PROVINCIAL GOVERNMENT OF LA UNION**





## **EXTERNAL SERVICES**



## 1. Issuance of Certificate of Detention

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

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Provincial Jail			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PDL, family of PDL, legal counsel, PNP, or other lawful agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written Request		La Union Provincial Jail Administrative Unit		
2. Original 2 Government Issued Identification Card		Government Agencies		
3. Certificate of Detention Request Form		La Union Provincial Jail Administrative Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook and submit the accomplished requirements.	1.1. Receive and review the completeness of the received documents.	None	3 minutes	Administrative Staff
	1.2. Verify PDL records on the Detainees Information System.	None	20 minutes	Administrative Officer/ Records Officer
	1.3. Prepare and endorse the approval of Certificate of Detention.	None	10 minutes	Administrative Officer/ Records Officer
	1.4. Approve Certificate of Detention.	None	5 minutes	Provincial Warden/ Assistant Warden
2. Receive the Certificate of Detention.	2. Release the signed Certificate of Detention.	None	3 minutes	Administrative Officer/ Records Officer
3. Fill-out the Customer Feedback Form and drop/put it at the LUPJ Assistance Desk.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Officer/ Records Officer
<b>TOTAL</b>		None	44 minutes	



## 2. Handling of Visitors

Stringent security measures are being implemented during scheduled visiting days of the La Union Provincial Jail. Standard Operating Procedures (SOP) are properly implemented to ensure safety and prevent the possible entry of contraband inside the facility.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Provincial Jail			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Friends or immediate family of PDL, legal counsel, religious sectors and other lawful agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2 Government Issued Identification Card		Government Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook and present ID.	1. Validate ID, interview, stamp the visitor and explain the process.	None	3 minutes	Shift-in-Charge/ Sergeant of the Guards
2. Submit self for inspection of personal belongings.  <i>Note: During Saturdays and Sundays, visitors shall attend the briefing on the conduct of strip body search and undergo the procedure.</i>	2. Search and inspect the personal belongings of visitor or any item intended to the PDL and check the presence of contraband.  <i>Note: Contraband items voluntarily surrendered before entry will be temporarily kept at the Information Desk and to be returned after the termination of the visit.</i>	None	15 minutes	Shift-in-Charge/ Sergeant of the Guards (Lady Guard for Female Visitor/ Male Guard for Male Visitor)
4. Proceed to the visitor's area.  <i>Note: During Saturdays and Sundays, visitors are allowed to enter the detention cell of the PDL to be visited for 7 hours.</i>	4. 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
5. Proceed to exit and present stamp for verification.	5. Log the time out of the visitor	None	2 minutes	Shift-in-Charge/ Sergeant of the Guards



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Fill-out the Customer Feedback Form and drop/put it at the LUPJ Assistance Desk.	6. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Shift-in-Charge/ Sergeant of the Guards
<b>TOTAL</b>		None	33 minutes	

### 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 intended under Republic Act no. 10592.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Provincial Jail
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	PDL, National Sentenced Prisoner, Court

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written Request	LUPJ Administrative Unit
2. GCTA Request Form	LUPJ Administrative Unit
3. 2 Government Issued Identification Cards	Government Agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook and submit the accomplished requirements.	1.1. Receive and review the completeness of the received documents.	None	3 minutes	Administrative Staff
	1.2. Verify the PDL behavior based on the Daily Monitoring Sheet.	None	5 minutes	Administrative Officer/ Records Officer
	1.3. Prepare the overall computation of GCTA points earned.	None	25 minutes	Administrative Officer/ Records Officer
	1.4. Cause the approval and signature of GCTA Resolution/ Certificate of the Management, Selection and Evaluation Committee (MSEC). <i>Note: MSEC members are the Provincial</i>	None	1 hour	MSEC Members



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Warden, Chief of Parole and Probation Officer, Provincial Social Welfare Officer, and Assistant Provincial Warden.</i>			
2. Receive the GCTA Resolution/ Certificate.	2. Release/ Issue FCTA Resolution/ Certificate to requesting party.	None	2 minutes	Administrative Staff
3. Fill-out the Customer Feedback Form and drop/put it at the LUPJ Assistance Desk.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Staff
<b>TOTAL</b>		None	1 hour and 38 minutes	

#### 4. Receiving Incoming PDL

Systematic procedure in releasing PDL.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Provincial Jail			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Family or legal counsel of PDL due for release; PDL due for release			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copies of the following: 1. Release Order issued by concerned court 2. Certificate of Non-Pending Case/ Court Clearance 3. Medical Certificate		Concerned courts  Government Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook and submit pertinent documents.	1.1. Validate the ID presented, interview visitor and explain the process of releasing PDL.	None	3 minutes	Shift in Charge/ Sergeant of the Guards
	1.2. Review and process documents for the release of PDL.	None	5 minutes	Administrative Staff
	1.3. Prepare Certificate of Discharge and/or PDL Property Receipt.	None	15 minutes	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Conduct physical assessment and evaluation of the PDL.	None	10 minutes	Jail Nurse
	1.5. Approve and sign the Certificate of Discharge.	None	10 minutes	Provincial Warden/ Assistant Provincial Warden
	1.6. Final counseling of PDL.	None	10 minutes	Shift in Charge/ Sergeant of the Guards
2. Receive the Certificate of Detention and affix signature.  <i>Note: Affixing signature signifies that the PDL is received in good physical condition.</i>	2. Log the details needed and release the PDL.	None	10 minutes	Shift in Charge/ Sergeant of the Guards/ Acting Records Officer
3. Fill-out the Customer Feedback Form and drop/put it at the LUPJ Assistance Desk.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Shift in Charge/ Sergeant of the Guards/ Acting Records Officer
<b>TOTAL</b>		None	1 hour and 6 minutes	



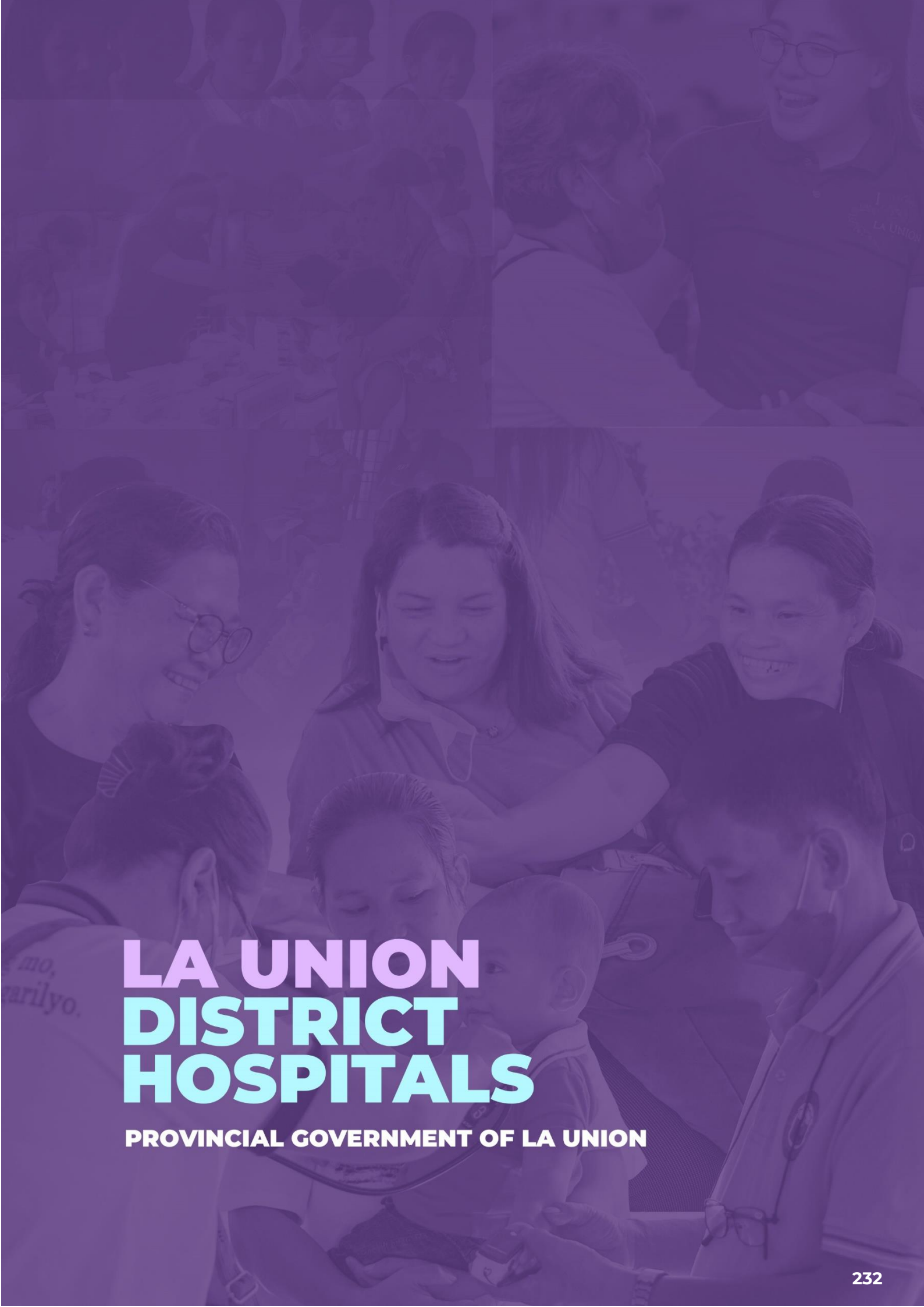
FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the LUPJ Assistance Desk.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the Tourist Assistance Desk.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>La Union Provincial Jail (LUPJ):</b> Tel No. : (072) 700-5720 Email: <a href="mailto:pglu_lupj@launion.gov.ph">pglu_lupj@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of LUPJ</b></p>	<p><b>CELSO L. PANG-OT</b> OIC – Provincial Warden Brgy. Pias, City of San Fernando, La Union Email: <a href="mailto:pglu_lupj@launion.gov.ph">pglu_lupj@launion.gov.ph</a> Tel No.: (072) 700-5720</p> <p><b>ESTRELLA M. FOLLOSCO</b> Administrative Officer I Brgy. Pias, City of San Fernando, La Union Email: <a href="mailto:pglu_lupj@launion.gov.ph">pglu_lupj@launion.gov.ph</a> Tel No.: (072) 700-5720</p>





# LA UNION DISTRICT HOSPITALS

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**



## 1. Animal Bite Treatment Center

Animal Bite Treatment Centers (ABTC)- are health facilities owned and operated by the district hospitals, providing Post-Exposure Prophylaxis (PEP) to rabies exposures in accordance with the DOH recommended management protocol. The La Union District Hospitals Rabies Prevention and Control Program aims to prevent and control rabies infection by providing and promoting accessible vaccines, along with rabies education and awareness to the public.

### LIST OF PAYABLES

ITEM	AMOUNT
Disposable Syringe w/ needle 1ml/ 3ml	Php 10.00/piece
Injection Fee	Php 50.00/injection
OPD Consultation Fee	Php 100.00
Consultation Fee on Saturdays, Sundays and Holidays	Php 150.00
ATS/TT	Refer to DOH Drug Price Reference Index
ABTC (Animal Bite)	PHIC Package

*Note on medicine fees: a mark-up of thirty percent (30%) or more from the procurement price, with consideration to the prevailing rate in the province, but should not exceed the ceiling price set forth by the National Government or the Department of Health (DOH) shall apply to all pharmaceuticals.*

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All patients with animal bite cases except snake bites			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination Card		District Hospitals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. NEW CASE</b>				
1. Proceed to Triage Area.	1.1. Classify patient if new case or follow-up and accomplish ABTC Patient Record and provide feedback form to patient.  <i>Note: For follow-up patient, refer to Follow-Up (vaccination) process.</i>	None	10 minutes	Nurse/ Nursing Attendant/ Security Guard/ Utility Worker



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Wash and disinfect patient's wound.	None	10 minutes	Nurse/ Nursing Attendant
	1.3. Gather patient record, take patient's vital signs, assess patients for PEP/ PrEP management and record all history and pertinent physical examination.	None	16 minutes	Nurse/ Nursing Attendant
2. Proceed to consultation area.	2. Record and explain the management plan to patient and/or relatives including admission and referral then provide prescription.	None	20 minutes	Doctor-on-Duty
3. Proceed to vaccination proper.	3. Conduct vaccination and educate patients, relatives, and pet owner on Responsible Pet Ownership and provide related IEC materials; record the given vaccine on the RER and issue the patients PEP card, prescription, and charge slip.	None	1 hour	Nurse/ Nursing Attendant
4. Purchase prescribed medicine.	4. Receive prescription and issue the medicine/s and charge slip.	None	10 minutes	Pharmacist
5. Proceed to cashier payment.	5. Receive the payment and issue official receipt.  <i>Note: For patient acquiring financial assistance. Process on Medical Social Welfare Unit on</i>	Refer to List of Payables Above	12 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>processing of assistance shall be followed.</i></p> <p><i>For patient acquiring Philhealth benefits (for category III cases) shall follow the Philhealth processing procedures.</i></p>			
6. Proceed to pharmacy and receive prescribed medicines.	6. Dispense the prescribed medicines and provide special instruction.	None	7 minutes	Pharmacist
7. Fill-out the Customer Feedback Form and drop/put it at the designated box.	7. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Cashier/ Pharmacist
<b>TOTAL</b>		Refer to List of Payables Above	2 hours and 28 minutes	
<b>FOLLOW-UP (Vaccination)</b>				
1. Proceed to vaccination proper.	1. Conduct vaccination and educate patients, relatives, and pet owner on Responsible Pet Ownership and provide related IEC materials; record the given vaccine on the RER and issue the patients PEP card and charge slip.	None	35 minutes	Nurse/ Nursing Attendant
2. Proceed to cashier for payment.	2. Receive the payment and issue official receipt.	Refer to List of Payables Above	10 minutes	Cashier
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Cashier/ Pharmacist
<b>TOTAL</b>		Refer to List of Payables Above	48 minutes	

## 2. Emergency Department

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage Area.	1. Classify patient based on urgency, communicable or non-communicable.	None	5 minutes	Nurse/ Nursing Attendant/ Security Guard/ Utility Worker
2. Give complaint.	2. Determine the nature of the case. Patient's profile shall be created based on the assessment and shall be referred to Medical Officer on duty.	None	15 minutes	ER Nurse/ Nursing Attendant
3. Undergo physical examination.  <i>Note: Processing time for normal cases takes 20 minutes. For trauma case, 2 hours and 20 minutes.</i>	3. Examine/ assess patient's condition and administer emergency care.  <i>Note: Request ancillary procedures to patient if necessary.</i>  <i>Note: For trauma case, the patient shall be observed and referred to PhilHealth section to check PHIC eligibility.</i>	None	2 hours and 20 minutes	Medical Officer/ Nurse/ Nursing Attendant
4. Proceed to cashier for payment of bills.  <i>Note: For patient admission, refer to admission service. For transfer, refer to ambulance service.</i>	4. Receive payment and issue Official Receipt.	Refer to District Hospital Fees and User Charges on pages 271-275	15 minutes	Cashier/ Cash Clerk
5. Fill-out the Customer	5. Instruct the patient to fill-out the	None	3 minutes	Cashier/ ER Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Feedback Form and drop/put it at the designated box.	customer feedback form and drop at the designated box.			
<b>TOTAL</b>		Refer to District Hospital Fees and User Charges on pages 271-275	2 hours and 58 minutes	

### 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.

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OPD Number		Triage Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area.	1. Classify patient based on urgency, communicable or non-communicable.  <i>Note: Distribution of OPD Number.</i>	None	5 minutes	Nurse/ Nursing Attendant/ Security Guard/ Utility Worker
2. Proceed to OPD and present registration form.	2. Retrieve patient's chart and oversee OPD Number distribution and chart retrieval.  <i>Note: If patient is "new", create new chart.</i>	None	15 minutes	Medical Records Clerk
3. Present him/herself to OPD Nurse.	3. Record chief complaint and take vital signs.	None	10 minutes	OPD Nurse
4. Undergo initial assessment.	4. Determine the priority of patient's treatment based on the severity of conditions and refer	None	5 minutes	OPD Nurse/ Nursing Attendant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to appropriate medical service needed.			
5. Undergo physical examination.	Examine/ assess patient's condition and conduct the consultation proper.  <i>Note: Request ancillary procedures to patient if necessary.</i>	None	1 hour	Medical Officer III/ Medical Specialist
6. Proceed to hospital pharmacy and purchase prescribe medicine.	6. Receive prescription and issue the medicine/s and charge slip.	None	10 minutes	Pharmacist
7. Proceed to cashier for payment of bills.  <i>Note: For patient admission, refer to admission service. For transfer, refer to ambulance service.</i>	7. Receive payment and issue Official Receipt.	Refer to District Hospital Fees and User Charges on pages 271-275	15 minutes	Cashier/ Cash Clerk
8. Fill-out the Customer Feedback Form and drop/put it at the designated box.	8. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Cashier/ ER Nurse
<b>TOTAL</b>		Refer to District Hospital Fees and User Charges on pages 271-275	2 hours and 3 minutes	

#### 4. Admission

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

<b>OFFICE OR DIVISION</b>	La Union District Hospitals
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	All





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consent for Admission 2. Notice of Admission 3. Member Data Record 4. PMRF 5. Philhealth ID 6. Birth Certificate 7. Marriage Contract 8. 2 Valid Government ID/Barangay Certification		ER ER End User Billing Office End User PSA/LCR PSA/LCR End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient relative/ watcher shall submit the patient for admission.	1.1. Secure consent for admission and ask for room of choice.	None	2 minutes	ER Nurse/ Nursing Attendants
	1.2. Make admitting order.	None	30 minutes	Medical Specialist/ Resident on Duty
	1.3. Carry out admitting orders.	None	1 hour	ER Nurse
2. Proceed to Billing Office and submit PhilHealth requirements.  <i>Note: If patient is not PHIC member or dependent, patient relative/ watcher shall proceed to social welfare officer for assessment.</i>	2.1. Verify the member's eligibility.  <i>Note: For PHIC non-member and non-dependent patient, Social Welfare Officer shall instruct patient relative/ watcher to submit the notice of submission to Billing Office.</i>	None	50 minutes	PhilHealth/ Billing Clerk
	2.2. Notify the ward nurse/ nursing attendant on duty then transport the patient to ward/ room.	None	10 minutes	ER Nurse/ Utility Worker
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	PhilHealth/ Billing Clerk
<b>TOTAL</b>		None	2 hours and 35 minutes	

## 5. In-Patient Services

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

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive medicines and other services.	1.1. Provide nursing services.	None	15 minutes	Ward Nurse/ Nursing Attendant
	1.2. Conduct daily round and monitor/ visit patients.  <i>Note: Refer to Medical Officer on duty if necessary.</i>	None	10 minutes	Resident on Duty/ Ward Nurse/ Nursing Attendant
	1.3. Give health education and instruct patient/watcher to fill-out in-patient survey form.	None	8 minutes	Ward Nurse/ Nursing Attendant
	1.4. Prepare patient chart and forward to different departments for discharge clearance.  <i>Note: Facilitate return of unused medicines to pharmacy.</i>	None	1 hour	Ward Nurse/ Nursing Attendant
2. Proceed to Billing Office for Statement of Account.	2. Instructs relative/watcher to go to the Billing Section and pay corresponding bills at the Cashier.	None	10 minutes	PhilHealth/ Billing Clerk
3. Proceed to the Cashier and pay hospital bill.	3. Issue Official Receipt.	Refer to District Hospital Fees and User Charges on	10 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		pages 271-275		
4. Proceed to pharmacy and get medicines.	4.1. Give discharge instructions/referrals as necessary, hand over unconsumed medicines and issue discharge clearance.	None	7 minutes	Ward Nurse/ Nursing Attendant
	4.2. Assist patient for discharge and update patient's chart.	None	10 minutes	Ward Nurse/ Nursing Attendant/ Utility Worker
5. Fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Ward Nurse/ Nursing Attendant
<b>TOTAL</b>		Refer to District Hospital Fees and User Charges on pages 271-275	2 hours and 35 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.

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form (e.g. HIV Conselling Form, NTP Request, etc.)		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to laboratory with accomplished form.	1. Receive and review the completeness of filled-out form, interview the patient, prepares materials for	None	17 minutes	Medical Technologist/ Laboratory Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	specimen collection and extract blood.			
2. Collect specimen required for the test/s and submit afterwards.	2. Collect the specimen and label accordingly.	None	15 minutes	Medical Technologist/ Laboratory Aide
3. Proceed to the Cashier and pay laboratory fee.	3.1. Issue Official Receipt.	Refer to Laboratory Charges below	15 minutes	Cashier
	3.2. Conduct of the laboratory testing/examination.	None	Refer to the Test Turn Around Time on the next page for reference	Medical Technologist/ Laboratory Aide
	3.3. Inform the client once the result is ready for pick-up.	None	5 minutes	Medical Technologist/ Laboratory Aide
4. Present the Official Receipt or Charge Slip and receive the test results.	4. Validate the Official Receipt or Charge Slip and release the test results.	None	3 minutes	Medical Technologist/ Laboratory Aide
6. Fill-out the Customer Feedback Form and drop/put it at the designated box.	6. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Technologist/ Laboratory Aide
<b>TOTAL</b>		Refer to Laboratory Charges below	1 hour and 3 minutes + Refer to Test Turn Around Time below	

### LABORATORY CHARGES

TEST	FEE
<b>HEMATOLOGY</b>	
Blood Typing ABO Typing	75.00
RH Typing	75.00
Complete Blood Count (CBC) Automated/Manual	240.00
Clotting Time (CT)	80.00
Bleeding Time (BT)	80.00

TEST	FEE
ESR-Erythrocyte Sedimentation Rate	200.00
Hemoglobin	100.00
Hematocrit	80.00
WBC-White Blood Cell Count	100.00
Red Blood Cell Count	100.00
Blood Indices	150.00
Platelet Count	120.00
Differential Count	100.00
Protime	450.00
APTT-Activated Partial Thromboplastin Time	500.00
Blood Morphology (PBS)	350.00
BSM- Blood Smear for Malaria	200.00
Direct Antiglobulin Test (DAT)	350.00
<b>CLINICAL MICROSCOPY</b>	
Urinalysis	120.00
Urine Bile	50.00
Urine Sugar	50.00
Urine Protein	50.00
Urine Pregnancy Test	180.00
Serum Pregnancy Test	250.00
FOBT-Fecal Occult Blood Test	200.00
Fecalysis	100.00
<b>CLINICAL CHEMISTRY</b>	
FBS-Fasting Blood Sugar	200.00
RBS-Ramdom Blood Sugar	200.00
Hemoglucofest/CBG	120.00
OGTT 75g	600.00
Total Cholesterol	200.00
Lipid Profile (LP)w/ LDL,VLDL,CHD, Risk Factor	850.00
Triglycerides	250.00
HDL-High Density Lipoprotein	300.00
BUN-Blood Urea Nitrogen	200.00
BUA-Blood Uric Acid	200.00
Creatinine	250.00



TEST	FEE
Aspartate Aminotransferase (AST/SGOT)	200.00
Alanine Amino Transferase (ALT/SGPT)	200.00
Na, K, Cl-Sodium, Potassium, Chloride	700.00
Na, K, Cl, iCa-Sodium, Potassium, Chloride, Ionized Calcium	1,400.00
TPAG-(Total Protein, Albumin,Globulin )	400.00
Sodium	250.00
Potassium	250.00
Chloride	250.00
Total Protein	250.00
Albumin	200.00
Total Bilirubin, B1, B2	500.00
HbA1C	1,200.00
Alkaline Phosphatase (ALP)	400.00
Phosphorus	300.00
Magnesium	300.00
Ionized Calcium	800.00
<b>IMMUNOHEMATOLOGY</b>	
Crossmatching (Coomb's Method)	600.00
<b>SEROLOGY/ IMMUNOLOGY</b>	
ASO Titer- Anti-Streptolysin O (Qualitative Test)	300.00
ASO Titer- Anti-Streptolysin O (Quantitative Test)	750.00
Widal Test	350.00
Hepatitis A (HAV IgI/IgM) Rapid Test	600.00
Dengue Duo (IgG/igM and NSI) Rapid Test	1000.00
Dengue NS1Ag Rapid Test	500.00
Leptospira Rapid Test	1000.00
HBsAG-Hepatitis B Surface Antigen Rapid	300.00
Syphilis Rapid Test	300.00
Salmonella Typhi Rapid Test	600.00
fT3-Free T3 (tri-iodothyronine)	600.00
fT4-Free T4 (Thyroxine)	600.00
TSH-Thyroid Stimulating Hormone	700.00
PSA-Prostate Specific Antigen	1,200.00



TEST	FEE
Reactive Protein (CRP) Quantitative Test	650.00
Reactive Protein (CRP) Qualitative Test	300.00
<b>MICROBIOLOGY</b>	
AFB-Acid Fast Bacillus Staining / Slide	150.00
Gram Staining (G/S)	200.00
KOH-Potassium Hydroxide Mount	150.00
<b>HISTOPATHOLOGY</b>	
Pap's Smear/slide (processing fee)	250.00
<b>OTHERS</b>	
Extraction Fee (for send-outs)	100.00
Duplicate Copy for results/page	20.00
Sterile Urine Bottle	50.00
Whole Blood	1,800.00
Packed Red Blood Cells (PRBC)	1,500.00
Platelet Concentrate	1,000.00
Fresh Frozen Plasma	1,000.00
COVID-19 Antigen Test	500.00
Swabbing Fee (RT-PCR)	300.00
Blood Transfusion Fee	500.00
Nursing Fee	200/ day
Maintenance Fee	200.00
Administrative Service Fee	200.00
Laboratory Service Fee	200/ day

### LABORATORY TEST TURN-AROUND TIME

TEST	TURN AROUND TIME
<b>HEMATOLOGY</b>	
Complete Blood Count (CBC)	30 minutes
Hemoglobin	30 minutes
Hematocrit	30 minutes
White Blood Cell Count	30 minutes
Differential Count	30 minutes
Platelet Count	30 minutes
Clotting Time	20 minutes

TEST	TURN AROUND TIME
Bleeding Time	20 minutes
ABO Typing & Rh Typing (Forward)	20 minutes
ABO Typing & Rh Typing (Reverse)	50 minutes
Rh Typing Test for Weak D	1 hour, 30 minutes
Erythrocyte Sedimentation Rate (ESR)	1 hour, 30 minutes
Red Blood Cell Count	30 minutes
Blood Indices	30 minutes
Prothrombin time/INR	1 hour
Activated Partial Thromboplastin Time (aPTT)	1 hour
<b>SEROLOGY</b>	
Hepatitis B Surface Antigen (HBsAg) Screening Test	1 hour, 30 minutes
Hepatitis A (HAV IgG/IgM) Screening Test	1 hour, 30 minutes
<i>Salmonella typhi</i> Antibody Screening Test	1 hour, 30 minutes
Dengue Fever Screening Test	1 hour, 30 minutes
Leptospira Rapid Test	1 hour, 30 minutes
ASO Titer (Qualitative)	1 hour, 30 minutes
ASO Titer (Quantitative)	1 hour, 30 minutes
Widal Agglutination Test	1 hour, 30 minutes
HIV Screening Test	1 hour, 30 minutes
Syphilis Rapid Test	1 hour, 30 minutes
<b>BLOOD BANKING</b>	
Crossmatching	2 hours, 30 minutes /blood unit
Direct Antiglobulin Test	2 hours
<b>CLINICAL CHEMISTRY</b>	
Fasting Blood Sugar (FBS)	3 hours
Random Blood Sugar (RBS)	3 hours
HemoglucoTest (Hgt)	10 minutes
Glycated Hemoglobin (HbA1c)	1 hour
Blood Uric Acid (BUA)	3 hours
Blood Urea Nitrogen (BUN)	3 hours
Creatinine	3 hours
Total Cholesterol	3 hours
Triglyceride	3 hours
Lipid Profile	3 hours



TEST	TURN AROUND TIME
Aspartate Aminotransferase (AST/SGOT)	3 hours
Alanine Aminotransferase (ALT/SGPT)	3 hours
Alkaline Phosphatase (ALP)	3 hours
Sodium	3 hours
Potassium	3 hours
Chloride	3 hours
Ionized Calcium	3 hours
Magnesium	3 hours
Total Protein	3 hours
Albumin	3 hours
TPAG	3 hours
Phosphorus (P)	3 hours
TB, B1, B2	3 hours
<b>CLINICAL MICROSCOPY</b>	
Urinalysis	1 hour
Fecalalysis	30 minutes
Occult Blood	30 minutes
Urine Pregnancy Test	30 minutes
Serum Pregnancy Test	1 hour
<b>MICROBIOLOGY</b>	
Gram Staining (G/S)	4 hours/slide
Acid-Fast Staining	4 hours, 30 min minutes /slide
Sputum Microscopy (PTB)	1 day
Skin Slit Smear Microscopy (Leprosy)	1 day
Potassium Hydroxide (KOH) Mount	30 minutes
<b>OTHERS</b>	
Troponin I (Quantitative)	1 hour, 30 minutes
Newborn Screening	3 weeks
COVID Rapid Antigen Test	1 hour
COVID RT-PCR	3 days
Sputum GenExpert	3 days



## 7. Health Information Management Unit (Medical Records)

Provision of a quality management of medical records.

### A. Issuance of Medical, Medico-Legal Certificate and Clinical Abstract

#### LIST OF PAYABLES

ITEM	AMOUNT
Medical Certificate/ Medico-Legal	Php 150.00
Clinical Abstract	Php 200.00
Duplicate Copies of Laboratory/ X-Ray/ Ultrasound Results	Php 30.00

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Medico-Legal:</b> Written request for medico-legal certificate  <b>For Representatives receiving the Medical Certificate/Medico-legal/ Clinical Abstract:</b> Authorization letter from patient Valid government IDs for patient and relative		Chief of Police or authorities signed by the Head of Agency of Barangay   End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished request of medical records.	1.1. Interview patient and retrieve OPD chart/ medico-legal chart/ admission chart and seek clearance from Attending Physician.	None	17 minutes	Medical Records Officer/ Clerk
	1.2. Prepare 2 copies of Clinical Abstract, Medical, Medico-Legal Certificates and issue charge slip.	None	1 hour	Medical Records Officer/ Clerk
2. Proceed to the cashier and pay the corresponding fee.	2. Issue Official Receipt.	Refer to List of Payables Above	5 minutes	Cashier
3. Present Official Receipt/ Charge Slip.	3.1. Validate Official Receipt/ Charge Slip then	None	5 minutes	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forward the certificate and medical records to the physician for review and signature.			
	3.2. Review and sign the certificate.	None	30 minutes	Physician
	3.3. Affix hospital dry seal on the certificate and record the certificates on the registry.	None	5 minutes	Medical Records Officer/ Clerk
4. Receive the certificate and sign the logbook.	4. Release the certificate.	None	2 minutes	Medical Records Officer/ Clerk
5. Fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Records Officer/ Clerk
<b>TOTAL</b>		Refer to List of Payables Above	2 hours and 7 minutes	

## B. Preparation and Issuance of Birth Certificate

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate Draft Form		Health Information Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Birth Certificate Draft Form.	1. Transcribe the data from the form into the official form (4 copies) and forwards the same to the parent for review.	None	10 minutes	Medical Records Officer/ Clerk
2. Review and sign official birth certificate and	2.1. Receive the submitted birth certificate and forward to the	None	5 minutes	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit afterwards.	Attending Physician for signature.			
	2.2. Sign the official birth certificate and forward to Medical Records Officer/ Clerk.	None	5 days	Medical Officer/ Attending Physician
	2.3. Prepare charge slip and issue to the client.	None	5 minutes	Medical Records Officer/ Clerk
3. Proceed to the cashier and pay the corresponding fee.  <i>Note: If unable to pay, proceed to the Social Welfare Officer. Fee for NBB/ indigent patient is free.</i>	3. Receive payment and issue Official Receipt.	Php 150.00	2 minutes	Cashier
4. Present Official Receipt and receive the original Birth Certificate then sign the birth registry.	4. Validate the Official Receipt and release the Birth Certificate.	None	2 minutes	Medical Records Officer/ Clerk
5. Fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Records Officer/ Clerk
<b>TOTAL</b>		Php 150.00	5 days and 27 minutes	

### C. Issuance of Death Certificate

<b>OFFICE OR DIVISION</b>	La Union District Hospitals	
<b>CLASSIFICATION</b>	Complex	
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen	
<b>WHO MAY AVAIL</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Death Certificate Draft Form		Health Information Management Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to interview and answer pertinent questions.	1.1. Interview and determine the nearest relation to the deceased and forward the medical records of the deceased patient to the attending physician.	None	5 minutes	Nurse on Duty
	1.2. Complete diagnosis (immediate cause of death, underlying cause and others)	None	30 minutes	Attending Physician
	1.3. Check completeness of data entry and forward Death Certificate draft form to the Health Information Management Unit.	None	2 minutes	Nurse on Duty
2. Submit accomplished Death Certificate Draft Form.	2. Transcribe the data from the form into the official form (4 copies) and forwards the same to the client for review.	None	10 minutes	Medical Records Officer/ Clerk
3. Review and sign official death certificate and submit afterwards.	1.1. Receive the submitted death certificate and forward to the Attending Physician for signature.	None	5 minutes	Medical Records Officer/ Clerk
	1.2. Sign the official death certificate and forward to Medical Records Officer/ Clerk.	None	5 days	Medical Officer/ Attending Physician
	1.3. Prepare charge slip and issue to the client.	None	5 minutes	Medical Records Officer/ Clerk
3. Proceed to the cashier and pay the	3. Receive payment and issue Official Receipt.	Php 150.00	2 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>corresponding fee.</p> <p><i>Note: If unable to pay, proceed to the Social Welfare Officer.</i></p>				
4. Present Official Receipt and receive the original Death Certificate then sign the logbook.	4. Validate the Official Receipt and release the Death Certificate then advise the client to register the Death Certificate at the Local Civil Registrar.	None	2 minutes	Medical Records Officer/ Clerk
5. Fill-out the Customer Feedback Form and drop/put it at the designated box.	5. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Records Officer/ Clerk
<b>TOTAL</b>		Php 150.00	5 days, 1 hour and 4 minutes	

#### D. Release of Clinical Information to Insurance and Other Agency Verifier

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business Entity			
<b>WHO MAY AVAIL</b>	Insurance Company and Other Agency Verifier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Records Form  <b>For insurance purposes:</b> Waiver/ Authorization Letter/ Company ID		HIMU  Insurance Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clinical Information and submit requirements.	1.1. Interview the client and establish the identity of the insurance verifier and other agency and authenticate signature on the waiver.	None	12 minutes	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Retrieve requested Medical Records and endorse to Attending Physician for approval of release.	None	10 minutes	Medical Records Officer/ Clerk
	1.3. Review the Medical Records and approve for release.	None	5 days	Attending Physician
	1.4. Prepare the charge slip and advise insurance verifier to pay the fees to the cashier.	None	10 minutes	Medical Records Officer/ Clerk
2. Proceed to the cashier and pay the corresponding fee.	2. Receive payment and issue Official Receipt.	Medical Certificate = Php 150.00  Duplicate Copies of Laboratory/ X-Ray/ Ultrasound Result = Php 30.00	10 minutes	Cashier
3. Present Official Receipt and receive the copy of Medical Records.	3. Validate the Official Receipt and release the copy of Medical Records.  <i>Note: If photocopy is requested, the clerk shall authenticate photocopied document, affixes hospital dry seal with Certified True Copy marked with date and affixes signature over printed name</i>	None	4 minutes	Medical Records Officer/ Clerk
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Records Officer/ Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Medical Certificate = Php 150.00		
	<b>TOTAL</b>	Duplicate Copies of Laboratory/ X-Ray/ Ultrasound Result = Php 30.00	5 days and 49 minutes	

## 8. Billing/ PhilHealth

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

<b>OFFICE OR DIVISION</b>	La Union District Hospitals		
<b>CLASSIFICATION</b>	Simple		
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen		
<b>WHO MAY AVAIL</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Notice of Admission  <b>INDIRECT CONTRIBUTOR (Indigent, Sponsored, Senior Citizen)</b> 1. Member Data Record (MDR)/ PhilHealth ID  <b>DIRECT CONTRIBUTOR (Self-earning individuals, Employed, Lifetime Members, OFW)</b> 1. Member Data Record (MDR)/ PhilHealth ID 2. Official receipt of premiums  <b>For undeclared dependent patients:</b> 1 Original Properly Accomplished PMRF 1. Spouse – 1 photocopy of Marriage Contract with registry number 2. Child – 1 Photocopy of Birth Certificate with registry number/ Baptismal Certificate  <b>For Non-Member:</b> 1 Original Properly Accomplished PMRF 1 Photocopy of Birth Certificate with registry number/ Marriage Contract with registry number/ Any 2 valid IDs/ Barangay Certificate/ Police Clearance		PHIC Satellite Office   PHIC Office Satellite Office  PhilHealth Office, City of San Fernando, La Union  Billing/PhilHealth Local Civil Registrar/ Philippine Statistics Authority  Billing/PhilHealth Local Civil Registrar/ Philippine Statistics Authority/ prepared by end-user	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PhilHealth documents and present the Notice of Admission along with the valid ID.  <i>Note: If inactive/non-PhilHealth member/beneficiary and incapable of paying/lack finances, proceed to Social Welfare Officer for assessment.</i>	1.1. Generate PBEF and CSF.	None	10 minutes	Billing/ PhilHealth Clerk
	1.2. Review the completeness of requirements. Receive patient charts from Pharmacy, check and input complete and accurate Hospital Charges and Generate Statement of Account and issue to the client.  <i>Note: In case of incomplete requirements, patient/watcher shall deposit incurred services at the cashier.</i>	None	1 hour	Billing/ PhilHealth Clerk
2. Proceed to the cashier and pay the corresponding fee.	2. Receive payment and issue Official Receipt.	Refer to District Hospital Fees and User Charges on pages 271-275	5 minutes	Billing Clerk/ Cashier
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Billing Clerk/ Cashier
<b>TOTAL</b>		Refer to District Hospital Fees and User Charges on pages 271-275	1 hour and 18 minutes	

**Note: Cut-off for discharges is 4:00 PM.**

## 9. Ambulance Services

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

<b>AMBULANCE FEE</b>	
<b>PARTICULAR</b>	<b>AMOUNT</b>
CDH to LUMC	Php 740.00
CDH to ITRMC	Php 1,640.00
CDH to Bethany Hospital	Php 1,640.00
CDH to Lorma Hospital	Php 1,640.00
BDH to LUMC	Php 1,640.00
BDH to ITRMC	Php 920.00
BDH to Bethany Hospital	Php 920.00
BDH to Lorma Hospital	Php 920.00
NDH to LUMC	Php 1,460.00
NDH to ITRMC	Php 920.00
NDH to Bethany Hospital	Php 920.00
NDH to Lorma Hospital	Php 920.00
BLDH to LUMC	Php 1,750.00
BLDH to ITRMC	Php 650.00
BLDH to Bethany Hospital	Php 650.00
BLDH to Lorma Hospital	Php 650.00
RDH to LUMC	Php 920.00
RDH to ITRMC	Php 1,460.00
RDH to Bethany Hospital	Php 1,460.00
RDH to Lorma Hospital	Php 1,460.00
**District Hospital to any point in Luzon computed at 90.00/liter plus 80.00/hr (Driver) + 200.00/hr (Nurses)	
<b>La Union to Baguio City</b>	
BLDH	Php 2,460.00
BCDH	Php 2,280.00
CDH	Php 1,830.00
NDH	Php 1,560.00
RDH	Php 1,280.00
<b>La Union to Manila</b>	
BLDH	Php 10,000.00
BCDH	Php 10,000.00
CDH	Php 7,000.00
<b>La Union to Pampanga</b>	
CDH	Php 3,500.00
NDH	Php 8,000.00
RDH	Php 6,000.00



<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Emergency Room and request for charge slip.	1. Compute charges, prepare the charge slip and issue to the client.	None	10 minutes	Billing/ PhilHealth Clerk
2. Proceed to the cashier and pay the corresponding fee.	2.1. Receive payment and issue Official Receipt.	Refer to Ambulance Fee Above	5 minutes	Billing Clerk/ Cashier
	2.2. Prepare the request for transfer/referral.	None	10 minutes	Resident on Duty
	2.3. Prepare trip ticket and forward to Chief of Hospital for approval.	None	3 minutes	Driver
	2.4. Review and approve the trip ticket.	None	10 minutes	Chief of Hospital
3. Accompany the patient during the transport.	3. Transport the patient to the designated health care facility.	None	1 day	Driver
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Driver/ Nurse/ Nursing Attendant
<b>TOTAL</b>		Refer to Ambulance Fee Above	1 day and 41 minutes	

## 10. Radiology Services

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

### A. Ultrasound

ULTRASOUND SCHEDULE	
HOSPITAL	SCHEDULE
BDH <i>Hotline Number for BDH Radiology Unit- Globe: 0956-542-8297, Smart: 0951-676-2335</i>	Tuesday and Thursday
BLDH	Tuesday
CDH	Tuesday and Saturday
NDH	Monday, Wednesday, Thursday and Friday
RDH	Tuesday and Friday

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ultrasound Examination Request		Resident on Duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Ultrasound Room and submit the accomplished request slip.	1.1. Review the submitted form and prepare the ultrasound table.	None	10 minutes	Radiologic Technologist
	1.2. Perform the Ultrasound process.	None	30 minutes	Radiologic Technologist
	1.3. Prepare charge slip and issue the same to the patient.	None	5 minutes	Radiologic Technologist
2. Proceed to the cashier and pay the corresponding bill.	2.1. Receive payment and issue Official Receipt.	Refer to the Ultrasound Charges below	5 minutes	Cashier/ Cash Clerk
	2.2. Perform the ultrasound reading and endorse the result to Radiologic Technologist.	None	1 hour	Sonologist
	2.3. Encode and print the official result then inform the client that the result is ready for pick up.	None	10 minutes	Radiologic Technologist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the OR and receive the result and sign the logbook.	3. Validate the OR presented and release the result.	None	2 minutes	Radiologic Technologist
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Radiologic Technologist
<b>TOTAL</b>		Refer to the Ultrasound Charges below	2 hours and 5 minutes	

**Note: In the event of the unavailability of the Sonologist, patient will be rescheduled for ultrasound.**

ULTRASOUND CHARGES		
HOSPITAL	FEE	READING FEE
Whole Abdomen	Php 800.00	Php 250.00
Upper Abdomen	Php 700.00	Php 250.00
Lower Abdomen	Php 700.00	Php 250.00
HBT – (Hepato-Biliary Tract)	Php 500.00	Php 250.00
HBT with Pancreas	Php 500.00	Php 250.00
KUB (Kidney, Ureter, Bladder)	Php 500.00	Php 250.00
KUB with Prostate	Php 500.00	Php 250.00
Transvaginal	Php 600.00	Php 250.00
Thyroid	Php 500.00	Php 250.00
Breast	Php 500.00	Php 250.00
Cranial	Php 500.00	Php 250.00
Pelvic Ultrasound (PUS)	Php 500.00	Php 250.00
PUS w/ BPS-Bio Physical Scoring	Php 500.00	Php 250.00
Pelvic	Php 500.00	Php 250.00
NECK	Php 500.00	Php 250.00

## B. X-Ray

<b>OFFICE OR DIVISION</b>	La Union District Hospitals	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen	
<b>WHO MAY AVAIL</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



Radiology Examination Request		Resident on Duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Ultrasound Room and submit the accomplished request slip.	1.1. Review the submitted form and perform the radiology procedure.	None	1 hour	Radiologic Technologist
	1.2. Evaluate the radiograph if satisfactory and submit to the physician for initial reading.	None	5 minutes	Radiologic Technologist/ Medical Officer/ Medical Specialist
	1.3. Prepare charge slip and issue the same to the patient.	None	5 minutes	Radiologic Technologist
2. Proceed to the cashier and pay the corresponding bill.	2.1. Receive payment and issue Official Receipt.	Refer to the X-Ray Charges below	5 minutes	Cashier/ Cash Clerk
	2.2. Perform the x-ray reading/ processing of official results and forward to the Radiologic Technologist.	None	2 days	Radiologist
	2.3. Encode and print the official result then inform the client that the result is ready for pick up.	None	10 minutes	Radiologic Technologist
3. Present the OR and receive the result and sign the logbook.	3. Validate the OR presented and release the result.	None	2 minutes	Radiologic Technologist
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Radiologic Technologist
<b>TOTAL</b>		Refer to the X-Ray Charges below	2 days, 1 hour and 30 minutes	

X-RAY CHARGES		
HOSPITAL	FEE	READING FEE
Chest AP (Adult)	Php 200.00	Php 100.00
Chest APLAT	Php 250.00	Php 150.00
Chest AP (Child)	Php 180.00	Php 150.00
Chest APLAT	Php 250.00	Php 150.00
Apico View	Php 200.00	Php 100.00
Lat. Decubitus	Php 200.00	Php 100.00
T Cage	Php 200.00	Php 100.00
Sternum Oblique	Php 200.00	Php 100.00
Sternum Lat.	Php 200.00	Php 100.00
Skull Apl	Php 250.00	Php 150.00
Skull APL Townes	Php 300.00	Php 150.00
Waters View	Php 200.00	Php 100.00
Caldwells View	Php 200.00	Php 100.00
Submento Vertex View	Php 200.00	Php 100.00
Nasal Bone	Php 200.00	Php 100.00
Mandible APO	Php 250.00	Php 150.00
Mastoid Series	Php 300.00	Php 150.00
Cervical APLAT	Php 250.00	Php 150.00
Cervico Thoracic APLAT (Pedia)	Php 250.00	Php 150.00
Cervico Thoracic APLAT (Adult)	Php 300.00	Php 150.00
Thoraco Lumbar Vertebrae APLAT (Pedia)	Php 250.00	Php 150.00
Thoraco Lumbar Vertebrae APLAT (Adult)	Php 250.00	Php 150.00
Lumbo Sacral Vertebrae APL (Pedia)	Php 250.00	Php 150.00
Lumbo Sacral Vertebrae APL (Adult)	Php 250.00	Php 150.00
Abdomen Supine/Upright	Php 250.00	Php 150.00
Abdomen AP/LAT (Pedia)	Php 250.00	Php 150.00
KUB	Php 200.00	Php 100.00
Pelvis AP	Php 200.00	Php 100.00
Pelvis APLAT	Php 250.00	Php 150.00
Sacrum AP	Php 200.00	Php 100.00
Sacrum APLAT	Php 250.00	Php 150.00



X-RAY CHARGES		
HOSPITAL	FEE	READING FEE
COCCYX AP	Php 200.00	Php 100.00
COCCYX APLAT	Php 250.00	Php 150.00
Shoulder AP	Php 200.00	Php 100.00
Shoulder Bilateral	Php 250.00	Php 150.00
Shoulder AP Internal External Rotation	Php 250.00	Php 150.00
Shoulder Axillary View	Php 200.00	Php 100.00
Scapula LAT. Y Axis Projection	Php 200.00	Php 100.00
Clavicle AP	Php 200.00	Php 100.00
Humerus APLAT	Php 250.00	Php 150.00
Elbow Joint APLAT	Php 250.00	Php 150.00
Forearm APLAT	Php 250.00	Php 150.00
Wrist APLAT	Php 250.00	Php 150.00
Hand APLAT	Php 250.00	Php 150.00
Hand AP/Oblique	Php 250.00	Php 150.00
Hip Joint AP	Php 200.00	Php 100.00
Hip Joint Bilateral	Php 250.00	Php 150.00
Hip Joint Judet View	Php 250.00	Php 150.00
Femur APLAT	Php 250.00	Php 150.00
Knee Joint APLAT	Php 250.00	Php 150.00
Patella APLAT	Php 250.00	Php 150.00
Patella Sunrise	Php 200.00	Php 100.00
Leg APLAT	Php 250.00	Php 150.00
Ankle Joint APLAT	Php 250.00	Php 150.00
Ankle Joint Mortise View	Php 200.00	Php 150.00
Ankle Joint (Stress Study) Inversion/Eversion	Php 250.00	Php 150.00
Foot APLAT	Php 250.00	Php 150.00
Foot APO	Php 250.00	Php 150.00
Calcaneous Lateral/Tangential	Php 200.00	Php 100.00



## 11. Pharmacy (Emergency Department/ Out-Patient Department)

<b>OFFICE OR DIVISION</b>		La Union District Hospitals		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C – Government to Citizen		
<b>WHO MAY AVAIL</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription		Medical Officer/ Medical Specialist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the prescription.	1. Evaluate the prescription and issue charge slip.	None	5 minutes	Pharmacist
2. Proceed to the cashier and pay the corresponding bill.	2. Receive payment and issue Official Receipt.	Refer to DOH Drug Price Index (DPRI)	5 minutes	Cashier/ Pharmacist
3. Present the OR and receive the medicines.  <i>Note: Pharmacist will also act as a cashier after 5:00 PM.</i>	5. Validate the OR presented and dispense the medicines then provide special instructions/ patients counseling.	None	10 minutes	Pharmacist
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	6. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Pharmacist
<b>TOTAL</b>		Refer to DOH Drug Price Index (DPRI)	23 minutes	

## 12. Social Service

Provision of medical assistance for indigent patients with regards to their hospital bill; assistance on the avilment of blood services; enrollment in Philhealth Point of Service Program.

### A. Red-Cross Blood Samaritan

<b>OFFICE OR DIVISION</b>		La Union District Hospitals	
<b>CLASSIFICATION</b>		Simple	
<b>TYPE OF TRANSACTION</b>		G2C – Government to Citizen	
<b>WHO MAY AVAIL</b>		All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Blood request form (1 copy)		Ward/ Nursing Unit	
2. Blood Samaritan Form (1 copy)		MSW	
3. Certificate of Indigency (1 copy)		MSW	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Social Service Office and submit requirements.	1.1. Interview and assess the patient eligibility.	None	30 minutes	Medical Social Welfare Officer
	1.2. Coordinate with Philippine Red Cross on the availability of blood for Blood Samaritan.	None	10 minutes	Laboratory Unit
	1.3. Prepare and issue documents required and instruct relative/watcher to process/avail blood to Philippine National Red Cross.	None	20 minutes	Medical Social Welfare Officer
2. Fill-out the Customer Feedback Form and drop/put it at the designated box.	2. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Social Welfare Officer
<b>TOTAL</b>		None	1 hour and 3 minutes	

## B. Point of Service Program

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PMRF (1 Original copy); 2. Birth Certificate/ Baptismal/ Barangay Certification (1 photocopy) 3. Any Valid ID (1 photocopy) 4. Marriage certificate (1 photocopy)		Philhealth LCR/ PSA/ Parish church/ Barangay  Government Agencies LCR/ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Social Service Office and submit requirements.	1.1. Check the submitted documents and assess the patient eligibility.	None	30 minutes	Medical Social Welfare Officer
	1.2. Enroll the eligible patient to Point of Service System.	None	30 minutes	Medical Social Welfare Officer
	1.3. Issue the PIN from PhilHealth	None	1 day	PhilHealth LHIO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>LHIO for the documents to be generated.</p> <p><i>Note: Patients who are financially capable are advised to pay premium, compile POS monthly generated reports and instruct watcher/ relative to proceed to PhilHealth unit.</i></p>			
2. Fill-out the Customer Feedback Form and drop/put it at the designated box.	2. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Social Welfare Officer
<b>TOTAL</b>		None	1 day, 1 hour and 3 minutes	

### C. Availment of Medical Assistance Program

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account (1 original copy)		Billing Office		
2. Certificate of Indigency (1 original copy)		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Social Service Office and submit requirements.	1.1. Check the submitted documents, interview and provide advice and psychological counselling to the patient.	None	30 minutes	Medical Social Welfare Officer
	1.2. File the submitted documents and prepare the Monthly Utilization Report.	None	2 hours	Medical Social Welfare Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Social Welfare Officer
<b>TOTAL</b>		None	2 hours and 33 minutes	

#### D. Patient's Classification Process (OPD, ER, Admission)

<b>OFFICE OR DIVISION</b>	La Union District Hospitals			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Certificate/ Clinical Abstract (1 original copy)		Medical Records Officer		
2. Referral Form (1 original copy)		MSW		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Social Service Office and submit requirements.	1.1. Check the submitted documents and classify the patient.	None	45 minutes	Medical Social Welfare Officer
	1.2. Provide needed Social Services and instruct patient/ watcher/ relative to proceed to concerned unit.	None	1 hour	Medical Social Welfare Officer
2. Provide required documents.	2. Prepare needed document, file and record for reference.	None	1 hour and 15 minutes	Medical Social Welfare Officer
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Instruct the patient to fill-out the customer feedback form and drop at the designated box.	None	3 minutes	Medical Social Welfare Officer
<b>TOTAL</b>		None	3 hours and 3 minutes	



### 13. 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.

<b>OFFICE OR DIVISION</b>	Bacnotan District Hospital				
<b>CLASSIFICATION</b>	Simple				
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen				
<b>WHO MAY AVAIL</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
NONE			NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Proceed to consultant's clinic/ room.	1.1. Accompany the patient and provide waiting area in the queue.	None	5 minutes	Nurse/ Nursing Attendant	
	1.2. Evaluate or examine the patient and prescribe home medication and instruct the patient.  <i>Note: If patient is subject for confinement, proceed to admission. If patient needs a higher-level health facility, nephrologist shall prepare referral to the institution. If needed for dialysis, nephrologist shall order dialysis treatment for patient.</i>	None	20 minutes	Nephrologist	
2. Fill-out the Customer Feedback Form and drop at the designated box.	2. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Nurse/ Nursing Attendant	
<b>TOTAL</b>		None	28 minutes		

### 14. Senior Citizen Outpatient 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.

<b>OFFICE OR DIVISION</b>	Caba District Hospital
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Number		Triage Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to triage.	1. Classify patients base on urgency (communicable/ non-communicable)  <i>Note: Distribution OPD Number.</i>	None	5 minutes	Triage Team (Nurse-on-Duty)
2. Proceed to OPD and present registration form.	2. Retrieval of patient's chart based on the lane provided (e.g. Senior Citizen, PWD, pregnant) and oversee OPD Number distribution and chart retrieval.  <i>Note: If patient is "new" create new chart.</i>	None	15 minutes	Medical Records Clerk
3. Undergo physical examination.	3. Examine/ assess patient's condition and conduct the consultation proper.  <i>Note: Request ancillary procedures to patient if necessary.</i>	None	1 hour	Medical Officer III/ Medical Specialist
4. Proceed to hospital pharmacy and purchase prescribed medicine.	4. Receive prescription and issue the medicine/s and charge slip.	None	10 minutes	Pharmacist
5. Proceed to cashier for payment of bills.	5. Receive payment and issue Official Receipt.	Refer to District Hospital Fees and User Charges on pages 271-275	15 minutes	Cashier/ Cash Clerk
6. Fill-out the Customer Feedback Form and drop at the designated box.	6. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	ER Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL</b>	Refer to District Hospital Fees and User Charges on pages 271-275	1 hour and 48 minutes	

## 15. Adolescent Friendly Health Clinic

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

<b>OFFICE OR DIVISION</b>	Naguilian District Hospital
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
None	
<b>WHERE TO SECURE</b>	
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to triage.	1. Classify patients base on urgency (communicable/ non-communicable)  <i>Note: Distribution OPD Number.</i>	None	5 minutes	Triage Team (Nurse-on-Duty)
2. Proceed to OPD and present number card.	2. Retrieval of patient's chart based on the lane provided (e.g. Senior Citizen, PWD, pregnant) and oversee OPD Number distribution and chart retrieval.  <i>Note: If patient is "new" create new chart.</i>	None	15 minutes	Adolescent Nurse Coordinator
3. Undergo physical examination.	3.1. Examine/ assess patient's condition and conduct the consultation proper.  <i>Note: Request ancillary procedures to patient if necessary.</i>	None	1 hour	Pediatrician



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Note: Refer to tertiary hospital, pediatric adolescent specialist, gynecologist, endocrinologist, professional counsellor or a psychologist as necessary.</i>			
	3.2. Provide supportive counselling to assist patients and families in coping with issues related to adaptation to the patient's diagnosis and treatment.	None	5 minutes	Pediatrician
4. Proceed to cashier for payment of bills.	4. Receive payment and issue Official Receipt.	Refer to District Hospital Fees and User Charges on pages 271-275	15 minutes	Cashier/ Cash Clerk
5. Fill-out the Customer Feedback Form and drop at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Adolescent Nurse Coordinator
	<b>TOTAL</b>	Refer to District Hospital Fees and User Charges on pages 271-275	1 hour and 43 minutes	

### DISTRICT HOSPITAL FEES AND USER CHARGES

PARTICULARS	FEES
<b>ROOM CHARGES</b>	
Private Room with AC/TV/Toilet	Php 2,000.00
Private Room with AC Toilet	Php 1,500.00
Private Room with Electric Fan	Php 1,000.00
Semi Private Ward with Aircon/Toilet (2-6 patients)	Php 1,000.00/day/patient
Private Isolation Room	Php 2,500.00
Ward Isolation Room	Php 1,000.00



PARTICULARS	FEES
Service Ward	Php 800.00
Professional Fee	Php 500.00
Medical Specialist (Contractual Medical Specialist; Visiting Consultants)	Php 750.00
<b>DELIVERY ROOM CHARGES</b>	
Package-NSD, Perineorrhaphy, Forceps Delivery	PHIC Package
Package-Perineorrhaphy, Forceps Delivery	
Package-Bilateral Tubal Ligation (BTL)	
Package-Dilatation & Curettage (D&C)	
Newborn Package	
Use of Electrocautery Machine	Php 3,000.00
Medico-Legal Examination (Suturing)	PHIC Package
Oxygen/PSI	Php 5.00/psi
-minimum (first 15 minutes)	Php 150.00
-in excess of 15 minutes	Computed per psi
Morgue Fee/Cadaver Holding Fee	Php 500.00
<b>OPERATING ROOM CHARGES</b>	
1. Major Operation (Operating Room Fee)	Php 5,000.00
2. Recovery Room Fee	Php 2,000.00
3. Minor Operations (Operating Room Fee)	Php 4,000.00
Emergency Room Fee	Php 150.00
Use of Alcohol Breath Analyzer	Php 250.00
Consultation Fee	Php 100.00
Consultation Fee (Saturdays, Sundays, Holidays)	Php 150.00
Consultation Fee for Medical Specialists	Php 300.00
<b>Other Fees</b>	
• Admission Fee	Php 150.00
• ECG (Electrocardiogram)	Php 300.00
• Reading Fee	Php 75.00
• Suturing Service (Small, Medium, Large)	PHIC Package
• Injection Fee	Php 50.00/ injection
<b>IntraVenous Fluid Insertion (IVF)</b>	
• OPD	Php 100.00/ insertion
• Inpatient	Php 150.00/ insertion
<b>Nebulization Fee</b>	
• OPD	Php 50.00/patient
• Inpatient	Php 100.00/ nebulization
<b>Skin Test</b>	
• OPD Non-PHIC	Php 50.00
• OPD PHIC	Php 200.00
Cardiotocograph (CTG)	300.00
<b>Cardiac Monitor</b>	
• OPD	Php 100.00

PARTICULARS	FEES
• Inpatient	Php 300.00
<b>Pulse Oximeter</b>	
• OPD	Php 50.00
• Inpatient	Php 200.00/day
<b>Indwelling Foley Catherer Insertion (IFC)</b>	
• OPD	Php 150.00/ insertion
• Inpatient	Php 250.00/ insertion
<b>Nasogastric Tube Insertion (NGT)</b>	
• OPD	Php 150.00/ insertion
• Inpatient	Php 250.00/ insertion
Intubation	Php 500.00
Gastric Lavage	Php 200.00
Doppler	Php 150.00
Ear Flushing/Irrigation	Php 200.00
Foreign Body Removal	Php 3,640.00
Ear/Nose	Php 200.00
Incision and Drainage (I&D)	Php 5,000.00
Removal Of Suture	Php 100.00
Dressing Fee	Php 100.00
Internal Examination (IE)	Php 150.00
Rectal Exam	Php 150.00
<b>Circumcision Fee including meds/supplies</b>	
• ER circumcision with 3 days meds	Php 900.00
• Minor OR circumcision with 3 days meds	Php 1,500.00
• Excision, Minor Surgeries (OPD, w/o supply)	Php 6,500.00
Pharmaceutical Fees	Refer to DOH Drug Price Reference Index (DPRI)
<b>MEDICAL SUPPLIES</b>	
Cotton Balls with Alcohol	Php 2.00/ piece
Cotton Balls with Hydrogen Peroxide	Php 3.00/ piece
Cotton Balls with Povidone Iodine	Php 5.00/ piece
Adhesive Plaster	Php 1.00/ inch
Airway 00-Neonatal; 0-Pedia; 3-Teen; 4-Adult	Php 100.00/ piece
Bag Valve Mask (Single Patient Use)	Php 2,200.00/ unit
Arm Sling, small; medium; large	Php 150.00/ piece
Asepto Syringe	Php 100.00/ piece
Boot Traction, Small; Medium; Large	Php 1,700.00/ piece
Cervical Collar Foam, Adult; Pedia	Php 550.00/ piece
Chromic 1-0; 2-0; 3-0; 4-0 w/ Needle, cutting	Php 50.00/ pack
Chromic 1-0; 2-0; 3-0; 4-0 w/ Needle, round	Php 50.00/ pack
Cord Clamp, 100's box	Php 25.00/ box
Diaper Adult, Large	Php 40.00/ piece
Diaper, Infant	Php 30.00/ piece



PARTICULARS	FEES
Digital Thermometer	Php 110.00/ piece
Disposable Electrodes, 50'S	Php 45.00/ piece
Disposable Face Mask w/ earloop, 50's, box	Php 3.00/ box
Disposable Needle G-19; G-21; G-23; G-25; G-26	Php 5.00/ piece
Disposable Syringe w/ Needle 1ml; 3ml; 5ml; 10ml	Php 10.00/ piece
Disposable Syringe w/ Needle 20ml; 30ml	Php 20.00/ piece
Elastic Bandage, 3x5	Php 50.00/ piece
Elastic Bandage, 4x5	Php 55.00/ piece
Elastic Bandage, 6x5	Php 75.00/ piece
Elastic Bandage, 2x5, w/ Velcro	Php 75.00/ piece
Elastic Bandage, 3x5, w/ Velcro	Php 95.00/ piece
Elastic Bandage, 4x5, w/ Velcro	Php 100.00/ piece
Elastic Bandage, 6x5, w/ Velcro	Php 130.00/ piece
Endotracheal Tubes 3.0; 3.5; 4.0; 4.5; 5.0; 5.5; 6.0; 6.5; 7.5; 8.0; 8.5 w/ guide	Php 100.00/ piece
Examination Gloves, Nitrile, small; medium; large size, 100's, box, powder free	Php 10.00/ piece
Foley Catheter 3 way Fr22;Fr24	Php 220.00/ piece
Foley Catheter Fr. 12;14;16;18	Php 80.00/ piece
Gauze Pad, Small	Php 10.00/ pack
Gauze Pad, Medium	Php 15.00/ pack
Gauze Pad, Large	Php 20.00/ pack
Hypoallergenic Plaster, per inch	Php 1.00/ piece
Infusion Set, Adult/Pedia w/ Filter with Screw	Php 30.00/ piece
Infusion Syringe w/ Needle, BD, 31gauge x 6mm	Php 20.00/ piece
IV Cannula G-18;G-20;G-22;G-24;G-26	Php 75.00/ piece
Jackson Pratt	Php 1,600.00/ piece
Lubricating Jelly	Php 5.00/ use
Medical oxygen per tank	Php 1,170.00/ piece
Medical oxygen, per psi	Php 0.70/ psi
Monocryl 3.0, cutting	Php 50.00/ piece
Monocryl 3.0, round	Php 50.00/ piece
Nebulizer Kit	Php 100.00/ piece
Nebulizer kit w/ mask, adult	Php 120.00/ piece
Nebulizer kit w/ mask, pedia	Php 120.00/ piece
Nitroglycerine 5mg/24hr patch	Php 120.00/ piece
NGT fr. 5;8;10;12;14;16;18 (Silicone with cover)	Php 400.00/ piece
OR Cap	Php 5.00/ piece
OR Scrub Brush with Povidone Iodine	Php 150.00/ piece



PARTICULARS	FEES
Oxygen Cannula w/ connecting tube, (Adult; New Born; Pedia)	Php 50.00/ piece
Oxygen Mask w/ Connecting Tube (Adult; Pedia)	Php 50.00/ piece
Polyglactin 0; 1.0; 2.0; 3.0; 4.0 cutting	Php 130.00/ piece
Polyglactin 0; 1.0; 2.0; 3.0; 4.0 round	Php 130.00/ piece
Razor Blade w/ Handle	Php 10.00/ piece
Skin Stapler, disposable	Php 500.00/ piece
Spinal Needles G-23	Php 100.00/ piece
Spinal Needles G-25	Php 100.00/ piece
Suction Catheter w/ finger control Fr. 8; 10; 12; 14; 16; 18	Php 50.00/ piece
Suction Set Poole Abdominal Drain	Php 350.00/ piece
Surgical Gloves 6 ½; 7 ½; 7	Php 50.00/ pair
Surgical Silk 2.0; 3.0; 4-0 w/ cutting needle	Php 50.00/ piece
Surgical Silk 2.0; 3.0; 4-0 w/ round needle	Php 50.00/ piece
Tissue, 2ply	Php 10.00/ piece
Urine Disposable Bag, Adult with Hanger	Php 40.00/ piece
Urine Collector, Pedia	Php 25.00/ piece
Volumetric Infusion Set (Soluset)	Php 250.00/ piece
Propanol Benzalkonium Chloride Antiseptic Spray (Cutasept)	Php 5.00/ ml
Isopropanol, N-Propanol, Mecetronium Ethylsulfate (Sterillium)	Php 5.00/ ml
<b>Other Charges:</b> PUFT ABTC (Animal Bite) TB DOTS	PHIC Package PHIC Package PHIC Package

**Note: Section 150 of Provincial Ordinance No. 398-2022, Article 32 – Rates on Pharmaceuticals states that a mark-up of thirty percent (30%) or more from the procurement price, with consideration to the prevailing rate in the province, but should not exceed the ceiling price set forth by the National Government or the Department of Health (DOH) shall apply to all pharmaceuticals.**



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the different units of the hospital.
<b>How is feedback processed?</b>	<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>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at outside the different units of the hospital.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	<p><b>For complaints from Customer Feedback Box:</b> 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>



## FEEDBACK AND COMPLAINTS MECHANISMS

	<p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of La Union District Hospitals</b></p>	<p><b>BACNOTAN DISTRICT HOSPITAL:</b>  <b>Dr. ZENSERLY D. PAGADUAN, RN, MPH</b>                  Chief of Hospital I                  Bacnotan District Hospital, Bacnotan, La Union                  e-mail: <a href="mailto:bdh_bacnotan@yahoo.com">bdh_bacnotan@yahoo.com</a> / <a href="mailto:bdh@launion.gov.ph">bdh@launion.gov.ph</a>                  Tel No.: (072) 607-4044</p> <p><b>ANNE GIRLIE C. DULAY, MPA</b>                  Administrative Officer V                  Bacnotan District Hospital, Bacnotan, La Union                  e-mail: <a href="mailto:bdh_bacnotan@yahoo.com">bdh_bacnotan@yahoo.com</a> / <a href="mailto:bdh@launion.gov.ph">bdh@launion.gov.ph</a>                  Tel No.: (072) 607-4044</p> <p><b>BALAOAN DISTRICT HOSPITAL:</b>  <b>MARK ANTHONY S. TOMBOC, MD, MPA</b>                  Chief of Hospital I                  Balaoan District Hospital, Balaoan, La Union                  e-mail: <a href="mailto:bldh@launion.gov.ph">bldh@launion.gov.ph</a>                  Tel No.: (072) 607-1186</p> <p><b>CABA DISTRICT HOSPITAL:</b>  <b>Dr. GRETCHEN F. AROMIN, MD, CFP, MPA</b>                  Chief of Hospital I                  Caba District Hospital, Caba, La Union                  e-mail: <a href="mailto:cdh@launion.gov.ph">cdh@launion.gov.ph</a>                  Tel No.: (072) 607-0633</p> <p><b>NORA T. REMIENDO, MPA</b>                  Acting Administrative Officer V                  Caba District Hospital, Caba, La Union                  e-mail: <a href="mailto:cdh@launion.gov.ph">cdh@launion.gov.ph</a>                  Tel No.: (072) 607-0633</p>



## FEEDBACK AND COMPLAINTS MECHANISMS

### **NAGUILIAN DISTRICT HOSPITAL:**

#### **DR. DAN WILLIAM Y. DACANAY**

OIC – Chief of Hospital

Naguilian District Hospital, Naguilian, La Union

e-mail: [ndh@launion.gov.ph](mailto:ndh@launion.gov.ph)

Tel No.: (072) 609-1853

### **ROSARIO DISTRICT HOSPITAL:**

#### **MICHELLE D. ARELLANO, RMT, MD, MPH**

OIC - Chief of Hospital I

Rosario District Hospital, Rosario, La Union

e-mail: [rdh@launion.gov.ph](mailto:rdh@launion.gov.ph)

Tel No.: (072) 687 - 0456

#### **ALEXANDER N. FLORES, DPA**

Administrative Officer V

Rosario District Hospital, Rosario, La Union

e-mail: [rdh@launion.gov.ph](mailto:rdh@launion.gov.ph)

Tel No.: (072) 687 - 0456



# OFFICE OF THE PROVINCIAL GOVERNOR

PROVINCIAL GOVERNMENT OF LA UNION





## **EXTERNAL SERVICES**



## 1. Handling of Request Letters

All requests from external parties which involve provision of logistics and services from PGLU shall be addressed to the Governor. Request letters such as but not limited to the following are handled by the Office of the Provincial Governor (OPG):

- Request for Data Research
- Request to Float Questionnaire and Collect Surveys for Research
- Request to Borrow Tables and Chairs
- Request to Borrow Industrial/ Heavy Equipment
- Request to Borrow Tent
- Request to Use Service Vehicles
- Request to Use Ambulance
- Request to Use Mobile Dental Bus
- Request to Use Coaster Vehicle
- Request for Medicines
- Request for Raffle Items (Logistics Support)
- Request for Medals and Trophies
- Request for Sport Equipment
- Request for Backfill
- Request for Seedlings
- Request for Fingerlings

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>1. Request Letter Addressed to the Governor</b> <b>Kindly ensure that the letter must:</b></p> <p>a. Include the contact details and contact person</p> <p>b. Include the complete details of the request</p> <p>c. Include additional details on the:</p> <ul style="list-style-type: none"> <li>❖ <b>Request for Data Research and Request to Float Questionnaire and Collect Surveys for Research:</b> <ul style="list-style-type: none"> <li>• Must be signed by researchers/ requestor of data</li> <li>• Noted by research adviser and school dean/ chancellor/ president</li> <li>• Must use the official letterhead of school or company</li> <li>• Must include deadline/ target date for data request</li> </ul> </li> <li>❖ <b>Other requests:</b> <ul style="list-style-type: none"> <li>• <b>For requesting individuals</b> Letter must include a notation/ endorsement from the Barangay Captain.</li> </ul> </li> </ul>	Prepared by the requesting individual



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• <b>For requesting organizations</b> Letter must be endorsed by the Municipal/ City Mayor through an endorsement letter.</li> <li>• <b>For requesting government agencies or Local Government Units</b> Letter must be endorsed by the head of office or Local Chief Executive</li> </ul> <p>d. Include necessary Attachment/s for:</p> <ul style="list-style-type: none"> <li>❖ <b>Request for Research Data</b> <ul style="list-style-type: none"> <li>• Background of the Study/ Brief summary of the study to be conducted</li> </ul> </li> <li>❖ <b>Request to Float Questionnaire and Collect Surveys for Research</b> <ul style="list-style-type: none"> <li>• Background of the Study/ Brief summary of the study to be conducted</li> <li>• Copy of Questionnaires/ Survey Questions</li> </ul> </li> <li>❖ <b>Request to Use Ambulance</b> <ul style="list-style-type: none"> <li>• If patient will be transferred to a medical facility outside La Union, must include the doctor's/hospital's order for transfer.</li> <li>• Medical abstract (if available)</li> </ul> </li> <li>❖ <b>Request for Medicine</b> <ul style="list-style-type: none"> <li>• Medicine list with requested quantity</li> </ul> </li> </ul>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the documents to the Governor's Office Receiving Personnel.</p> <p><i>Note: Client may submit the letter along with the necessary attachment/s through OPG's official email address at <a href="mailto:govrafy@launion">govrafy@launion</a></i></p>	<p>1. Check the completeness of the received documents and stamp receive date on the document.</p>	<p>None</p>	<p>5 minutes</p>	<p>Laborer I</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
.gov.ph.				
2. Receive duplicate/ client copy with assigned tracking number. <i>Note: For request via email, acknowledgement response with assigned tracking number will be sent.</i>	2. Assign control number to the document and provide duplicate/ client copy with assigned tracking number to client.	None	5 minutes	Laborer I
3. Fill-out the Customer Feedback Form and drop/put it at the designated box located at the OPG Information Booth.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Security Personnel on Duty
<b>TOTAL</b>		None	13 minutes	

**\*Note: Client shall wait for the notification regarding the status of the request from the concerned Office/Unit. See the Citizen's Charter of the concerned office/unit for reference.**

## 2. Request for Endorsement for Employment (walk-in or via email)

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	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: <ul style="list-style-type: none"> <li>• Provincial Government of La Union</li> <li>• La Union District Hospitals including La Union Medical Center</li> <li>• Organizations, agencies or offices which the Governor is considered as the appointing personnel</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>1. Mayor's Endorsement</b> <i>Kindly ensure that the letter must:</i> <ol style="list-style-type: none"> <li>Addressed to the Governor</li> <li>Issued by the Local Chief Executive (LCE)/ Mayor in which the applicant is a resident of</li> </ol>	Local Government Unit of the requesting individual



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>c. Contains request for the applicant to be recommended for employment in his/her organization/ agency/ office of choice</p> <p><b>2. Official and Formal Request Letter</b>  <b>Kindly ensure that the letter must:</b></p> <p>a. Addressed to the Governor                      b. Include specific position/ office requestor is applying to                      c. Indicate contact person and contact details of requestor                      d. Signed by the requestor</p> <p><b>Necessary Attachments</b></p> <p>a. Application Letter addressed to the head/ chief of the organization/ agency/ office where the applicant is applying at (it must include the position the applicant is applying for)                      b. Updated copy of Applicant's Personal Data Sheet/ Curriculum Vitae/ Bio Data or any corresponding document which can function as reference for profiling                      c. Other Credentials such as copy of Diploma, Transcript of Records, Certificates and the like</p>	<p>Prepared by the requesting individual</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the documents to the Governor's Office Receiving Personnel.</p> <p><i>Note: Note: Client may submit the letter along with the necessary attachment/s through OPG's official email address at <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a>.</i></p>	<p>1. Check the completeness of the received documents and stamp received date on the document.</p>	<p>None</p>	<p>5 minutes</p>	<p>Laborer I</p>
<p>2. Receive duplicate/ client copy with assigned tracking number.</p>	<p>2.1. Assign control number to the document and provide duplicate/ client copy with</p>	<p>None</p>	<p>5 minutes</p>	<p>Laborer I</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Note: For request via email, acknowledgement response with assigned tracking number will be sent.</p>	assigned tracking number to client.			
	2.2. Prepare referral/ action slip and endorse to the concerned OPG personnel.	None	3 minutes	Laborer I
	2.3. Review the documents with action slip and endorse to the Governor for Approval.	None	3 minutes	Executive Assistant III
	2.4. Approve the request.	None	1 day	Provincial Governor
	2.5. Receive the approved action slip and prepare the endorsement letter.	None	20 minutes	Laborer I
	2.6. Review the endorsement letter.	None	20 minutes	Executive Assistant V
	2.7. Sign the endorsement letter.	None	1 day	Provincial Governor
	2.8. Inform the client that the endorsement letter is ready for pick-up.	None	3 minutes	Laborer I
<p>3. Receive the signed endorsement letter.</p> <p>Note: Endorsement letter can also be sent via if unable pick-up document personally.</p>	3. Release the signed endorsement letter.	None	3 minutes	Laborer I
4. Fill-out the Customer Feedback Form and drop at the designated box located at the OPG Information Booth.	4. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Security Personnel on Duty
<b>TOTAL</b>		None	2 days & 55 minutes	

**\*Note: Processing time of this request can be accomplished at an earlier time depending on the Governor's availability.**



### 3. Application for Employment

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Residents of La Union and individuals who are willing to apply for job openings in the Provincial Government of La Union.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. Application Letter Addressed to the Governor</b> <b>Kindly ensure that the letter must:</b> <ol style="list-style-type: none"> <li>Include position/ Job Opening applicant is applying for and office where the position is available</li> <li>Contact details of applicant</li> </ol> <b>Necessary Attachments:</b> <ol style="list-style-type: none"> <li>Personal Data Sheet with passport size photo</li> <li>Supporting documents such as school records and certificates of trainings</li> </ol>		Prepared by the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the application to the Governor's Office Receiving Personnel.  <i>Note: Client may submit the letter along with the necessary attachment/s through OPG's official email address at <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a>.</i>	1. Check the completeness of the received documents and stamp received date on the document.	None	5 minutes	Laborer I
2. Receive duplicate/ client copy with assigned tracking number.  <i>Note: For request via email, acknowledgement response with assigned tracking number will be sent.</i>	2. Assign control number to the document and provide duplicate/ client copy with assigned tracking number to client.	None	5 minutes	Laborer I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the Customer Feedback Form and drop/put it at the designated box located at the OPG information booth.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Security Personnel on Duty
<b>TOTAL</b>		None	13 minutes	

**\*Note: Client shall wait for the notification of the status of application from the Office of the Provincial Administrator – Human Resource Management Unit (OPA - HRMU). See Citizen's Charter of OPA-HRMU on Application for Employment for reference.**

#### 4. Receiving Invitations to the Governor (walk-in and via email)

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>1. Official and Formal Invitation Letter Addressed to the Governor</b> <b>Kindly ensure that the letter must:</b> <ol style="list-style-type: none"> <li>Include the details of the event (date, time, venue)</li> <li>Include a contact person and contact details of the same (mobile number is preferred for easy coordination)</li> <li>Specify the Governor's role in the event/ invitation</li> <li>Other special notes such as attire to be worn and deadline of confirmation</li> </ol> <b>Necessary Attachments:</b> <ol style="list-style-type: none"> <li>Copy of the Event Programme</li> <li>Confirmation Slip (if needed)</li> </ol>	Prepared by the sender of invitation





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the invitation to the Governor's Office Receiving Personnel.</p> <p><i>Note: Client may submit the letter along with the necessary attachment/s through OPG's official email address at govrafy@launion.gov.ph.</i></p>	<p>1. Check the completeness of the received documents and stamp receive date on the document.</p>	None	5 minutes	Laborer I
<p>2. Receive duplicate/ client copy with assigned tracking number.</p> <p><i>Note: For request via email, acknowledgement response with assigned tracking number will be sent.</i></p>	<p>2. Assign control number to the document and provide duplicated/ client copy with assigned tracking number to client.</p>	None	5 minutes	Laborer I
<p>3. Fill-out the Customer Feedback Form and drop/put it at the designated box located at the OPG Information Booth.</p>	<p>3. Provide the form to the client and discuss how to fill-out the form.</p>	None	3 minutes	Security Personnel on Duty
<b>TOTAL</b>		None	13 minutes	

**\*Note: Client shall wait for the confirmation of attendance from the Office of the Provincial Governor regarding the invitation. Attendance of the Governor is subject to her availability/ schedule.**

## 5. Receiving Request for Snacks

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	1. Partner Agencies of the PGLU; 2. Local Government Units



3. Partner Civil Society Organizations and Non-Government Organizations of the PGLU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>1. Request Letter Addressed to the Governor</b> Kindly ensure that the letter must include complete details (date and time, venue, contact details, specific number of the request and type of meal request)</p> <p><b>Necessary Attachment</b></p> <ul style="list-style-type: none"> <li>❖ <b>For Requesting Organizations</b> Letter must be endorsed by the Municipal/ City Mayor through an endorsement letter</li> <li>❖ <b>For Requesting Government Agencies or Local Government Units</b> Letter must be endorsed by the head of office or Local Chief Executive</li> </ul>	<p>Prepared by the requesting individual</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the documents to the Governor's Office Receiving Personnel.</p> <p><i>Note: Client may submit the letter along with the necessary attachment/s through OPG's official email address at <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a>.</i></p>	<p>1. Check the completeness of the received documents and stamp receive date on the document.</p>	<p>None</p>	<p>5 minutes</p>	<p>Laborer I</p>
<p>2. Receive duplicate/ client copy with assigned tracking number.</p> <p><i>Note: For request via email, acknowledgement response with assigned tracking number will be sent.</i></p>	<p>2. Assign control number to the document and provide duplicated/ client copy with assigned tracking number to client.</p>	<p>None</p>	<p>5 minutes</p>	<p>Laborer I</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the Customer Feedback Form and drop/put it at the designated box located at the OPG Information Booth.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Security Personnel on Duty
<b>TOTAL</b>		None	13 minutes	

**\*Note: Client shall wait for the notification regarding the status of the request from the Office of the Governor. Approval of the request will take 3-5 days).**



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the OPG Information Booth or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 251.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the OPG Information Booth.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p>



## FEEDBACK AND COMPLAINTS MECHANISMS

	<p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPG</b></p>	<p><b>RAPHAELLE VERONICA "RAFY" ORTEGA-DAVID</b> Provincial Governor 2<sup>nd</sup> Floor, Office of the Governor, Provincial Capitol Building, Aguila Rd., Barangay II, City of San Fernando, La Union Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a> Tel No.: 242-5550 loc. 251</p> <p><b>LOVELY ANJUNETTE D. MINGARACAL</b> Laborer I 2<sup>nd</sup> Floor, Office of the Governor, Provincial Capitol Building, Aguila Rd., Barangay II, City of San Fernando, La Union Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a> Tel No.: 242-5550 loc. 251</p>



# **OFFICE OF THE PROVINCIAL GOVERNOR - BIDS AND AWARDS COMMITTEE SUPPORT UNIT**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**



## 1. Issuance of Bidding Documents

Bidding Documents are documents issued to prospective bidders of “Goods and Services, Infrastructure Projects, and Consultancy Services.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Bids and Awards Committee Support Unit (OPG-BACSU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL</b>	Prospective Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid company identification card 2. Official Receipt		Prospective bidder's company Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the BAC Office and register using the logbook.	1. Provide the logbook.	Please refer to the schedule of fees below	2 minutes	Administrative Aide IV
2. Submit the required documents.	2. Receive a copy of the official receipt (OR) and verify against the original OR ask the bidder if they want a hardcopy or softcopy of the Bidding Documents.  <i>Note: Client shall provide e-mail address for softcopy request.</i>	None	5 minutes	Administrative Aide IV
3. Wait for the printing of the Bid Documents.	3.1. Assigns the staff to print the Bidding Documents or send the softcopy of the Bidding Documents.	None	5 minutes	Administrative Officer IV
	3.2. Print the Bidding Documents.  <i>Note: If the client opted for a softcopy, the AA-IV sends the file to the client's provided e-mail address.</i>	None	2 hours	Administrative Aide IV
4. Received the Bidding Documents.	4. Record, file and release the signed BAC Certification	None	5 minutes	Administrative Assistant IV





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Fill-out the Customer Feedback Form and drop at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Administrative Assistant IV
<b>TOTAL</b>		Refer to the schedule below	2 hours and 22 minutes	

*\*The cost of Bidding Documents based on Section 5.0 Appendix 8 of the Updated 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act No. 9184.*

APPROVED BUDGET FOR THE CONTRACT (₱)	MAXIMUM COST OF BIDDING DOCUMENTS (₱)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



## **INTERNAL SERVICES**



## 1. Issuance of BAC Certification

We serve clients from the various PGLU Offices and District Hospitals.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Bids and Awards Committee Support Unit (OPG-BACSU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Offices and District Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Purchase Request signed by the Office Head 4. Approved Annual Procurement Plan (APP) – portions only		Originating Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents.  <i>Note: If incomplete attachment, the PR is returned to client and advise to complete the attachment.</i>	6. Receive PR with the attachment (portions of the approved APP) and record in the logbook.	None	5 minutes	Administrative Aide IV
2. Wait for the preparation of the BAC Certification.	2.1. Prepare the BAC Certification	None	15 minutes	Administrative Assistant III
	2.2. Forward the BAC Certification with the PR and attachment for review and signature.	None	1 minute	Administrative Assistant III
3. Wait for the approval of the BAC Certification.	3.1. Review the BAC Certification against the PR with attachment and place "initial".	None	2 hours	Administrative Officer IV
	3.2. Signed the BAC Certification.	None	2 hours	BAC Secretariat
4. Received the signed BAC Certification.	4. Record, file and release the signed BAC Certification.	None	5 minutes	Administrative Assistant IV
5. Fill-out the Customer Feedback Form and drop at the designated box.	5. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Administrative Assistant IV
<b>TOTAL</b>		None	4 hours and 31 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the entrance door of the BAC Office or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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. 249.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the entrance door of the BAC Office.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p>



## FEEDBACK AND COMPLAINTS MECHANISMS

	<p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPG-BACSU</b></p>	<p><b>BERLYN M. CAMBA</b> Administrative Officer IV G/F, Provincial Capitol Building, Aguila Rd., Barangay II, City of San Fernando, La Union Email: <a href="mailto:pglu_bacsu@launion.gov.ph">pglu_bacsu@launion.gov.ph</a> Tel No.: 242-5550 loc. 249</p>



**OFFICE OF THE  
PROVINCIAL  
GOVERNOR -  
INFORMATION AND  
COMMUNICATIONS  
TECHNOLOGY UNIT**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**

## 1. Conduct of Computer Trade Test

<b>OFFICE OR DIVISION</b>	Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Any person who is interested to apply in any IT-related job vacancy in the Provincial Government of La Union (PGLU).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Computer Trade Test Form		ICTU - HICTS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Computer Trade Test Form  <i>Note: The applicant must wait for the instruction of the OPA-HRMU before proceeding to this step.</i>	1. Receive the Computer Trade Test Form and assist the client into the testing area.	None	5 minutes	Data Controller II, HICTS
2. Proceed to the testing area and take the examination.	2. ICTU Sections will assess the applicant with a three-part of the Computer Skills and Knowledge Examination namely: a. Technical b. Software or Website Development c. Layout and Graphics	None	4 hours	Data Controller II, HICTS
3. Fill-out the Customer Feedback and Complaint form then drop at the designated box or scan the posted QR code for online feedback.	3. Assist the customer to fill out the Customer Feedback Form.	None	3 minutes	Data Controller II, HICTS
<b>TOTAL</b>		None	4 hours and 8 minutes	





## **INTERNAL SERVICES**



## 1. ICT Hardware and Software Assistance

This service covers the installation of drivers and programs needed for day-to-day operations. In addition, this also covers the technical assistance on the repair and troubleshooting of computer and printer hardware.

<b>OFFICE OR DIVISION</b>	Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		ICTU - HICTS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Job Request Form.	1.1. Assess the scope of the request and ask the client to leave their ICT equipment for repair and troubleshooting.  <i>Note: Driver and Program installation can be done within 3 hours.</i>	None	1 day	Data Controller II, HICTS
	1.2. Inform the client once the request is done.	None	5 minutes	Technician In-Charge
2. Claim the equipment and sign the JR form and the receiving copy of IR/Certification.	3. Release the equipment and the IR/Certification.	None	20 minutes	Technician In-Charge
3. Fill-out the Customer Feedback and Complaint form then drop at the designated box or scan the posted QR code for online feedback.	3. Assist the customer to fill out the Customer Feedback Form.	None	3 minutes	Data Controller II, HICTS
<b>TOTAL</b>		None	1 day and 28 minutes	

## 2. Network Installation and Troubleshooting

<b>OFFICE OR DIVISION</b>	Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		ICTU - HICTS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Job Request Form.	1.1. Assess the scope of the request and proceed to the network installation and troubleshooting.	None	1 day	Laborer I, Computer Maintenance Tech, HICTS
	1.2. Inform the client and discuss the technical findings and action taken on the request.	None	15 minutes	Technician In-Charge
4. Fill-out the Customer Feedback and Complaint form then drop at the designated box or scan the posted QR code for online feedback.	4. Assist the customer to fill out the Customer Feedback Form.	None	3 minutes	Data Controller II, HICTS
<b>TOTAL</b>		None	1 day and 18 minutes	

## 3. Biometric Registration

<b>OFFICE OR DIVISION</b>	Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Biometric Registration Form		ICTU - HICTS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Biometric	1. Receive the Biometric Registration Form	None	5 minutes	Data Controller I, HICTS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration Form.	and accompany the client on the biometrics area.			
2. Proceed to biometrics area for biometrics enrollment.	2. Register and upload client's fingerprint or facial data to the Biometric machines and submit the form to the personnel-in-charge.	None	15 minutes	Technician In-Charge
3. Fill-out the Customer Feedback and Complaint form then drop at the designated box or scan the posted QR code for online feedback.	3. Assist the customer to fill out the Customer Feedback Form.	None	3 minutes	Data Controller II, HICTS
<b>TOTAL</b>		None	23 minutes	

#### 4. Request for Event Assistance

<b>OFFICE OR DIVISION</b>	Information and Communications Technology Unit (ICTU) - Hardware and Information and Communications Technology Services Section (HICTS)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		ICTU - HICTS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Job Request Form.  <i>Note: For events within the premises of the Provincial Capitol, submit the request at least one (1) working day before the event.</i>	1. Request will be forwarded to ICTU Chief for approval.	None	5 minutes	Data Controller II, HICTS
	2. ICT Technical will be assessing the details of the request and submit the form to the personnel-in-charge.	None	25 minutes	Data Controller II, HICTS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For events outside the Provincial Capitol, submit the request for at least three (3) working days before the event and ocular inspection shall be conducted at least one (1) working day before the conduct of event.				
3. Fill-out the Customer Feedback and Complaint form then drop at the designated box or scan the posted QR code for online feedback.	3. Assist the customer to fill out the Customer Feedback Form.	None	3 minutes	Data Controller II, HICTS
<b>TOTAL</b>		None	33 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located near the door of the ICTU Office or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 238.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located near the door of the ICTU Office or scan the QR code posted.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>ICTU:</b> Tel No. : (072) 242 5550 loc. 237, 238, 239, Email : <a href="mailto:webmaster@launion.gov.ph">webmaster@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of ICTU</b></p>	<p><b>MR. GERRY D. BINAS-O</b> 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><b>MARIA ELENA C. ESPIRITU</b> 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><b>JAMIE ROSE N. MIFA</b> 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>



**OFFICE OF THE  
PROVINCIAL  
GOVERNOR -  
SECURITY  
SERVICES UNIT**

**PROVINCIAL GOVERNMENT OF LA UNION**





## **EXTERNAL SERVICES**



## 1. Handling of PGLU Visitors

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Security Services Unit (OPG – SSU)				
<b>CLASSIFICATION</b>	Simple				
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government				
<b>WHO MAY AVAIL</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
NONE			NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
<b>ENTRANCE</b>					
1. Fill-out the logbook and inform the office or person to be visited.  <i>Note: If the visitor is Police Officer, military or authorized personnel to carry firearms/ deadly weapon, the visitor shall deposit the firearm to the Guard on Duty for safekeeping.</i>	1. Inform the client where the respective destination or guide if necessary.  <i>Note: If the client has bag/ luggage, security personnel shall conduct inspection.</i>	None	5 minutes	Guard on Duty/ Customer Relations Officer	
2. Receive the visitor pass and proceed to the destination.	2. Issue color-coded ID as visitor pass.	None	3 minutes	Guard on Duty/ Customer Relations Officer	
<b>TOTAL</b>		None	8 minutes		
<b>EXIT</b>					
1. Return the visitor's pass.	1. Receive the visitor's pass.  <i>Note: Turn-over the surrendered firearms/ deadly weapon if any.</i>	None	3 minutes	Guard on Duty	
3. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Guard on Duty	
<b>TOTAL</b>		None	6 minutes		



## 2. Handling Traffic Management

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Security Services Unit (OPG – SSU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Security Guard on Duty of the purpose of the visit and duration of the transaction then request for parking.	1. Flag down vehicles for inspection using search mirror and assist the client on the possible parking area.	None	10 minutes	Guard on Duty
2. Park at the designated area and fill-out the Driver Locator Slip then submit the same to the security personnel.	2. Receive the Driver Locator Slip.	None	5 minutes	Guard on Duty
3. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Guard on Duty
<b>TOTAL</b>		None	18 minutes	

## 3. CCTV Surveillance Playback Request

<b>OFFICE OR DIVISION</b>	Office of the Provincial Governor – Security Services Unit (OPG – SSU)	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
<b>WHO MAY AVAIL</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Request Form	OPG - SSU	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1.1. Receive and record the request form then forward to SSU OIC for review and approval.	None	5 minutes	Guard on Duty/ Customer Relations Officer
	1.2. Review and approve the request.	None	5 minutes	SSU OIC/ Operations and/or Admin Chief
	1.3. Review the request CCTV footage and prepare the necessary report needed by the client.  <i>Note: CCTV Playback review is internet dependent.</i>	None	30 minutes	Guard on Duty/ Customer Relations Officer
2. Receive the result of the CCTV review.  <i>Note: The result of CCTV review can be in the form of printed snapshot or digital copy.</i>	2. Release the result of the CCTV review.	None	3 minutes	Guard on Duty/ Customer Relations Officer
3. Client shall fill-out the Customer Feedback Form and drop/put it at the designated box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Guard on Duty
<b>TOTAL</b>		None	46 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the Capitol Main Building lobby or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 290.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the Capitol Main Building lobby.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p>



## FEEDBACK AND COMPLAINTS MECHANISMS

	<p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPG-SSU</b></p>	<p><b>FRANCISCO ROBERTO A. ORTEGA VI</b> Tel. No. : (072) 242 5550 local 290</p> <p><b>JEROWYN F. ORARIO</b> Tel. No. : (072) 242 5550 local 290</p> <p><b>VALIRIE ANN L. FLORES</b> Tel. No. : (072) 242 5550 local 290</p>



# OFFICE OF THE PROVINCIAL ADMINISTRATOR

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**





## 1. Incoming Communications

The type of communication that are received from the different PGU Offices and other external parties or partner agencies addressed to the Provincial Administrator.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator (OPA)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business G2G – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices, District Hospitals, External Parties or Partner Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Incoming communications addressed to the Provincial Administrator		PGLU Offices, District Hospitals, External Parties or Partner Agencies Concerned		
<b>For communications from PGLU Offices and District Hospitals:</b> Document Tracking System (DTS) receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the document.	1. Receive the document and sign the receiving copy.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
2. Receive the receiving copy of the document.	2. Release the receiving copy to the client.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
3. Fill-out the Customer Feedback Form and drop/put it at the suggestion box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
<b>TOTAL</b>		None	9 minutes	

## 2. Travel Documents

These are Travel Authorities & Travel Orders within and outside La Union.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator (OPA)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices and District Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Documents (e.g., Travel Authorities, Travel Orders within/outside La Union)		Concerned Office/ District Hospital or LGUs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the document.	1.1. Receive the document and sign	None	3 minutes	Administrative Assistant II/



	the DTS receipt receiving copy.			Administrative Aide VI
	1.2. Screen the communication according to urgency.	None	10 minutes	Administrative Assistant II/ Administrative Aide VI
	1.3. Review the communication and endorse to Provincial Administrator.	None	10 minutes	OPA-ASSU Head
	1.4. Review and sign/initial the document.	None	1 day	Provincial Administrator
2. Receive the signed communication.	2. Release the signed communication.  <i>Note: Initialed communication will be forwarded to the Office of the Governor for signature.</i>	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
3. Fill-out the Customer Feedback Form and drop/put it at the suggestion box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
<b>TOTAL</b>		None	1 day and 29 minutes	



## **INTERNAL SERVICES**

## 1. Internal Outgoing Communications

These are drafted by different PGLU Offices in the form of memo which will be signed by the Provincial Governor or Provincial Administrator.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator (OPA)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices and District Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document to be signed/ initialed Document Tracking System (DTS) receipt		Concerned Office/ District Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the document to be signed/ initialed.	1.1. Receive the document and sign the DTS receipt receiving copy.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
	1.2. Screen the communication according to urgency.	None	10 minutes	Administrative Assistant II/ Administrative Aide VI
	1.3. Review the communication and endorse to Provincial Administrator.	None	10 minutes	OPA-ASSU Head
	1.4. Review and sign/initial the document.	None	1 day	Provincial Administrator
2. Receive the signed communication.	2. Release the signed communication.  <i>Note: Initialed communication will be forwarded to the Office of the Governor for signature.</i>	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
3. Fill-out the Customer Feedback Form and drop/put it at the suggestion box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
<b>TOTAL</b>		None	1 day and 29 minutes	

## 2. External Outgoing Communications

These are drafted by different PGLU Offices in the form of letter which will be signed by the Provincial Governor or Provincial Administrator to be given to the external parties, partner agencies or citizens.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator (OPA)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices and District Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document to be signed/ initialed Document Tracking System (DTS) receipt		Concerned Office/ District Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the document to be signed/ initialed.	1.1. Receive the document and sign the DTS receipt receiving copy.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
	1.2. Screen the communication according to urgency.	None	10 minutes	Administrative Assistant II/ Administrative Aide VI
	1.3. Review the communication and endorse to Provincial Administrator.	None	10 minutes	OPA-ASSU Head
	1.4. Review and sign/initial the document.	None	1 day	Provincial Administrator
2. Receive the signed communication.	2. Release the signed communication.  <i>Note: Initialed communication will be forwarded to the Office of the Governor for signature.</i>	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
3. Fill-out the Customer Feedback Form and drop/put it at the suggestion box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
<b>TOTAL</b>		None	1 day and 29 minutes	

### 3. Financial Documents

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator (OPA)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices and District Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed/initialed payroll		Concerned Office/ District Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents.	1.1. Receive the documents.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
	1.2. Review and sign/initial the documents.	None	1 day	Provincial Administrator
2. Receive the signed/ initialed document.	2. Release the document.  <i>Note: Initialed document will be forwarded to the Office of the Governor for signature.</i>	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
3. Fill-out the Customer Feedback Form and drop/put it at the suggestion box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
<b>TOTAL</b>		None	1 day and 9 minutes	

### 4. Other Administrative Documents

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator (OPA)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	PGLU Offices and District Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document to be signed/ initialed Document Tracking System (DTS) receipt		Concerned Office/ District Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document to be signed/ initialed.	1.1. Receive the document and sign the DTS receipt receiving copy.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Screen the document according to urgency.	None	10 minutes	Administrative Assistant II/ Administrative Aide VI
	1.3. Review the document and endorse to Provincial Administrator.	None	10 minutes	OPA-ASSU Head
	1.4. Review and sign/initial the document.	None	1 day	Provincial Administrator
2. Receive the signed document.	2. Release the signed document.  <i>Note: Initialed communication will be forwarded to the Office of the Governor for signature.</i>	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
3. Fill-out the Customer Feedback Form and drop/put it at the suggestion box.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Assistant II/ Administrative Aide VI
<b>TOTAL</b>		None	1 day and 29 minutes	



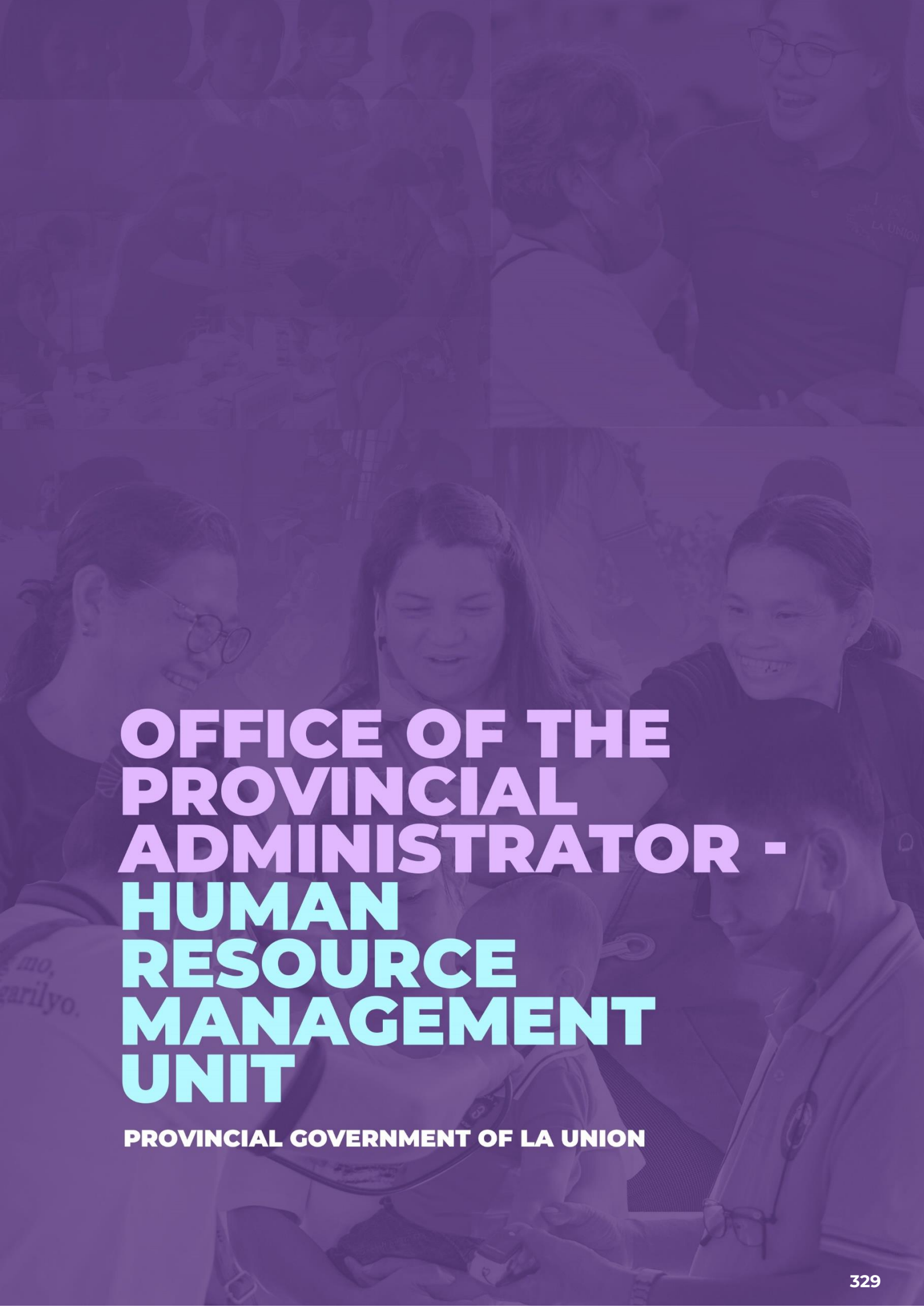
FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the OPA receiving area or scan the QR code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 215.</p>
<b>How to file complaint?</b>	<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 telephone at:</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p>





## FEEDBACK AND COMPLAINTS MECHANISMS

	<p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPA</b></p>	<p><b>FRANCISCO EMMANUEL "PACOY" R. ORTEGA III</b> Provincial Administrator 2<sup>nd</sup> Floor, Capitol Building, Aguila Rd., Barangay II, City of San Fernando, La Union Email: <a href="mailto:adminoffice@launion.gov.ph">adminoffice@launion.gov.ph</a> Tel No.: 242-5550 loc. 215</p>



# **OFFICE OF THE PROVINCIAL ADMINISTRATOR - HUMAN RESOURCE MANAGEMENT UNIT**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**

## 1. Issuance of Service Record

Upon request, this document is provided to verify employee's essential service-related records.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU) and Office of the Provincial Treasurer (PTO)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	1. Elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Requesting individual as it pertains to his/her records.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the transaction window and request for service record.	1. Assist the client and inform the number of pages for the service record requested. Inform the client to proceed to the PTO Cash Receipts Unit for payment.	None	3 minutes	HR Staff
2. Proceed to PTO Cash Receipt Unit for payment of fee.  <i>Note: Present ID to PTO Staff.</i>	2. Receive the payment and issue Official Receipt (OR).	Php 25.00/ page	10 minutes	PTO Cash Receipts Unit Staff
3. Proceed to OPA-HRMU and submit the OR.	3.1. Receive and verify the OR from the client then print the service record.	None	10 minutes	HR Staff
	3.2. Attach the OR to the printed service record and authenticate the document with the PGLU dry seal.	None	5 minutes	HR Staff
	3.3. Review the Service Record and initial the document then forward to the HRMO for signature.	None	5 minutes	Section Head
	3.4. Initial the Service Record then forward to PA for signature.	None	5 minutes	HRMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5. Sign the Service Record.	None	5 minutes	PA
4. Receive the Service Record and sign the receiving logbook.	4. Release the Service Record along with the Customer Feedback Form.	None	3 minutes	HR Staff
5. Fill-out the Customer Feedback Form and drop in the suggestion box.	5. Discuss how to fill-out the form.	None	3 minutes	HR Staff
<b>TOTAL</b>		Php 25.00 / page	49 minutes	

## 2. Issuance of Certificate of Employment

Upon request, this document is provided to certify the employment and employment history of an individual.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU) and Office of the Provincial Treasurer (PTO)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	1. Elected official or existing employee of the Provincial Government of La Union (PGLU). 2. Requesting individual as it pertains to his/her records.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PTO Cash Receipt Unit for payment of fee.  <i>Note: Present ID to PTO Staff.</i>	1. Receive the payment and issue Official Receipt (OR).	Php 130.00	5 minutes	PTO Cash Receipts Unit Staff
2. Proceed to the transaction window, request for Certificate of Employment and submit the OR.	2.1. Receive and verify the OR then prepare and print the Certificate of Employment.  <i>Note: For PHO and District Hospitals current employee, HR Staff shall contact the Accounting Office to acquire needed data.</i>	None	15 minutes	HR Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Attach the OR to the printed Certificate of Employment and authenticate the document with the PGLU dry seal.	None	5 minutes	HR Staff
	2.3. Review the Certificate of Employment and initial the document then forward to the HRMO for initial.	None	5 minutes	Section Head
	2.4. Initial the certificate of employment then forward to PA for signature.	None	5 minutes	HRMO
	2.5. Sign the certificate of employment.	None	5 Minutes	PA
	3. Receive the Certificate of Employment and sign the receiving logbook.	3. Release the Certificate of Employment along with the Customer Feedback Form.	None	3 minutes
4. Fill-out the Customer Feedback Form and drop in the suggestion box.	4. Discuss how to fill-out the form.	None	3 minutes	HR Staff
<b>TOTAL</b>		Php 130.00/ page	46 minutes	

### 3. Assistance to Walk-in Job Applicants

This service ensures provision of assistance to as many 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.

For email submissions, applicant may submit their applications with complete attachments at [rsphmupglu@gmail.com](mailto:rsphmupglu@gmail.com) or [jobs.launion@gmail.com](mailto:jobs.launion@gmail.com).

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU)
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	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"> <li>Application Letter addressed to the Governor (1 copy)</li> <li>Revised 2017 CSC Form 212 (1 copy)</li> <li>CSC Work Experience Sheet (1 copy) with attached 1 pc passport size ID picture</li> <li>Copy of Transcript of Records and Diploma</li> <li>Authenticated Copy of Certificate of Eligibility or Board Examination, if any</li> <li>Copy of Driver's License and/or Security Guard License (for Driver or Security Guard applicants)</li> <li>Copy of Certificate of Trainings, if any</li> <li>Copy of Certificate of Employment or Service Record, if any</li> <li>Copy of PSA Birth Certificate</li> <li>Copy of Performance rating, if any</li> <li>Endorsement Letter (optional)</li> <li>1 Long White Folder</li> </ol>		<p>Provided by the applicant</p> <p>Download forms at the CSC website, <a href="https://tinyurl.com/PGLU-pds-wes">https://tinyurl.com/PGLU-pds-wes</a> or ask for a hard copy from the Recruitment Officers of OPA-HRMU</p> <p>Registrar Office of the school or college attended</p> <p>Civil Service Commission or Professional Regulation Commission</p> <p>Land Transportation Office or PNP CSG-SOSIA</p> <p>HR Office of previous employer</p> <p>PSA</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to transaction window and call attention of the HR Staff.	1. Go to the designated applicant's assistance table outside the office.	None	3 minutes	Recruitment Officer
2. Register in the Applicant's Logbook and submit necessary documents.	2. Check the completeness of the documents submitted.  <i>Note: If documents are lacking, provide checklist of requirements to the applicant.</i>	None	15 minutes	Recruitment Officer
3. Fill-out the Customer Feedback Form and drop in the suggestion box.	3. Discuss how to fill-out the form.	None	3 minutes	Recruitment Officer
<b>TOTAL</b>		None	21 minutes	

#### 4. Placement of On-The-Job Trainee (OJT)

This service ensures provision of assistance to interested on-the-job trainee.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU)
<b>CLASSIFICATION</b>	Simple



<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	Any person who is interested to apply as OJT in the Provincial Government of La Union (PGLU).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>OJT Form</li> <li>Request Letter addressed to the Governor</li> <li>Revised 2017 CSC Form 212 (2 copies)</li> </ol>		Requesting individual Requesting individual Download forms at the CSC website, <a href="https://tinyurl.com/PGLU-pds-wes">https://tinyurl.com/PGLU-pds-wes</a> or ask for a hard copy from the Recruitment Officers of OPA-HRMU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the transaction window and submit the application form with complete attachments.	1.1. Check the completeness of the accomplished form and attachment if any.	None	3 minutes	OPA-HRMU Staff
	1.2. Validate and authenticate the documents submitted.	None	15 minutes	OPA-HRMU Staff
	1.3. HRMU Staff shall forward the duly accomplished On-the-Job Trainee Form to the Provincial Administrator for signature.	None	10 minutes	OPA-HRMU Staff
	1.4. Once approved OPA-HRMU shall create record and input information to the Personnel Management Information System (PMIS).	None	10 minutes	OPA-HRMU Staff
	1.5. HRMU Staff shall conduct basic orientation to the On-The-Job Trainee on office rules and policies then shall be directed to Information and Communications Technology Unit (ICTU) for fingerprint registration and generation of ID which shall be	None	5 Minutes	OPA-HRMU Staff





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	issued by the OPA-HRMU.			
2. Fill-out the Customer Feedback Form and drop in the suggestion box.	2. Discuss how to fill-out the form.	None	3 minutes	OPA-HRMU Staff
<b>TOTAL</b>		None	46 minutes	



## **INTERNAL SERVICES**



## 1. Receiving Incoming Communications

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the transaction window and submit the document along with the receiving logbook/ copy.	1. Receive the incoming communication and sign the receiving logbook/ copy.	None	3 minutes	OPA-HRMU Staff
2. Fill-out the Customer Feedback Form and drop in the suggestion box.	2. Discuss how to fill-out the form.	None	3 minutes	OPA-HRMU Staff
<b>TOTAL</b>		None	6 minutes	

## 2. Releasing Outgoing Communications

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the transaction window and receive the outgoing document then sign the logbook/ receiving copy.	2. Release the outgoing communication.  <i>Note: For communication to be disseminated to various offices, OPA-HRMU shall use the Office Checklist.</i>	None	3 minutes	OPA-HRMU Staff
2. Fill-out the Customer	3. Discuss how to fill-out the form.	None	3 minutes	OPA-HRMU Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Feedback Form and drop in the suggestion box.				
<b>TOTAL</b>		None	6 minutes	

### 3. Leave Privileges

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU)
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government
<b>WHO MAY AVAIL</b>	All permanent, temporary, casual, and coterminous PGLU employees and elected officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Leave Application Form (2 copies)	OPA-HRMU
<b>Attachment for Sick Leave of more than 5 days</b> Medical Certificate	Physician
<b>Attachment for Maternity Leave</b> Medical Certificate	Physician
<b>Attachment for Paternity Leave</b> Medical Certificate & Birth Certificate of Child	Physician / Registrar's Office
<b>Attachment for Solo Parent Leave</b> Solo Parent ID	City/Municipal Social Welfare Office
<b>Attachment for Rehabilitation Leave</b> Medical Certificate & Individual Incident/Accident report	Physician
<b>Attachment for Study Leave</b> Letter of Request and Study Leave Contract	OPA-HRMU
<b>10 Day Violation Against Women and their Children (VAWC) Leave</b> Barangay Protection Order (BPO) Temporary/Permanent Protection Order (TPO/PPO)	Barangay Court
<b>Note:</b>  a) <i>if the protection order is not yet issued by the barangay or the court, a certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO, TPO/PPO has been filed.</i>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>b) In the absence of BPO/TPO/PPO or the certification, a police report specifying the details of the occurrence of violence on the victim and a medical certificate may be considered.</p> <p><b>Calamity Leave</b> Barangay Certificate - issued by the local barangay confirming that your house or location has been affected or damaged by a typhoon/calamity.</p> <p><b>Adoption Leave</b> A photocopy of the original Pre-Adoption Placement Authority (PAPA)</p>	<p>Barangay</p> <p>DSWD</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to the transaction window and submit the accomplished Leave Form.</p> <p>Note: Leave Application shall also be filed at the PGLU Workspace before submission.</p>	<p>1.1. Check the completeness of the accomplished form and attachment if any.</p>	None	3 minutes	OPA-HRMU Staff
	<p>1.2. Process the leave application.</p> <p>Note: a) Processing includes the verification of leave credits. b) Input necessary data to the PMIS c) Updating of leave ledgers, among others.</p>	None	1 day	OPA-HRMU Staff
	<p>1.3. Review and initial the leave application.</p> <p>1.4. Leave of application of rank-and-file employees are approved by PA as duly authorized by the Governor.</p> <p>Note: Leave of employees with Salary Grade 26 and leave applications for Travel Abroad are</p>	None	1 day	OPA-HRMU Head



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>approved by the Governor.</i></p> <p><i>Leaves of absence of the Vice-Governor shall be approved by the Governor. Provided that the leaves of absence of the members of the Sangguniang and their employees shall be approved by the Governor.</i></p> <p><i>Leaves of absence of the Governor shall be approved by the President or his duly authorized representative.</i></p>			
2. Fill-out the Customer Feedback Form and drop in the suggestion box.	2. Discuss how to fill-out the form.	None	3 minutes	OPA-HRMU Staff
<b>TOTAL</b>		None	2 days and 6 minutes	

#### 4. Non-Monetary Remuneration of Overtime Services

Employee may avail the Compensatory Time-Off continuously up to a maximum of five consecutive days per single availment subject to approval of Department Head.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All casual, temporary, and permanent PGLU employees.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CTO Application 2. Approved OT Memorandum 3. DTR		Requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the transaction window and submit the CTO application form	1.1. Check the completeness of the accomplished form and attachment if any.	None	3 minutes	OPA-HRMU Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with complete attachments.	1.2. Validate documents and record the CTO in the employee CTO ledger card.	None	1 day	OPA-HRMU Staff
	1.3. Review and initial the CTO application and CTO ledger card. 1.4. Approve the CTO application.	None	1 day	OPA-HRMU Head  PA
2. Receive the approved CTO application.	2. Record and release the approved CTO.	None	3 minutes	OPA-HRMU Staff
3. Fill-out the Customer Feedback Form and drop in the suggestion box.	3. Discuss how to fill-out the form.	None	3 minutes	OPA-HRMU Staff
<b>TOTAL</b>		None	2 days and 9 minutes	

## 5. GSIS Loan Application

This service ensures the provision of assistance to employees by providing timely approval of loans and monitoring of the sufficient take home pay of PGLU Employees.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Administrator – Human Resource Management Unit (OPA-HRMU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All casual, coterminous, temporary and permanent PGLU employees who are interested to apply for GSIS Loan.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. GSIS Loan Application Form 2. GSIS Kiosk or Loan Application via GSIS Touch		OPA-HRMU Requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the transaction window and submit the accomplished GSIS Loan Application Form.	1.1. Inform the employee/ liaison that the loan will be credited within 3 working days upon confirmation.	None	3 minutes	OPA-HRMU Staff
	1.2. Validate the information written on the form and	None	30 minutes	Authorized Agency Officer (AAO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note: GSIS Loan Application Form shall already be signed by the Provincial Accountant and Provincial Legal Officer before submission to OPA-HRMU and application shall already be done via GSIS Kios or GSIS Touch App.</i>	check if employee has sufficient leave credits for the loan, then confirm the loan through the GSIS Portal.			
2. Fill-out the Customer Feedback Form and drop in the suggestion box.	2. Discuss how to fill-out the form.	None	3 minutes	OPA-HRMU Staff
<b>TOTAL</b>		None	36 minutes	



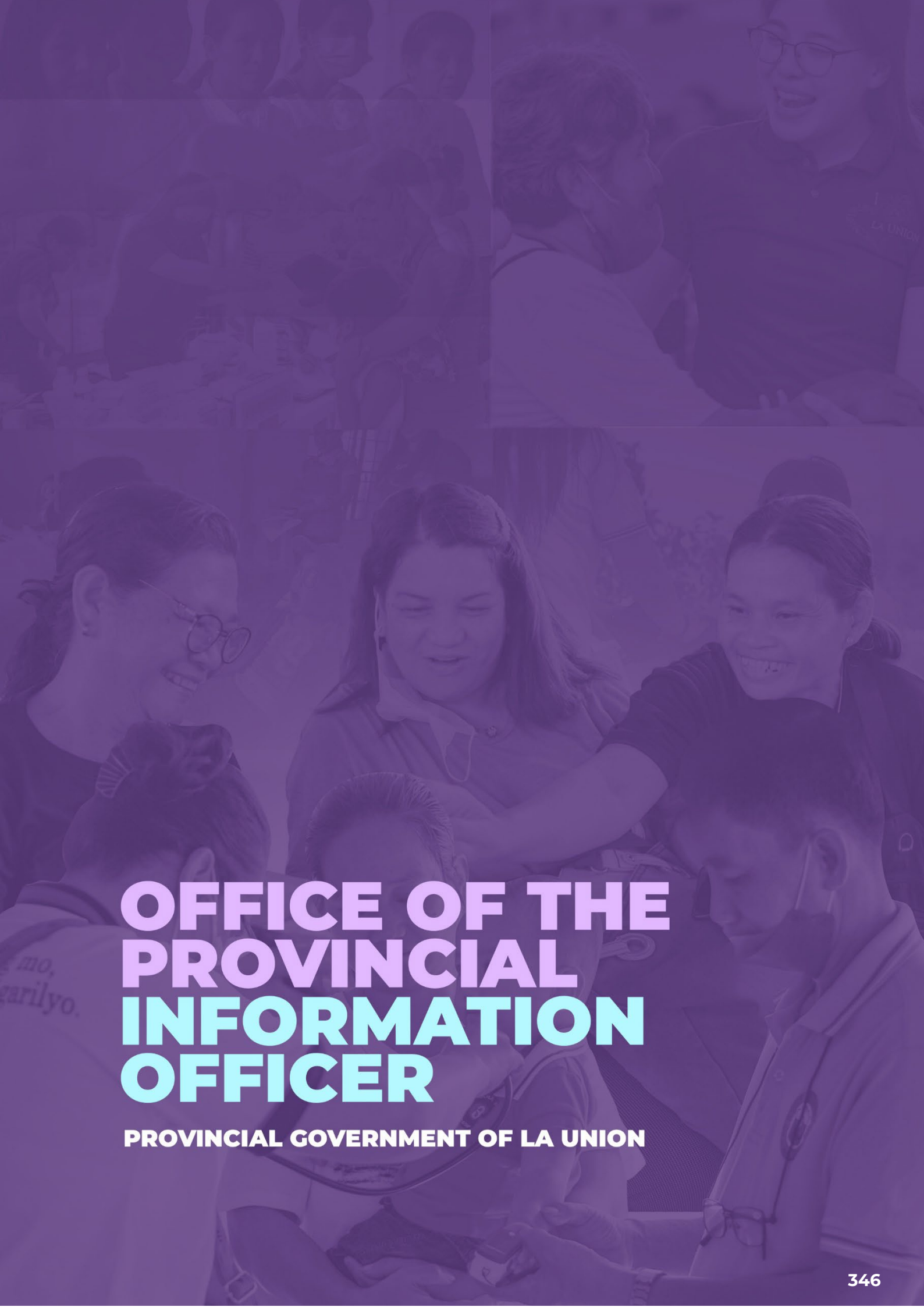


FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located near the HR door or scan the QR code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working days upon receipt of the feedback.</p> <p>The office's response/corrective action is then relayed to the citizen.</p> <p>For inquiries and follow-up, citizen may contact (072) 242-5550 loc. 225.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located near the HR door.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>OPA-HRMU:</b> Tel No. : (072) 242-5550 loc. 256/225 Email: <a href="mailto:pglu_hrmu@launion.gov.ph">pglu_hrmu@launion.gov.ph</a> / <a href="mailto:rsphrmupglu@gmail.com">rsphrmupglu@gmail.com</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 888-3608 Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The office's response/corrective action is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The office's response/corrective action is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPA-HRMU</b></p>	<p><b>FRANCISCO EMMANUEL "PACOY" R. ORTEGA III</b> Provincial Administrator 2<sup>nd</sup> Floor, Provincial Capitol Complex, Aguila Rd., Barangay II, City of San Fernando, La Union Email: <a href="mailto:adminoffice@launion.gov.ph">adminoffice@launion.gov.ph</a> Tel No.: 242-5550 loc. 321</p> <p><b>ZENAIDA S. ASPIRAS</b> Supervising Administrative Officer 2<sup>nd</sup> Floor, Provincial Capitol Complex, Aguila Rd., Barangay II, City of San Fernando, La Union Email: <a href="mailto:pglu_hrmu@launion.gov.ph">pglu_hrmu@launion.gov.ph</a> / <a href="mailto:rsphrmupglu@gmail.com">rsphrmupglu@gmail.com</a> Tel No.: 242-5550 loc. 225</p>



# OFFICE OF THE PROVINCIAL INFORMATION OFFICER

PROVINCIAL GOVERNMENT OF LA UNION



## **INTERNAL SERVICES**



## 1. Request for Simple and Complex Layout

- a. Simple lay-out – certificates, signage, book cover, congratulatory tarpaulins, flyers, 1 social media card and welcome banners.
- b. Complex Layout – series of social media cards, Infographic and Information Education and Communication (IEC) materials, brochures, posters and guidelines and mechanics.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Request Slip		PIO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the logbook and submit the accomplished request slip.	1.1. Evaluate the submitted request slip and forward to the PIO for review.	None	5 minutes	Administrative Staff
	1.2. Designate a layout artist for the request execution.  <i>Note: If the request is disapproved, administrative staff shall inform the client of the reason for approval.</i>	None	5 minutes	Provincial Information Officer
	1.3. Execute the layout requested by the client and submit to the PIO for review and approval.  <i>Note: Simple layout execution time will be done within 3 days.</i>	None	6 days and 6 hours	Layout Artist
	1.4. Review and approve the layout.	None	2 hours	Provincial Information Officer
2. Receive the approved layout.	2. Record and release the approved layout to the client.	None	5 minutes	Administrative Staff/ Layout Artist
3. Scan the QR Code posted for online feedback or fill-out the Customer Feedback Form	3. Provide the Customer Feedback Form and assist the client.	None	3 minutes	Administrative Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
then drop at the designated box.				
<b>TOTAL</b>		None	7 days and 18 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 or other applicable formats) with less than one (1) minute Total Running Time.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government
<b>WHO MAY AVAIL</b>	All PGLU Departments
<b>CHECKLIST OF REQUIREMENTS</b>	
1 Request Slip	
<b>WHERE TO SECURE</b>	
PIO	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit the accomplished request slip.	1.1. Evaluate the submitted request slip and forward to the PIO for review.	None	5 minutes	Administrative Staff
	1.2. Designate a layout artist for the request execution.  <i>Note: If the request is disapproved, Administrative staff shall inform the client of the reason for approval.</i>	None	5 minutes	Provincial Information Officer
	1.3. Execute the logo requested by the client and submit to the PIO for review and approval.  <i>Note: In case there are revisions, the layout artist shall incorporate inputs.</i>	None	3 days and 4 hours	Logo/ Video Animator
	1.4. Review and approve the logo animation.	None	4 hours	Provincial Information Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the approved logo animation.	2. Record and release the approved logo animation to the client.	None	5 minutes	Administrative Staff
3. Scan the QR Code posted for online feedback or fill-out the Customer Feedback Form then drop at the designated box.	3. Provide the Customer Feedback Form and assist the client.	None	3 minutes	Administrative Staff
<b>TOTAL</b>		None	4 days and 18 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 or with vocals). No scriptwriting/narration/Voice Over recording shall be required. The expected output is an AVP (in .mp4 or other applicable formats) with not more than five (5) minutes Total Running Time.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Request Slip		PIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit the accomplished request slip.	1.1. Evaluate the submitted request slip and forward to the PIO for review.	None	5 minutes	Administrative Staff
	1.2. Designate a video editor for the request execution.  <i>Note: If the request is disapproved, administrative staff shall inform the client of the reason for approval.</i>	None	5 minutes	Provincial Information Officer
	1.3. Execute the video/ slideshow editing requested	None	5 days and 4 hours	Video Editor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	by the client and submit to the PIO for review and approval.  <i>Note: In case there are revisions, the video editor shall incorporate inputs.</i>  <i>Client may request a maximum of 2 revisions only.</i>			
	1.4. Review and approve the video/slideshow.	None	4 hours	Provincial Information Officer
2. Receive the approved video.	2. Record and release the approved video/slideshow to the client.	None	5 minutes	Video Editor
3. Scan the QR Code posted for online feedback or fill-out the Customer Feedback Form then drop at the designated box.	3. Provide the Customer Feedback Form and assist the client.	None	3 minutes	Administrative Staff
<b>TOTAL</b>		None	4 days and 18 minutes	

#### 4. Request for Specialized Video Material

Request to produce special video material that primarily utilizes videos/photos 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/Voice Over recording. 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 other applicable formats) with not more than eight (8) minutes Total Running Time.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer	
<b>CLASSIFICATION</b>	Highly Technical	
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government	
<b>WHO MAY AVAIL</b>	All PGLU Departments	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1 Request Slip		PIO





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit the accomplished request slip.	1.1. Evaluate the submitted request slip and forward to the PIO for review.	None	5 minutes	Administrative Staff
	1.2. Designate a team for the request execution. The team is composed of Concept Developer, Scriptwriter, Shooter, Voice Over Artis, and Video Editor.  <i>Note: If the request is disapproved, administrative staff shall inform the client of the reason for approval.</i>	None	5 minutes	Provincial Information Officer
	1.3. Execute video material requested by the client:  a. Planning – Concept Development, script writing and voice over narration b. Production – Location management, shooting, coordination with talents, and other logistics needed. c. Post Production – Editing of the video and submit for review and approval.	None	4 days	Concept Developer, Script Writer
2. Review the video material.  <i>Note: Client may request a maximum of 2 revisions only.</i>	2.1. Recommend video for approval.  <i>Note: In case there are revisions, the team shall incorporate inputs.</i>	None	1 day and 4 hours	Production Team
	2.2. Review and approve the video material.	None	4 hours	Provincial Information Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the approved video.	3. Record and release the approved output to the client.  <i>Note: The output shall be in .mp4 (or other applicable formats) and transmitted through flash drive or google drive link.</i>	None	5 minutes	Video Editor
4. Scan the QR Code posted for online feedback or fill-out the Customer Feedback Form then drop at the designated box.	4. Provide the Customer Feedback Form and assist the client.	None	3 minutes	Administrative Staff
<b>TOTAL</b>		None	19 days and 18 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.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Request Slip		PIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit the accomplished request slip.	1.1. Evaluate the submitted request slip and forward to the PIO for review.	None	5 minutes	Administrative Staff
	1.2. Designate a Photographer for the request execution.  <i>Note: If the request is disapproved, administrative staff shall inform the client of the reason for approval.</i>	None	5 minutes	Provincial Information Officer
	1.3. Execute photo/ video	None	2 days	Photographer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documentation requested by the client.  <i>Note: Photo/Video Documentation varies on the duration of the event requested.</i>			
	1.4. Turnover photo/ video documentation to writer for press/ photo release.	None	1 day	Photographer
	1.5. Review and recommend approval of photos/ video documentation for release.	None	4 hours	Writer
	1.6. Review and approve photos/ videos for release to medica partners.	None	4 hours	Provincial Information Officer
2. Receive the photo/ video documentation.	2. Record and release the photo/ video documentation to client and media partners.	None	5 minutes	Administrative Staff
3. Scan the QR Code posted for online feedback or fill-out the Customer Feedback Form then drop at the designated box.	3. Provide the Customer Feedback Form and assist the client.	None	3 minutes	Administrative Staff
<b>TOTAL</b>		None	4 days and 18 minutes	

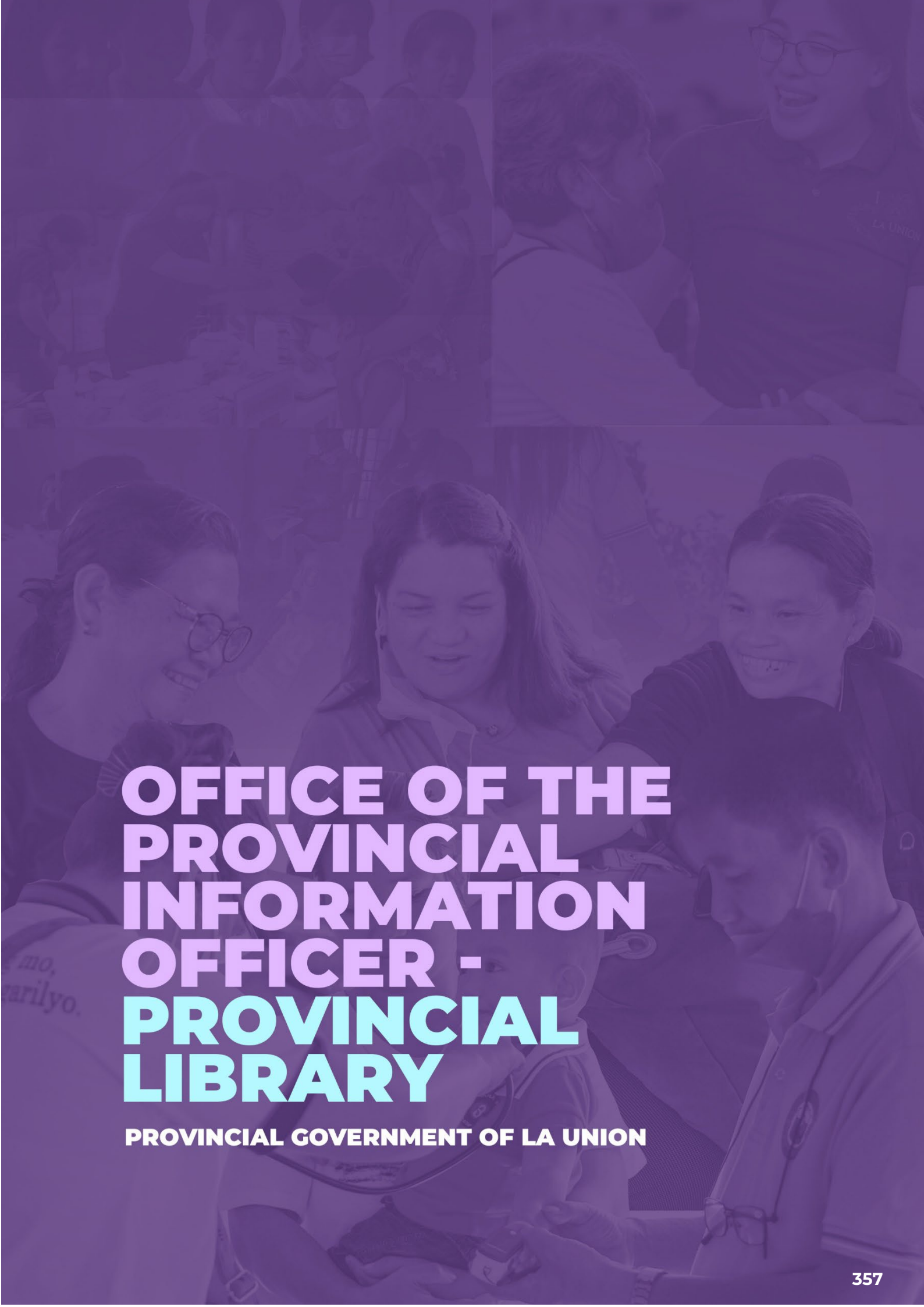


FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the PIO Receiving Area or scan the QR Code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 227.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the PIO Receiving Area or scan the QR Code posted.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>Provincial Information Office</b> Tel. No. : (072) 242-5550 local 227 Email : <a href="mailto:info@launion.gov.ph">info@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of the PIO</b></p>	<p><b>ROWAN JOSHUA E. DIMACULANGAN</b> Provincial Information Officer Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union Tel No.: (072) 242-5550 local 227 Email: <a href="mailto:info@launion.gov.ph">info@launion.gov.ph</a></p>



# **OFFICE OF THE PROVINCIAL INFORMATION OFFICER - PROVINCIAL LIBRARY**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**

## 1. 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 collections of the library.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer – Library and Archiving Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Valid Identification Card		School, Company, BIR, NBI, Post Office, PhilHealth, Pag-Ibig, SSS, GSIS, PRC, PSA		
Client Registration Form		La Union Provincial Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the filled-out registration form along with the valid ID.	1.1. Validate and encode the client's personal information in the KOHA System.	None	10 minutes	Administrative Aide V Librarian I Librarian III
	1.2. Print and release the Library Access Card.	None	15 minutes	Administrative Aide V Librarian I Librarian III
2. Receive the Library Access Card.	2. Orient the client on the proper usage of the library access card.	None	5 minutes	Administrative Aide V Librarian I Librarian III
3. Scan the QR Code posted for online feedback or fill-out the Customer Feedback & Complaint Form then drop at the designated box.	3. Provide the Customer Feedback & Complaint Form and assist the client.	None	5 minutes	Administrative Aide V Librarian I Librarian III
<b>TOTAL</b>		None	35 minutes	

*\*Note: Processing time is adjusted to include the waiting time. However, a single transaction can be completed in 7 minutes.*



## 2. Reader's Service

### A. In-House Reading

This service allows clients to use different reading resources of the library in the reading area.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer – Library and Archiving Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Library Access Card		Library Circulation Area		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Scan the library access card and use the Online Public Access Catalogue to select a book.	1. Assist in using the Online Public Access Catalogue.	None	10 minutes	Administrative Aide V Librarian I Librarian III
2. Locate books at the bookshelf and proceed to the reading area.  Note: The client may continue browsing and reading the selected books if no client requests a similar title.	2. Assist client in locating books at the bookshelf area and instruct them to proceed at the reader's area.	None	4 hours	Administrative Aide V Librarian I Librarian III
3. Return borrowed books at the designated carrels.	3. Instruct client of the designated carrels.	None	5 minutes	Administrative Aide V Librarian I Librarian III
4. Scan the QR Code posted for online feedback or fill-out the Customer Feedback & Complaint Form then drop at the designated box.	4. Provide the Customer Feedback & Complaint Form and assist the client.	None	5 minutes	Administrative Aide V Librarian I Librarian III
<b>TOTAL</b>		None	4 hours and 20 minutes	

\*Note: Processing time is adjusted to include the waiting time and reading time of the clients.



## B. Home-Loan Reading

This service allows clients to use different reading resources of the library in the reading area.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer – Library and Archiving Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Library Access Card		Library Circulation Area		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Scan the library access card and use the Online Public Access Catalogue to select a book.	1. Assist in using the Online Public Access Catalogue.	None	10 minutes	Administrative Aide V Librarian I Librarian III
2. Locate books at the bookshelf.	2. Assist client in locating books at the bookshelf area.	None	10 minutes	Administrative Aide V Librarian I Librarian III
3. Proceed to the library reception area and provide valid ID to check-out books.	3. Verify the valid ID of the client/s.	None	5 minutes	Administrative Aide V Librarian I Librarian III
4. Fill-out book card/s and check-out books.  <i>Note: Clients can borrow two non-fiction for two days and two fiction books for a week in every transaction. (Research, Thesis, Dissertation, Law, and Reference books are not allowed for Home-Loan purposes)</i>	4. Verify the filled-out book card/s and register the borrowed book/s in the KOHA Integrated Library System.	None	15 minutes	Administrative Aide V Librarian I Librarian III
5. Scan the QR Code posted for online feedback or fill-out the Customer Feedback & Complaint Form	5. Provide the Customer Feedback & Complaint Form and assist the client.	None	5 minutes	Administrative Aide V Librarian I Librarian III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
then drop at the designated box.				
<b>TOTAL</b>		None	45 minutes	

\*Note: Processing time is adjusted to include the waiting time. However, a single transaction can be completed in 9 minutes.

### 3. Books Return Service

When the user returns the borrowed book, the entry for his/her borrowing action must be updated with the date returned in the book card and in the KOHA Integrated Library System-Circulation Module.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer – Library and Archiving Unit
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
1 Library Access Card	
<b>WHERE TO SECURE</b>	
La Union Circulation Area	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the Library Access Card and return the book/s borrowed.	<p>1. Scan the barcode of the book/s returned in the KOHA System, then get the book card/s and mark as returned.</p> <p>1.1 Return the valid ID of the client.</p> <p>1.2 Return the book/s at the shelf</p> <p><i>Note: If borrowed books are not returned on its due date, the library staff shall call the attention of the client thru text message or phone call.</i></p> <p><i>If damaged or lost, the client must replace the book with the same title and must be copyrighted not later than five years of the copyright of the lost book but if out of print, it shall be replaced</i></p>	None	5 minutes	Administrative Aide V Librarian I Librarian III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>with an alternative book with similar quality and subject.</i>			
2. Scan the QR Code posted for online feedback or fill-out the Customer Feedback & Complaint Form then drop at the designated box.	2. Provide the Customer Feedback & Complaint Form and assist the client.	None	5 minutes	Administrative Aide V Librarian I Librarian III
<b>TOTAL</b>		None	10 minutes	

\*Note: Processing time is adjusted to include the waiting time. However, a single transaction can be completed in 5 minutes.

#### 4. Internet Service

In the modern world of information explosion, the internet has become a necessity for libraries. Thus, the La Union Provincial Library provides free internet access to clients.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer – Library and Archiving Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Library Access Card		La Union Circulation Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the Library Access Card and proceed to the computer usage area if there is an available unit.	1. Instruct the client to proceed in the e-library area.	None	15 minutes	Administrative Aide V Librarian I Librarian III
2. Use computer for research purposes.  <i>Note: Client may extend using the computer for another hour if no client is waiting.</i>	2. Assist in the access of computer and monitor the usage.	None	1 hour	Administrative Aide V Librarian I Librarian III
3. Scan the QR Code posted for online feedback or fill-out the	3. Provide the Customer Feedback Form and assist the client.	None	5 minutes	Administrative Aide V Librarian I Librarian III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Customer Feedback & Complaint Form then drop at the designated box.				
<b>TOTAL</b>		None	1 hour and 20 minutes	

## 5. Online Library Inquiry Service

The Online Library Inquiry Service aims to assist and provide specific answers to library-related inquiries of clients and find out if reference materials needed are available before visiting the library.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer – Library and Archiving Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G –Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Active Email Address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to <a href="http://bit.ly/LibraryLU">bit.ly/LibraryLU</a> and enter library related question/s and click submit.	1. Monitor and provide answer/s to queries.	None	10 minutes	Administrative Aide V Librarian I Librarian III
2. Check email address provided for the answer/s.	2. Monitor Online Library Service for follow-up questions and further instructions.	None	5 minutes	Administrative Aide V Librarian I Librarian III
3. Scan and fill-out the QR Code of the Customer Feedback and Complaint Form	3. Send the QR Code through email and instruct client to fill-out the Customer Feedback and Complaint Form	None	5 minutes	Administrative Aide V Librarian I Librarian III
<b>TOTAL</b>		None	20 minutes	

\*Note: Processing time is adjusted to include the waiting time of the answering of other questions. However, a single transaction can be completed in 5 minutes.

## 6. Online Registration using the Online Public Access Catalog (OPAC)

The OPAC provides features that allow registration of the library clients which aim to search, access, and reserve reading materials at any time and from any location.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Information Officer – Library and Archiving Unit
<b>CLASSIFICATION</b>	Simple



<b>TYPE OF TRANSACTION</b>	G2G –Government to Government G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Active Email Address				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to <a href="https://laup.launion.gov.ph">https://laup.launion.gov.ph</a> and register the personal information.	1. Monitor the KOHA Integrated Library System.  <i>Note: Validation of personal information and providing of permanent Library Access Number will be done when client visits the library.</i>	None	5 minutes	Administrative Aide V Librarian I Librarian III
2. Use the Online Public Access Catalog (OPAC)	2. Monitor from the KOHA Integrated Library System for comments and reservations of clients if there are any.	None	5 minutes	Administrative Aide V Librarian I Librarian III
3. Check the OPAC account for instruction/s	3. Provide further instruction/s to clients through the OPAC account	None	5 minutes	Administrative Aide V Librarian I Librarian III
4. Answer the link of the Customer Feedback and Complaint Form	4. Send the link of the Customer Feedback and Complaint Form through the OPAC Account and instruct client to fill-out	None	5 minutes	Administrative Aide V Librarian I Librarian III
<b>TOTAL</b>		None	20 minutes	

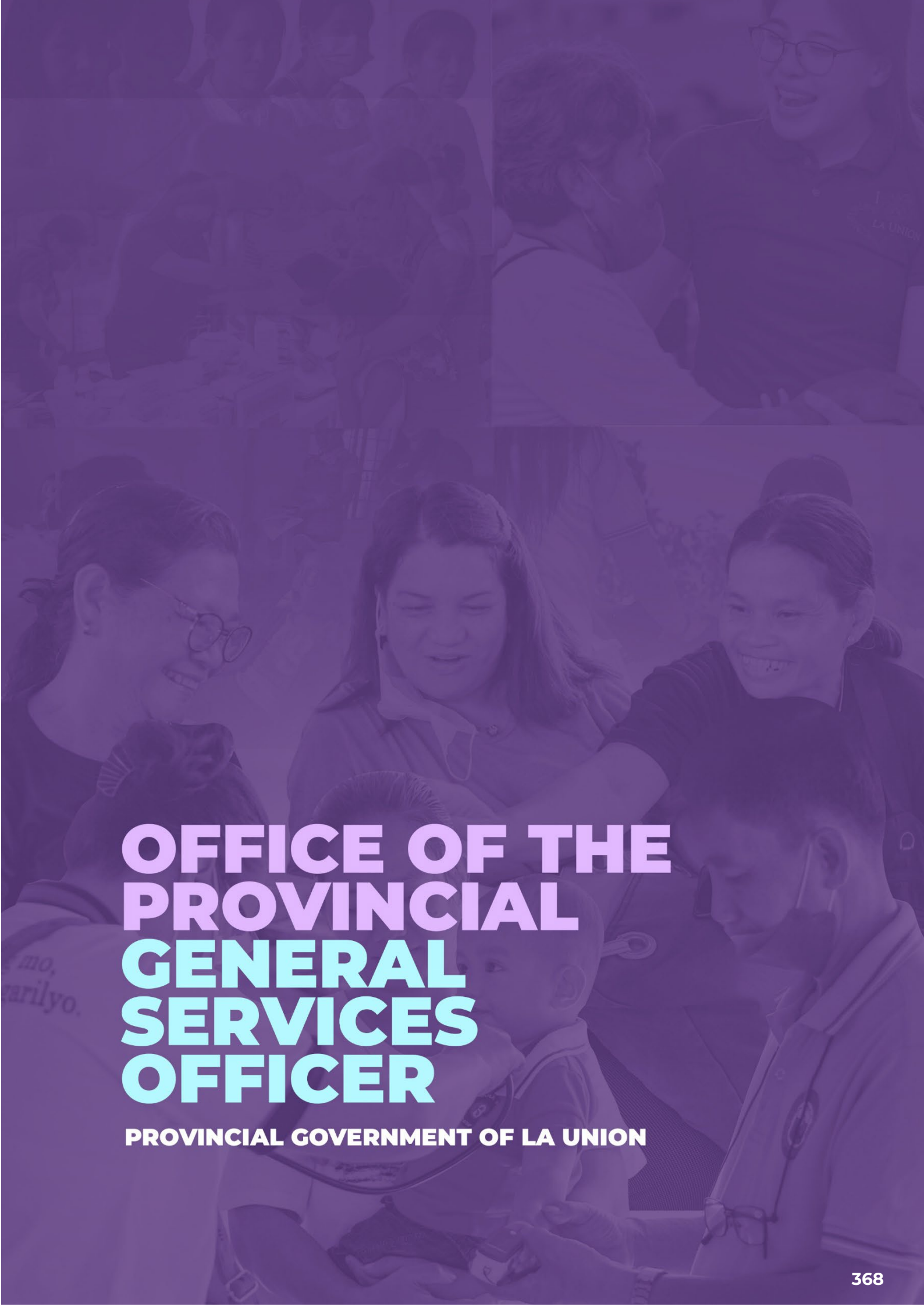
FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the Library Circulation Area or scan the QR Code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the Tourist Assistance Desk.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>Provincial Information Office</b> Tel. No. : (072) 242-5550 local 227 Email : <a href="mailto:info@launion.gov.ph">info@launion.gov.ph</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	For complaints from Customer Feedback Box and QR code:



## FEEDBACK AND COMPLAINTS MECHANISMS

	<p>Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of the La Union Provincial Library</b></p>	<p><b>ROWAN JOSHUA E. DIMACULANGAN</b> Provincial Information Officer Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union Tel No.: (072) 242-5550 local 227 Email: <a href="mailto:info@launion.gov.ph">info@launion.gov.ph</a></p> <p><b>MARISSA D. ACOSTA</b> Librarian III – La Union Provincial Library 5<sup>th</sup> Floor, LUPAC Building, City of San Fernando, La Union Tel No.: (072) 607-4286 e-mail: <a href="mailto:launionlibrary@gmail.com">launionlibrary@gmail.com</a></p>





# OFFICE OF THE PROVINCIAL GENERAL SERVICES OFFICER

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**



## 1. Requests for Use of Venue of the Provincial Government of La Union Facilities

We serve clients coming from different requesting Local Government Units, schools, various agencies/associations and other individuals.

<b>OFFICE OR DIVISION</b>	Office of the Provincial General Services Officer (PGSO)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	Local Government Units, schools, various agencies/associations and other individuals.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Letter Request of client approved by the Governor</li> <li>- Venue Request Slip</li> </ul>		<ul style="list-style-type: none"> <li>- Office of the Governor</li> <li>- Office of the Provincial General Services Officer</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with the OPGSO - Property Management Section for the venue requirements.  <i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from PGSO. See Office of the Provincial Governor (OPG) Citizen's Charter on the Handling of Request Letter for reference.</i>	1. OPGSO - Property Management Section shall check the availability of venue and other venue requirements coordinate with the client for the venue requirements.	None	5 minutes	Administrative Aide III
2. Fill-out the venue request slip to identify the venue requirements.	2. Prepare and record Venue Request Slip and update the calendar of activities and forward to Property Officer for initial and PGSO for approval.	None	30 minutes	Administrative Aide III, Administrative Officer III
3. Notation of Venue Request Slip.	3. The PGSO shall sign the Venue Request Slip for approval.	None	1 hour	Provincial General Services Officer
4. Issuance of Venue Request Slip and provision of copy to	4. OPGSO-Property Management Section shall issue the Venue Request	None	30 minutes	Administrative Officer V, OPGSO-BGESMU Head



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OPGSO- Buildings, Grounds, Electrical and Sound System Maintenance Unit (BGESMU).	Slip and provide a copy to OPGSO-BGESMU.			
5. Notification of BGESMU Section Heads.	5. BGESMU Head shall notify the Section Heads concerned in the Venue Request Slip to facilitate the venue preparation which includes hauling and housekeeping services, electrical maintenance and sound system services.	None	5 minutes	Administrative Assistant II/III, Administrative Aide IV
6. Assignment of BGESMU Staff.	6. The BGESMU Section Heads shall assign staff to assist in the venue preparation of the client at the date/s and time/s indicated in the request.	None	1 hour	OPGSO-BGESMU Staff
7. Fill-out the Customer Feedback Form and drop/put it at the designated box.	7. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	OPGSO-BGESMU Staff
<b>TOTAL</b>		None	3 hours and 15 minutes	

## 2. Requests for Use of Venue of the Provincial Government of La Union Equipment

We serve clients coming from different requesting Local Government Units, schools, various agencies/associations and other individuals.

<b>OFFICE OR DIVISION</b>	Office of the Provincial General Services Officer (PGSO)
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government
<b>WHO MAY AVAIL</b>	Local Government Units, schools, various agencies/associations and other individuals.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request of client approved by the Governor		Office of the Governor		
Venue Request Slip		Office of the Provincial General Services Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Coordinate with the OPGSO - Property Management Section for the request.</p> <p><i>Note: Client must first submit request letter to the Office of the Governor and wait for the notification from PGSO. See Office of the Provincial Governor (OPG) Citizen's Charter on the Handling of Request Letter for reference.</i></p>	<p>1. OPGSO-Property Management Section shall coordinate with the client, check availability if items and prepare the Borrower's Slip &amp; forward to the Provincial General Services Officer (PGSO) for signature and approval.</p>	None	5 minutes	Administrative Aide III, Administrative Officer III
<p>2. Notation of Borrower's Slip</p>	<p>2. The PGSO shall sign the Borrower's Slip for approval</p>	None	1 hour	Provincial General Services Officer
<p>3. Issuance of Borrower's Slip and provision of copy to OPGSO-Buildings, Grounds, Electrical and Sound System Maintenance Unit (BGESMU)</p>	<p>3. OPGSO-Property Management Section shall issue the Borrower's Slip and provide a copy to OPGSO-BGESMU</p>	None	30 minutes	Administrative Officer V, OPGSO-BGESMU Head
<p>4. Notification of BGESMU Section Heads</p>	<p>4. BGESMU Head shall notify the Section Heads concerned in the Venue Request Slip to facilitate the venue preparation which includes hauling and housekeeping services, electrical maintenance and sound system services.</p>	None	5 minutes	Administrative Assistant II/ III, Administrative Aide IV



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Assignment of BGESMU Staff	5. The BGESMU Section Heads shall assign staff to assist in the hauling and delivery of the items indicated in the request	None	1 hour	OPGSO-BGESMU Staff
6. Fill-out the Customer Feedback Form and drop/put it at the designated box.	6. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	OPGSO-BGESMU Staff
<b>TOTAL</b>		None	2 hours and 45 minutes	



## **INTERNAL SERVICES**



## 1. Issuance of Property Acknowledgement Receipt and Inventory Custodian Slip

<b>OFFICE OR DIVISION</b>	Office of the Provincial General Services Officer – Transport, Supply and Property Management Unit (PGSO – TSPMU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All Provincial Government of La Union Offices and District Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Purchase Order 2. Inspection and Acceptance Report 3. Delivery Receipt and/or Official Receipt or Sales Invoice		Originating Office/ Department concerned PGSO External Provider		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents.	1. Receive the documents and forward to Transport, Supply & Property Management Unit (TSPMU).	None	10 minutes	Administrative Aide I, TMS
2. Wait for the Property Acknowledgement Receipt (PAR).	2. Prepare Property Acknowledgement Receipt and forward to Property Officer for initial.	None	30 minutes	Administrative Assistant I, Administrative Officer I/III, TSPMU
3. Receive the PAR.	3. Release PAR.	None	10 minutes	Administrative Aide III, TSPMU
4. Return signed PAR.	4. Receive, record and forward signed PAR to the Transport, Supply & Property Management Unit (TSPMU).	None	10 minutes	Administrative Assistant I, TSPMU
5. Wait for the issuance of PAR.	5.1. Review the signed PAR and forward to Provincial General Services Officer (PGSO) for notation.	None	30 minutes	Administrative Officer III, TSPMU
	5.2. Sign the PAR.	None	1 hour	Provincial General Services Officer
6. Receive the duly signed PAR.	6. Record, file and release the PAR.	None	10 minutes	Administrative Assistant I, TSPMU
7. Fill-out the Customer Feedback Form and drop/put it at	7. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Administrative Assistant I, Administrative Aide I





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the designated box.				
<b>TOTAL</b>		None	2 hours and 45 minutes	

## 2. Issuance of Property Return Slip

<b>OFFICE OR DIVISION</b>	Office of the Provincial General Services Officer – Transport, Supply and Property Management Unit (PGSO – TSPMU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All Provincial Government of La Union Offices and District Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for Return of Property		End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request.	1. Receive the letter request and endorse to OPGSO Administrative Management Unit.	None	5 minutes	Administrative Aide I/III, TSPMU
2. Wait for the Property Return Slip (PRS).	2. Prepare the Property Return Slip (PRS) and forward to Property Officer for review.	None	30 minutes	Administrative Aide III, Administrative Officer III
3. Receive PRS for signature of end-user.	3. Release the PRS.	None	5 minutes	Administrative Aide III, TSPMU
4. Return signed PRS together with the Property (items/articles), if applicable.	4. Receive, record and forward the signed PRS to the TSPMU.	None	5 minutes	Administrative Aide III, TSPMU
5. Submit property for inspection.	5. Inspect the property against the information on the PRS and sign the PRS and forward to the Provincial General Services Officer (PGSO).	None	30 minutes	Administrative Aide III, TSPMU
6. Wait for the PRS.	6. Review PRS and certify receipt.	None	1 hour	PGSO
7. Receive the PRS.	6. Record, file and release duly signed PRS.	None	5 minutes	Administrative Aide III, TSPMU



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Fill-out the Customer Feedback Form and drop/put it at the designated box.	7. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Administrative Aide III, TSPMU
<b>TOTAL</b>		None	2 hours and 25 minutes	

### 3. Preparation of Requisition Issue Slip

<b>OFFICE OR DIVISION</b>	Office of the Provincial General Services Officer – Supply Management Section (PGSO – SMS)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All Provincial Government of La Union Offices and District Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Issue Slip		Provincial General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Requisition and Issue Slip (RIS) in accordance with the Office's Project Procurement Management Plan (PPMP).	1. Receive the RIS and forward to Supply Management Section (SMS).	None	5 minutes	Administrative Assistant II, SMS
2. Wait for the approval of PRS,	2.1. Review the RIS and check the items listed against the PPMP and affix initial for approval of the Provincial General Services Officer (PGSO).	None	30 minutes	Administrative Officer I, SMS
	2.2. Approve the release of requested items.	None	1 hour	Provincial General Services Officer
3. Receive the supplies per quantity issued.	3. Issue supplies indicated on the RIS.	None	1 hour	Administrative Officer I
4. Acknowledge the issued items.	4. Record and file the RIS.	None	5 minutes	Administrative Assistant II
5. Wait for the PRS.	5. Review PRS and certify receipt.	None	5 minutes	Provincial General Services Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive the signed PRS.	6. Record, file and release duly signed PRS.	None	5 minutes	Administrative Assistant II
7. Fill-out the Customer Feedback Form and drop/put it at the designated box.	7. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Administrative Assistant II
<b>TOTAL</b>		None	2 hours and 55 minutes	

#### 4. Motor Vehicle Request for Use

<b>OFFICE OR DIVISION</b>	Office of the Provincial General Services Officer – Transport, Supply and Property Management Unit (PGSO – TSPMU)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All Provincial Government of La Union Offices and District Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vehicle Request Slip		End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Vehicle Request Slip (VRS).	1. Receive the VRS and forward to Transport Management Section (TMS).	None	5 minutes	Laborer I
2. Received, recorded and forward the signed PRS to the TSPMU.	2.1. Review the VRS and check the availability of vehicle and driver on the Motor Vehicle Scheduling and affix initial for approval/disapproval of the Provincial General Services Officer (PGSO).	None	30 minutes	Administrative Officer III
	2.2. Approve/disapprove the assignment of vehicle and driver.	None	1 hour	Provincial General Services Officer
3. Receive the assigned vehicle and driver.	3. Record, file and coordinate to the End-User the	None	30 minutes	Laborer I



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval/ disapproval of the request.			
4. Fill-out the Customer Feedback Form and drop/put it at the designated box.	4. Provide the form to the client and discuss how to fill-out the form.	None	5 minutes	Laborer I
<b>TOTAL</b>		None	2 hour and 10 minutes	

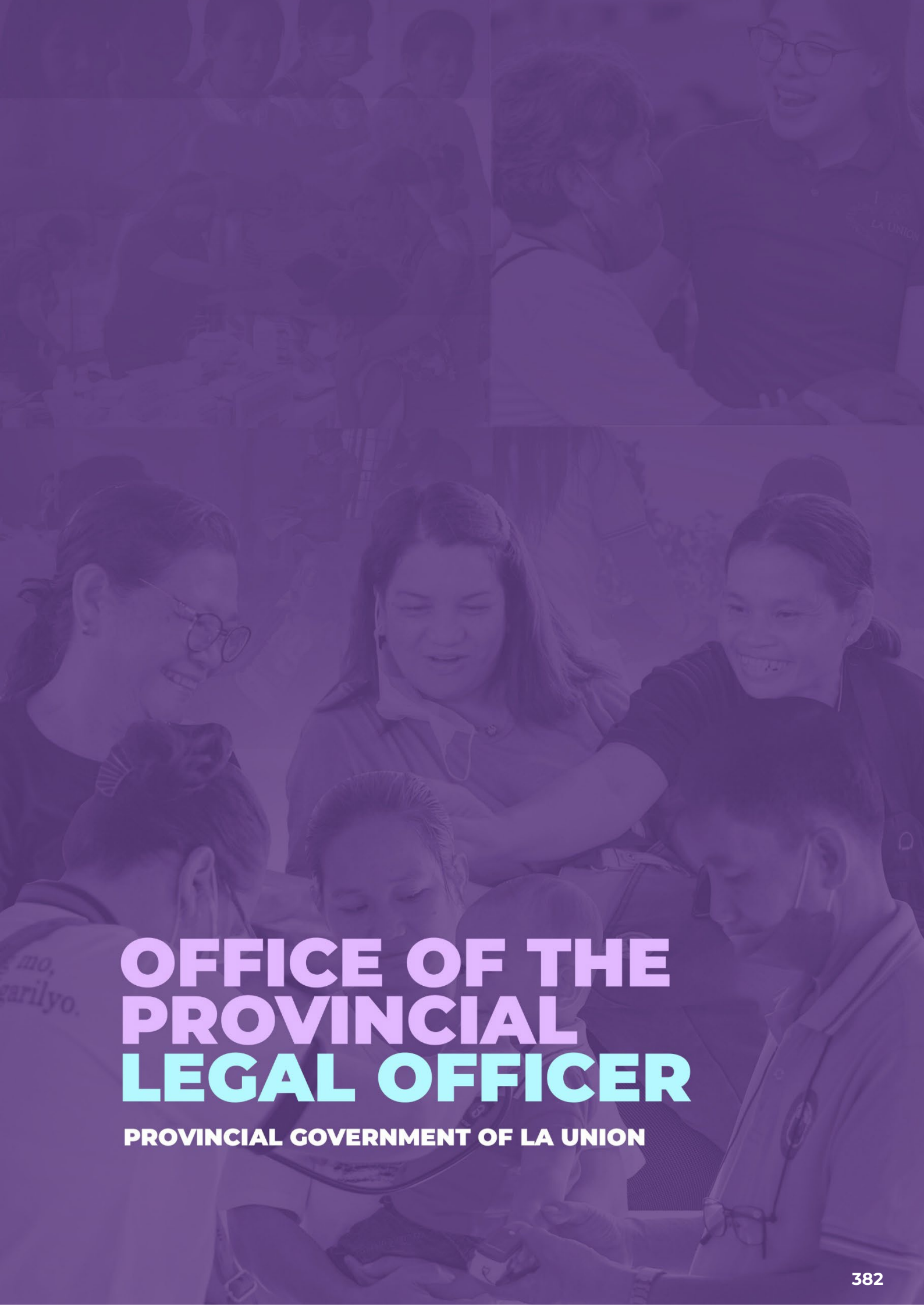


FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located near the entrance door of the Provincial General Services Officer or scan the QR code posted.
<b>How is feedback processed?</b>	<p>Every end of the month, personnel from the Office of the Provincial Administrator opens the Feedback Box and compiles and records all feedback submitted including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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. 253.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located near the entrance door of the Provincial General Services Officer.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p>



## FEEDBACK AND COMPLAINTS MECHANISMS

	<p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PGSO</b></p>	<p><b>ARVIN C. CAMACHO</b> Provincial General Services Officer Provincial Capitol Complex, Aguila Rd., Barangay II, City of San Fernando, La Union Email: <a href="mailto:pglu_pgso@launion.gov.ph">pglu_pgso@launion.gov.ph</a> Tel No.: (072) 242-5550 loc. 253</p>



# **OFFICE OF THE PROVINCIAL LEGAL OFFICER**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**





## 1. Legal Assistance Program

The Legal Office extends legal assistance by giving legal advice, legal writing and legal research.

### A. Legal Writing

Legal writing includes preparing requested legal document such as but not limited to the following: Affidavits, Deeds, Contracts, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU) and Letter Requests.

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the logbook and submit the accomplished CIS.	1. Interview and instruct the client to approach the personnel in-charge of the needed service/s.	None	5 minutes	Administrative Aide II/ Administrative Aide I
2. Proceed to the personnel in-charge and request for the preparation of the needed legal document.	2. Prepare the requested legal document.	None	30 minutes	Attorney IV
3. Receive the requested legal document.	3. Release the requested legal document.	None	5 minutes	Administrative Aide II/ Administrative Aide I
4. Fill-out the Customer Feedback Form and drop/put it at the designated box or scan the QR Code posted for online feedback.	4. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide II/ Administrative Aide I
<b>TOTAL</b>		None	43 minutes	



## B. Legal Research

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments and District Hospitals; PGLU employees; different LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the logbook and submit the accomplished CIS along with the documents for legal research.	1.1. Interview and endorse the documents to the personnel in-charge of the conduct of legal research.	None	5 minutes	Administrative Aide II/ Administrative Aide I
	1.2. Conduct the legal research and inform the client once it is ready for pick-up.	None	10 days	Attorney IV
2. Receive the requested legal research.	2. Release and record the prepared documentation.	None	5 minutes	Administrative Aide II/ Administrative Aide I
3. Fill-out the Customer Feedback Form and drop/put it at the designated box or scan the QR Code posted for online feedback.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide II/ Administrative Aide I
<b>TOTAL</b>		None	10 days and 13 minutes	

## C. Legal Counselling

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit the accomplished CIS.	1. Interview and instruct the client to approach the personnel in-charge of the needed service/s.	None	5 minutes	Administrative Aide II/ Administrative Aide I
2. Proceed to the personnel in-charge for the legal counselling.	2. Conduct of legal counselling.	None	1 hour	Attorney IV
3. Fill-out the Customer Feedback Form and drop/put it at the designated box or scan the QR Code posted for online feedback.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide II/ Administrative Aide I
<b>TOTAL</b>		None	1 hour and 8 minutes	

**\*Note: Legal counselling can be done via phone call thru #607-1628**

## D. Rendering Legal Opinion

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments and District Hospitals; walk-in clients; PGLU employees; different LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit the accomplished CIS along with the documents for legal opinion.	1.1. Interview and endorse the documents to the personnel in-charge of the conduct of legal opinion.	None	5 minutes	Administrative Aide II/ Administrative Aide I
	1.2. Conduct the legal opinion and inform the client once it is ready for pick-up.	None	10 days	Attorney IV
2. Receive the requested legal opinion.	2. Release and record the prepared documentation.	None	5 minutes	Administrative Aide I/II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the Customer Feedback Form and drop/put it at the designated box or scan the QR Code posted for online feedback.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide II/ Administrative Aide I
<b>TOTAL</b>		None	10 days and 13 minutes	

## E. Legal Review

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Highly Technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments and District Hospitals; walk-in clients; PGLU employees; different LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit the accomplished CIS along with the documents for legal review.	1.1. Interview and endorse the documents to the personnel in-charge of the conduct of legal review.	None	5 minutes	Administrative Aide II/ Administrative Aide I
	1.2. Conduct the legal review and inform the client once it is ready for pick-up.	None	10 days	Attorney IV
2. Receive the requested legal review.	2. Release and record the prepared documentation.	None	5 minutes	Administrative Aide II/ Administrative Aide I
3. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR Code posted.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide II/ Administrative Aide I
<b>TOTAL</b>		None	10 days and 13 minutes	



## F. Legal Representation

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments and District Hospitals; walk-in clients; PGLU employees; different LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the logbook and submit the accomplished CIS.	1. Interview and instruct to proceed to the personnel in-charge for the service/s needed.	None	5 minutes	Administrative Aide II/ Administrative Aide I
2. Proceed to the personnel in-charge for the legal representation and submit the document/s needed.	2.1 Review the case file folder.	None	20 minutes	Administrative Aide II/ Administrative Aide I
	2.2 Represent the client on the scheduled hearing until the termination of the case.			
3. Fill-out the Customer Feedback Form and drop/put it at the designated box or scan the QR Code posted for online feedback.	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide II/ Administrative Aide I
<b>TOTAL</b>		None	28 minutes	

### 2. Notary Public

The Legal Office extends Notary Public.

#### TARIFF RATES FOR NOTARY PUBLIC

TYPE OF DOCUMENT	AMOUNT
1 Preparation of affidavits (Jurats)	Php 500.00
2 Affidavits Prepared Form	Php 200.00
3 Special/ General Powers of Attorney	Php 500.00
<b>4 Prepared Documents:</b>	
Acknowledgement	Php 500.00
Jurats	Php 300.00

## TARIFF RATES FOR NOTARY PUBLIC

TYPE OF DOCUMENT	AMOUNT
<b>5 Government Agencies:</b>	
Acknowledgement	Php 500.00
Jurats	Php 300.00
<b>6 Deeds of Conveyances:</b>	
Conveyances with consideration	1.5% based on actual consideration but shall not be less than Php 5,000.00
Donation, waivers, quitclaims, adjudications, and partitions	1.5% of the fair market value or BIR zonal value, whichever is higher, but not less than Php 10,000.00
Conveyances without consideration (loan, mortgage, promissory notes, etc.)	1.5% of the amount but not less than Php 1,000.00
Sales/disposition of personal properties/chattels with consideration	1.5% of the actual consideration, but shall not be less than Php 1,000.00
Dispositions without considerations	1.5% of the fair market value or BIR Zonal Value, whichever is higher, but not less than Php 1,000.00

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments and District Hospitals; PGLU employees; different LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the logbook and submit the accomplished CIS.	1. Interview and instruct the client to the personnel in-charge of the services needed.	None	5 minutes	Administrative Aide II
2. Endorse the document/s for notary.	2.1. Receive and review the document/s then endorse to the attorney to notarize.	None	5 minutes	Administrative Aide II
	2.2. Notarize the document/s.	None	10 minutes	Attorney IV
3. Pay the Notarial Fee.	3. Issue official receipt and release the notarized document/s.	Refer to the Tariff Rates for Notary Public Above	5 minutes	Administrative Aide II
4. Fill-out the Customer Feedback Form	4. Provide the form to the client and	None	3 minutes	Administrative Aide II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and drop/put it at the designated box or scan the QR Code posted for online feedback.	discuss how to fill-out the form.			
<b>TOTAL</b>		Refer to the Tariff Rates for Notary Public Above	28 minutes	

### 3. Filing of Administrative Complaint

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Departments and District Hospitals; walk in clients; PGLU employees; different LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit the accomplished CIS.	1. Interview and instruct the client to approach the personnel in-charge of the needed service/s.	None	5 minutes	Administrative Aide II
2. Proceed to the personnel in-charge and file the administrative complaint in form and in substance.	2. Receive and check the affidavit.	None	5 minutes	Administrative Aide II/ Administrative Aide IV
3. Get the receiving copy of the Affidavit Complaint.	3. Issue the owner's receiving copy of the Affidavit Complaint.	None	3 minutes	Attorney IV
4. Fill-out the Customer Feedback Form and drop at the designated box or scan the QR Code posted for online feedback.	4. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide II/ Administrative Aide I
<b>TOTAL</b>		None	16 minutes	



## **INTERNAL SERVICES**





## 1. Issuance of Certificate of No Pending Administrative Case

<b>OFFICE OR DIVISION</b>	Office of the Provincial Legal Officer			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All PGLU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Customer Information Sheet (CIS)		Office of the Provincial Legal Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PTO – Cash Receipt Unit for payment.	1. Receive the payment and issue Official Receipt.	Php 130.00	5 minutes	PTO – Cash Receipt Unit Staff
2. Register to the logbook and submit the accomplished CIS along with the Official Receipt.	2.1. Verify the Official Receipt and prepare the Certificate of No Pending Administrative Case. Endorse the certificate to the Provincial Legal Officer for review and signature.	None	30 minutes	Administrative Aide I/ Administrative Aide IV
	2.2. Review and sign the certificate.	None	10 minutes	Provincial Legal Officer
3. Receive the Certificate of No Pending Administrative Case.	3. Record and release the signed certificate.	None	3 minutes	Administrative Aide I/ Administrative Aide IV
4. Fill-out the Customer Feedback Form and drop/put it at the designated box or scan the QR Code posted for online feedback.	4. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide II/ Administrative Aide I
<b>TOTAL</b>		Php 130.00	51 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the PLO receiving area or scan the QR code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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) 607-1628.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the PLO receiving area.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PLO</b> Tel No. : (072) 607-16-28 Email: <a href="mailto:pgluPLO@gmail.com">pgluPLO@gmail.com</a></p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: <a href="mailto:govrafy@launion.gov.ph">govrafy@launion.gov.ph</a></p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: <a href="mailto:csc_reg1@yahoo.com">csc_reg1@yahoo.com</a></p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of PLO</b></p>	<p><b>ATTY. DOMINIQUE JOSE S. PUZON</b> Provincial Legal Officer Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: pgluPLO@gmail.com Tel No.: (072) 607-1628</p> <p><b>LORIE PAZ F. SAMBRANO</b> Supervising Administrative Officer Provincial Legal Office Provincial Capitol Bldg., Barangay II, City of San Fernando, La Union e-mail: pgluPLO@gmail.com Tel No.: (072) 607-1628</p>



# **OFFICE OF THE PROVINCIAL PLANNING AND DEVELOPMENT COORDINATOR**

**PROVINCIAL GOVERNMENT OF LA UNION**



## **EXTERNAL SERVICES**

## 1. Request for Statistical Data

The Research and Statistics Unit (RSU) of the Office of the Provincial Planning and Development Coordinator developed, maintains and updates the Knowledge Resource Hub as the of the Provincial Government of La Union's "search engines". It allows easy access to researchers to the following documents: Socio-Ecological Profile including the GAD Database, Provincial Plans, Information Systems such as the Performance Governance System (PGS) and the Legislative Information System (LIS) Full Disclosure Board, Bids and Awards, etc.

<b>OFFICE OR DIVISION</b>	La Union Provincial Tourism Office (LUPTO) – Tourist Assistance Center (TAC)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Request Letter Addressed to PPDC PGLU Data Request Form E-mail address for forwarding of PDF of requested data		Prepared by the requesting party OPPDC Provided by the requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to OPPDC.  <i>Note: For Clients who submitted the Request Letter to the Office of the Governor, they shall directly proceed to OPPDC once they are informed to do so.</i>	1. Receive request letter, sign, and acknowledge the receipt of the request.	None	5 minutes	AU-PPDO Staff
2. Fill-out the PGLU Data Request Form.	2. Provide PGLU Data Request Form to client and orient them on how to fill up the form.	None	2 minutes	AU-PPDO Staff
3. Client obtains the acknowledged letter request and waits for the notification on the status of the request.	3.1. Notify the client that the response to the request will be sent via email then forward the request letter to the Research and Statistics Unit (RSU).	None	5 minutes	AU-PPDO Staff
	3.2. Evaluate the request and determine the availability of data.	None	5 minutes	Statistician III/IV - RSU Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Note: If requested data is unavailable, the staff shall recommend other data source/ office where data is available.</i>			
	3.3. Prepare the proforma letter response and export the requested data into portable data format.	None	5 minutes	Statistician III
	3.4. Review the letter response and check correctness and completeness of prepared data.	None	5 minutes	Statistician IV
	3.5. Review and approve the letter response and the requested data for release.	None	5 minutes	PPDC
4. Receive the requested data via email and accomplish the Customer Feedback Form provided.	4. Email the signed letter and requested data to the client together with the link to the Customer Feedback Form.	None	2 minutes	Administrative Assistant III
	<b>TOTAL</b>	None	34 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the OPPDC entrance or scan the QR Code posted.
<b>How is feedback processed?</b>	<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 including the online feedback from the QR code posted.</p> <p>Feedback that requires answers are forwarded or returned to the originating office and they are required to answer within seven (7) working 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 234.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the OPPDC entrance or scan the QR Code posted.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>
<b>How are complaints being processed?</b>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p>





## FEEDBACK AND COMPLAINTS MECHANISMS

	<p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of OPPDC</b></p>	<p><b>MICHAELA LOUISE T. DELFINADO</b> Provincial Planning and Development Coordinator (PPDC) Tel. No. (072) 242-5550 local 234</p> <p><b>DARIUS LEO A. CARGAMENTO</b> Assistant Pro Provincial Planning and Development Coordinator (APPDC) Tel. No. (072) 242-5550 local 234</p> <p><b>RAINIER F. DE GUZMAN</b> OIC Unit Head Administrative Unit Tel No. (072) 242-5550 local 234</p>



# OFFICE OF THE SANGGUNIANG PANLALAWIGAN

PROVINCIAL GOVERNMENT OF LA UNION



## **EXTERNAL SERVICES**



## 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.

<b>OFFICE OR DIVISION</b>	Office of the Sangguniang Panlalawigan (Records Unit)/ Provincial Treasurer's Office (Cash Receipts Unit)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book.	1. Give logbook to the client.	None	5 minutes	Guard-on-Duty
2. Proceed to SP Tracking & Monitoring Unit and fill-out Request Form (SP 001-1).	2.1. Search requested document on database and present request form to the SP Secretary for Approval	None	15 minutes	Laborer I
	2.2. Approve the Request Form	None	10 minutes	SP Secretary
	2.3. Assess payment based on the number of pages of requested document.	None	2 minutes	Computer Operator III
	2.4. Prepare the requested document, print and certify it as True Photocopy.	None	5 minutes	Laborer I
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)	20 minutes	Provincial Treasurer's Office – Cash Receipts Unit Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to SP Office and present the Official Receipt.	4. Check the Official Receipt and issue the requested document to the client.	None	6 minutes	Laborer I
5. Fill out the Customer Feedback Form and personally drop in the Box exclusively for clients' comments, etc	5. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Laborer I
<b>TOTAL</b>		Php 60.00 per page	1 hour & 6 minutes	

## 2. Posting and Publication of Ordinances

This service covers the invited publishers who are interested to publish the provincial ordinances.

<b>OFFICE OR DIVISION</b>	Office of the Sangguniang Panlalawigan (Journal and Documentation Unit)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Business			
<b>WHO MAY AVAIL</b>	Publishers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book.	1. Give logbook to the client	None	5 minutes	Guard-on-Duty
2. Proceed to BSAU for the raffle of corresponding ordinance	2. Conduct a raffle draw and announce which newspaper to publish the ordinance.	None	30 minutes	Administrative Aide IV
3. Acquire a copy of the ordinance	3. Furnish a copy of the ordinance to be published to the winning publisher as basis for publication	None	10 minutes	Administrative Aide IV
4. Fill out the Customer Feedback Form and personally drop in the Box .	4. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Administrative Aide IV
<b>TOTAL</b>		None	48 minutes	

### 3. Issuance of Certificate of Appearance

<b>OFFICE OR DIVISION</b>	Office of the Sangguniang Panlalawigan (Board Secretarial & Administrative Unit)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen G2G – Government to Government			
<b>WHO MAY AVAIL</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book.	1. Give logbook to the client	None	5 minutes	Guard-on-Duty
2. Personally sign the Certificate of Appearance Logbook indicating his/her name, address and purpose (SP 005-1)	2. Issue the certificate of appearance.	None	10 minutes	Guard-on-Duty
3. Fill out the Customer Feedback Form and personally drop in the Box exclusively for clients' comments, etc	3. Provide the form to the client and discuss how to fill-out the form.	None	3 minutes	Guard-on-Duty
<b>TOTAL</b>		None	18 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send feedback?</b>	Answer the client feedback form and drop it at the box located at the SP lobby.
<b>How is feedback processed?</b>	<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 seven (7) working 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) 607-3234.</p>
<b>How to file complaint?</b>	<p>Answer the client complaint form and drop it at the box located at the SP Lobby.</p> <p>Complaints may also be filed thru telephone at:</p> <p><b>Sangguniang Panlalawigan Office:</b> Tel No.: (072) 619-6379 Email: sangguniangpanlalawiganlaunion@gmail.com</p> <p><b>PGLU Feedback Hotline</b> Phone No.: 0966-400-2720 0949-437-6285</p> <p><b>Office of the Governor</b> Tel No.: (072) 242-5550 local 251 Email: govrafy@launion.gov.ph</p> <p><b>CSC Hotline</b> Tel No.: (072) 700-5643 Email: csc_reg1@yahoo.com</p> <p><b>ARTA Hotline</b> Tel No.: (02) 8478-5091 Email: complaints@arta.gov.ph</p> <p><b>Office of the President</b> <b>National Citizens Complaint Hotline</b> Tel No.: 8888</p> <p><b>Client should provide the following:</b> <b>Name of person being complained:</b> <b>Incident:</b> <b>Evidence:</b></p>



## FEEDBACK AND COMPLAINTS MECHANISMS

<p><b>How are complaints being processed?</b></p>	<p><b>For complaints from Customer Feedback Box and QR code:</b> Every end of the month, feedback from the drop box and QR code shall be consolidated and forwarded to the concerned office including the complaints.</p> <p>The concerned office shall prepare action plan within 7 working days upon receipt of the consolidated feedback report.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints thru PGLU Feedback Hotline, telephone or email:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare action plan within 7 working days upon receipt of the memorandum with the attached complaint.</p> <p>The answer of the feedback is then relayed to the citizen.</p> <p><b>For complaints from 8888 (DILG), CSC, ARTA:</b> Office of the Provincial Administrator shall issue a memorandum to the office concerned with the attached complaint.</p> <p>Office concerned shall prepare a reply in the form of letter (with necessary attachments) within 2 working days.</p> <p>OPA shall submit the reply to DILG/CSC/ARTA.</p>
<p><b>Contact Information of SPO</b></p>	<p><b>JANE T. FLORES</b> OIC – Provincial Secretary SP Building, Guererro Road, City of San Fernando, La Union Tel. No. (072) 682-2083</p> <p><b>TEODORA VIVIAN D. RIMANDO</b> Supervising Administrative Officer SP Building, Guererro Road, City of San Fernando, La Union Tel No. (072) 607-3234</p>



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## PROVINCIAL GOVERNMENT OF LA UNION

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