



Provincial Government of Bataan

CITIZEN'S CHARTER HANDBOOK

2023



EXCELLENT PUBLIC SERVICE THAT ENCOURAGE MULTI-SECTOR ENGAGEMENT



PROVINCIAL GOVERNMENT OF
BATAAN



Be One with
1Bataan



MESSAGE

As the Provincial Governor of Bataan, it is both an honor and a privilege for me to present THE BATAAN PROVINCE CITIZEN'S CHARTER. I would like to express my profound gratitude and congratulations to my fellow public servants from the different offices under the Provincial Government of Bataan who played a crucial role in meticulously updating this compendium.

Being an official document, a service or a pledge, that communicates in simple terms information on the services provided by the government to its citizens, the Citizen's Charter describes the step-to-step procedure for availing a particular service and the guaranteed performance level that people may expect for that service.


Moreover, it is through the Citizen's Charter that the Civil Service Commission's mandate of not only raising but also maintaining the high professional level and quality of service rendered by the government to the people is assured. For this, we are forever indebted to the dedicated men and women of the Commission.

With the implementation of the BATAAN PROVINCE CITIZEN'S CHARTER, there will be a clearly defined line of responsibility and accountability; procedures and guidelines are strictly followed, with the name of the employee responsible for each step; and the maximum time necessary to finish the process. The procedure for complaints is likewise laid out in this Charter.

With this end in view, it is expected of all officials and employees of the Provincial Government of Bataan to render courteous, efficient, and timely service to those who transact business with the government, as well as to those who request any form of assistance cheerfully.

May the loving presence of God continue to bless and guide each and every Bataño as we continue our journey in pursuit of our vision of achieving quality growth driven by diversified economic investments and efficient governance resulting in stable and empowered families.

Again, thank you and congratulations for a job well done.


HON. JOSE ENRIQUE S. GARCIA III
Provincial Governor



MESSAGE

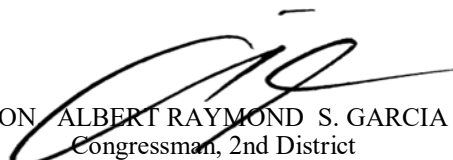
Warm greetings to my fellow Bataeños!

I would like to extend my gratitude to all my fellow public servants who have exerted time, effort, and resources in updating the Citizen's Charter of the Province of Bataan. This latest achievement is a living testament to our commitment to codifying our rights, duties, and responsibilities as proactive, morally upright, and responsible citizens of this historic peninsula.

However, codifying this charter is only winning half of the battle. What is more crucial is ensuring that the provisions embodied herein are enforced with integrity. The great Albert Einstein once said, "nothing is more destructive of respect for the government and the law of the land than passing laws which cannot be enforced."

Hence, I appeal to my fellow Bataeños for us to remain united and continue to faithfully adhere to the provisions of our Citizen's Charter so that it doesn't become just an advocacy in words but an embodiment of what we as a people stand for.

Mabuhay ang mga Bataeño!


HON. ALBERT RAYMOND S. GARCIA
Congressman, 2nd District



INTRODUCTION

The Bataan Province Citizen's Charter

The Bataan Province Citizen's Charter is a tool developed by the Provincial Government to promote integrity, accountability, proper management of public affairs and public property as well as establish effective practices aimed at the prevention of graft and corruption in government in compliance with R.A 11032 otherwise known as "Ease of Doing Business and efficient Government Service Delivery Act of 2018 and its implementing Rules and Regulations

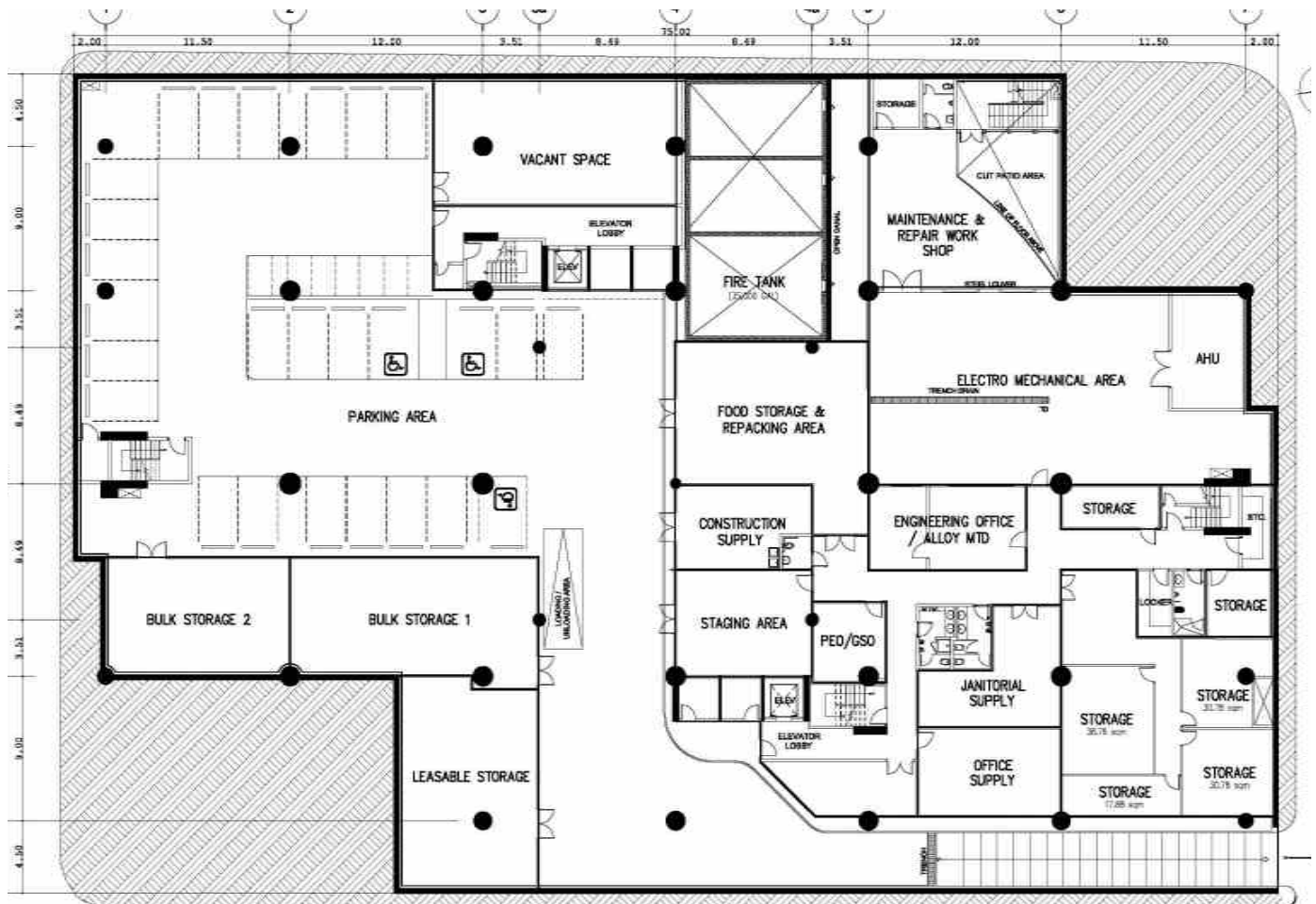
A citizen's charter is very significant for the province because it is a clear expression of what services each department provides, the step-by-step procedure for availing each service, the time incurred as well as the fees necessary and the staff responsible for the service.

This information are complemented by a list of requirements a clientele must comply to facilitate service delivery, as well as the location map of the department or office handling the service. Further, it provides a mechanism for complaints and feedback on the quality of service rendered.

Designed for posting at conspicuous places the list of frontline services will enable the public check their expectations vis-à-vis service provided to them.

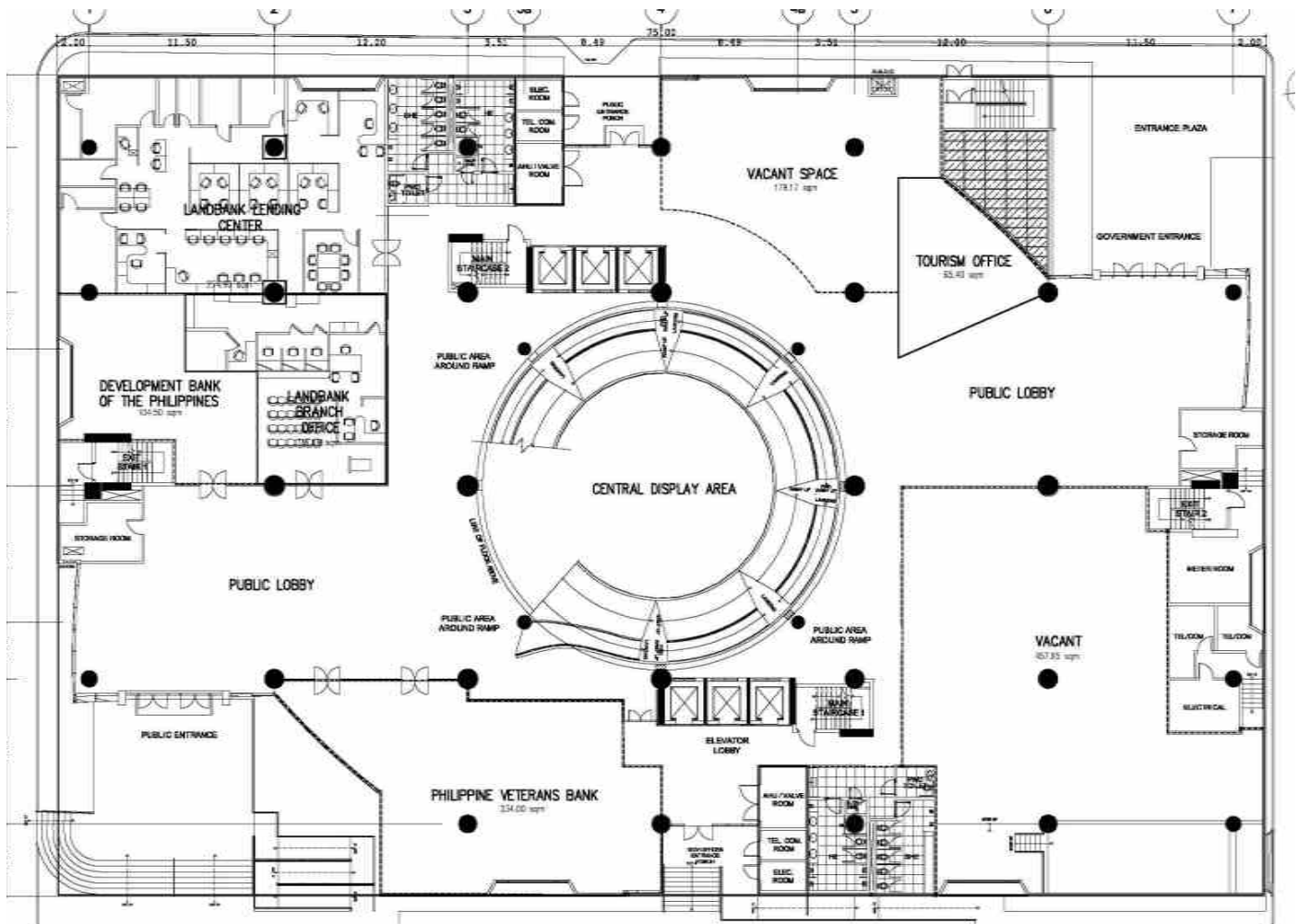


Provincial Government of Bataan Department's Locations



BASEMENT

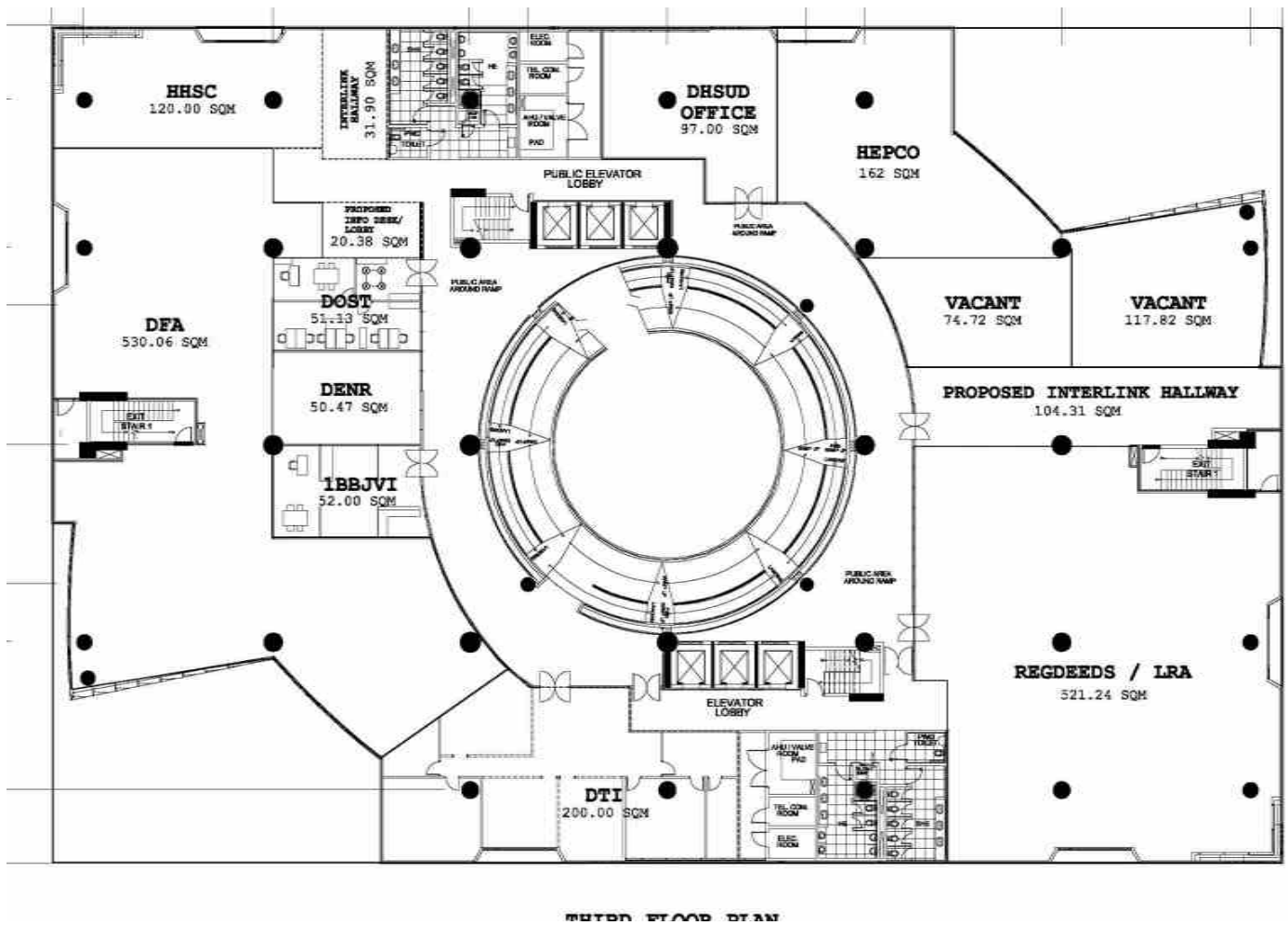
Provincial Government of Bataan Department's Locations



GROUND FLOOR



Provincial Government of Bataan Department's Locations



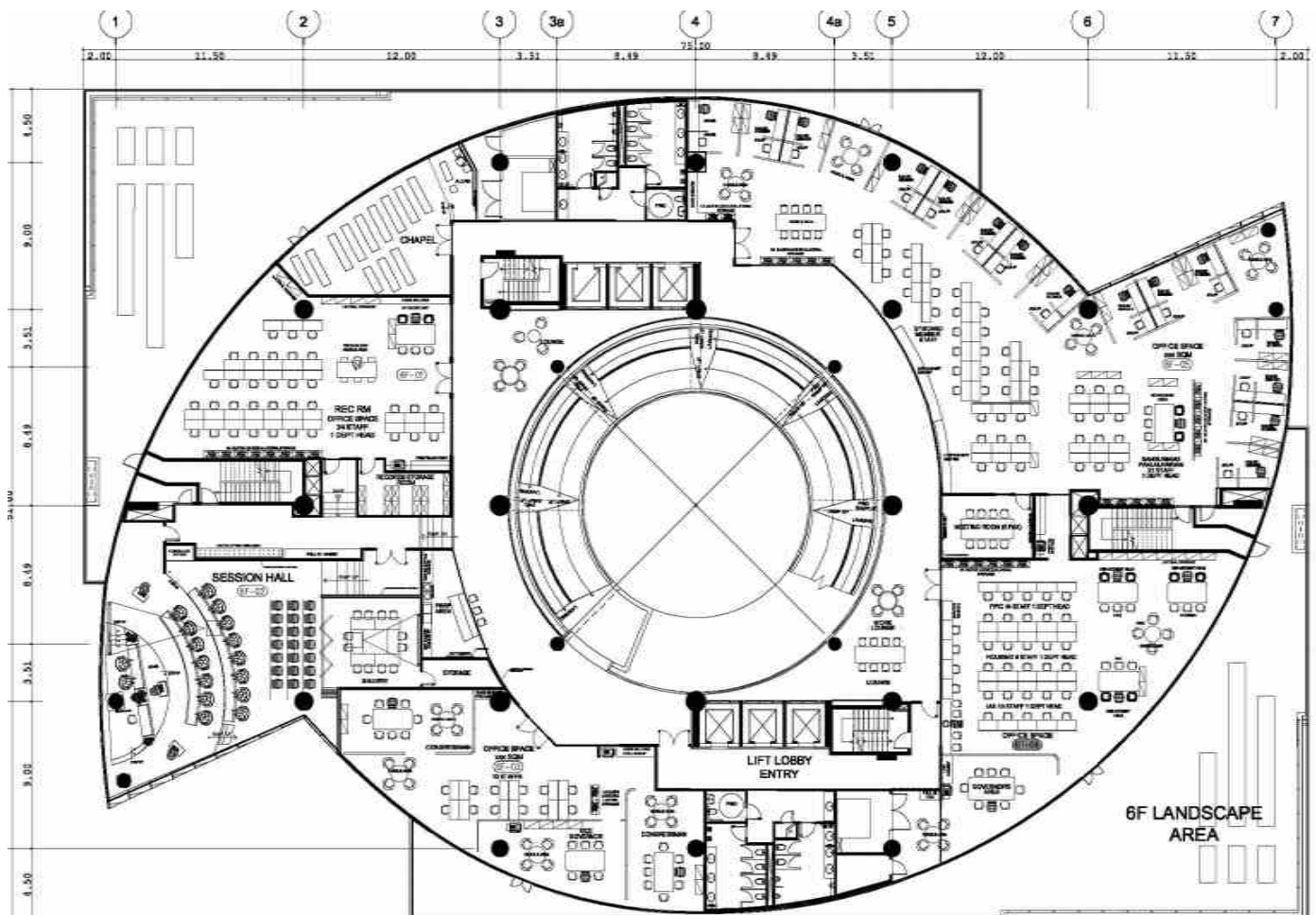
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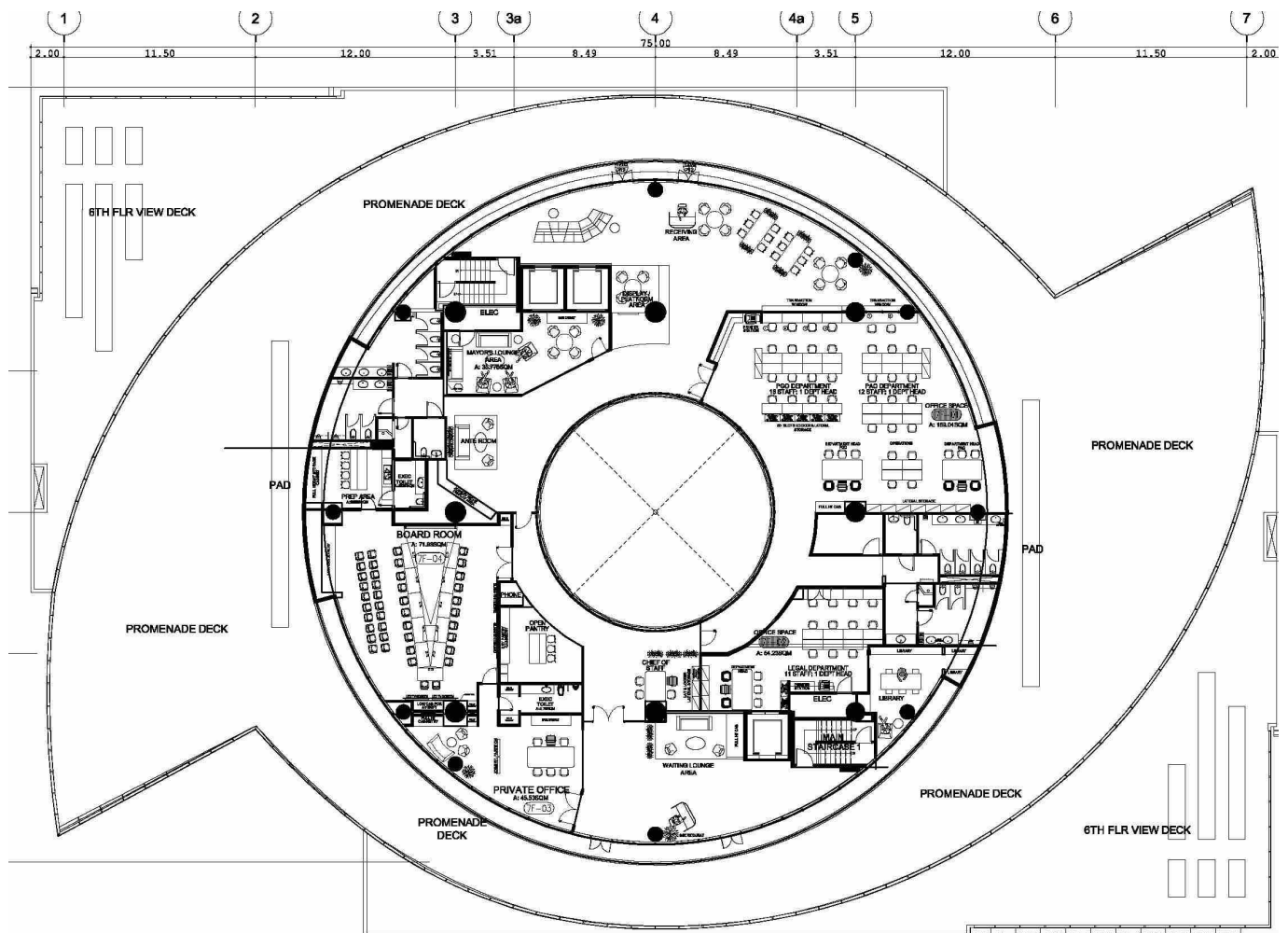
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SIXTH FLOOR



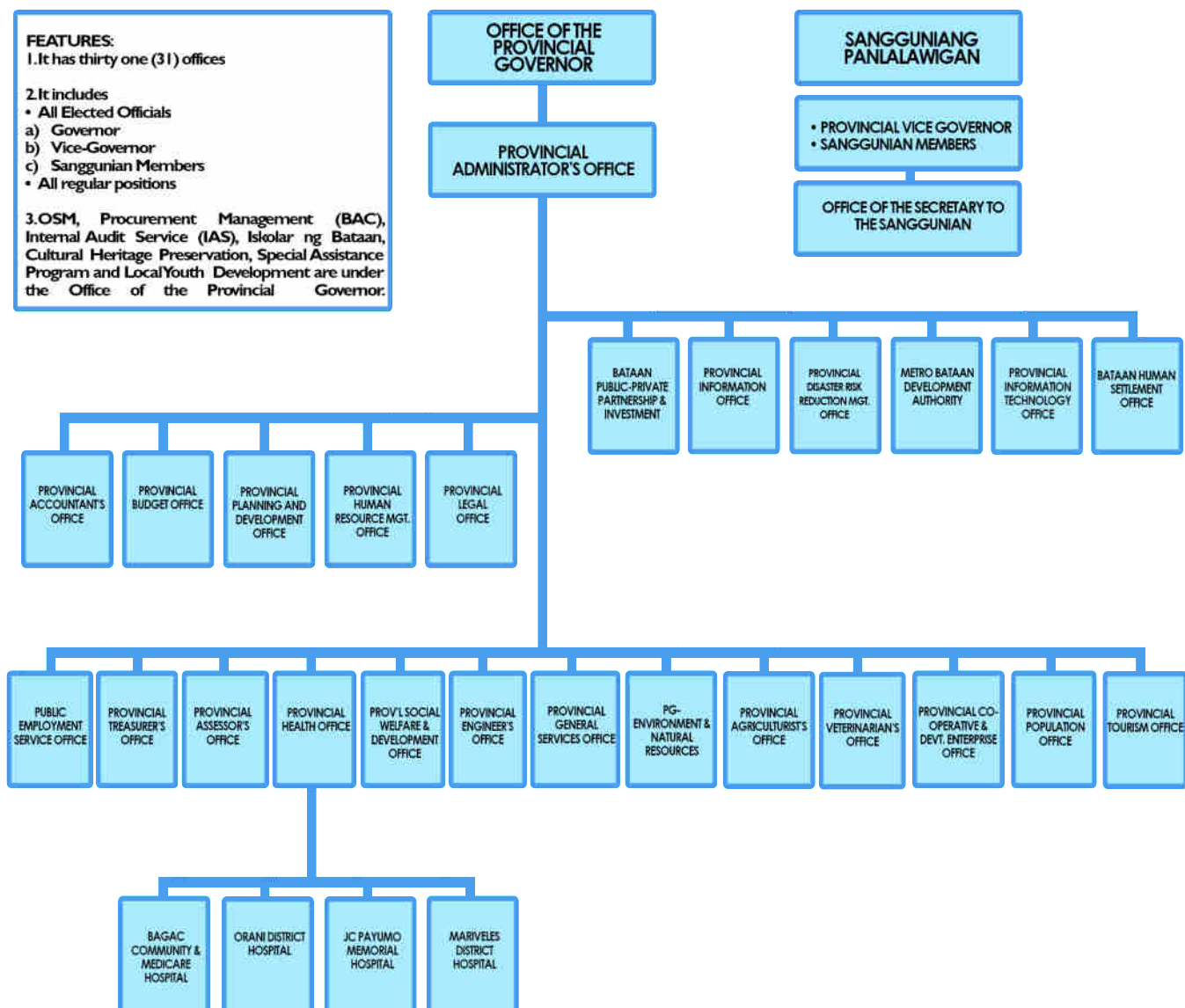
Provincial Government of Bataan Department's Locations



SEVENTH FLOOR



PROVINCIAL GOVERNMENT OF BATAAN ORGANIZATIONAL CHART





MANDATE

As a political and corporate unit of Government , serves as dynamic mechanism for developmental process and effective governance of Local Government Unit within its territorial jurisdiction, the municipalities and component city. The Provincial Governor as the Chief Executive of the Provincial Government , is mandated to exercise powers and perform duties and functions necessary to promote the general welfare of the province and its inhabitants.

VISION

By 2030, Bataan will achieve quality growth driven by diversified economic investments and efficient governance resulting to stable and empowered families.

MISSION

Excellent public service that encourage multi-sector engagement.



SERVICE PLEDGE

Render service with smile, honesty and dedication to clients

Ensure that clients are provided with equal treatment politely and courteously

Act on time on client's request/transactions

Come to office on time, in proper uniform with proper name tags and render service beyond eight hours if necessary. All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to

Timely provision of appropriate service

Frontline services will be efficiently and effectively delivered

Assuring public of fast, convenient and reliable service

Set-up public desk with suggestion/complaint box

Transparency in all transactions



CORE VALUES

We will be guided by the following God-centered values:

1. Integrity

Firm adherence to honesty, accountability and transparency resulting to public trust.

Integrity is regarded as honesty and truthfulness or accuracy of one's actions. We must all be truthful to ourselves and to the people that we serve.

2. Humility and Simplicity

Service with compassion and leading simple lives.

We must possess this virtue to have a clear perspective, and therefore respect, to others. We must simply, that is, within our means to avoid complexities in life.

3. Commitment to excellence

Dedication and passion to serve and to ensure that we will always be better than before and better than expected

We need to constantly change ourselves for the better and adapt to the changing times to be more efficient and productive.



4. Holistic

Balanced approach for the welfare of people and environment

We have a grand vision, a noble aspiration for all the people of Bataan, In the end, we want to be able to strike a harmonious balance between improving people's welfare and taking care of our environment.

5. Adaptability and Innovativeness

Resilience to change and finding creative solutions

Willingness to change, take risk and experiment. We need to continuously discover new opportunities and find better solutions to every problem that we may go through along the way.

6. Unity

Working together towards common goals while respecting diversity

Create new partnership and fortify existing ones with every stakeholder of the province who share in the vision and commit to implement the initiatives and strategies formulated.



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OFFICE OF THE PROVINCIAL GOVERNOR

EXTERNAL SERVICES



1. Request of Financial Assistance Aid to Families of Deceased Barangay Public Safety Officer

Financial assistance that is given to families of deceased barangay public safety officer.

Office or Division: Provincial Governor's Office/ Processing Division

Classification: Complex

Type of Transaction: G2C - Government to Citizen , G2G - Government to Government

Who may avail: Families of the deceased barangay public safety officer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter (1 Original) 2. Death Certificate (1 Photocopy) 3. Certificate of Incumbency – Punong Barangay (1 Photocopy) 4. Appointment (1 Photocopy) 5. Certificate of MLGOO that the deceased has served and performed as Brgy. Tanod (1 Photocopy) 6. Certificate of Indigency – MSWD (1 Original) 7. Documents to show relationship where applicable (1 original/certified true copy) (one of the ff.) a. Birth certificate (If claimant is the child of the beneficiary) b. Marriage Contract (If claimant is the spouse of the beneficiary) c. Baptismal Certificate d. Barangay Certification e. SPA 8. Cedula of Claimant (1 photocopy) 9. Valid ID of Claimant (1 photocopy)	1. Client 2. LCR 3. DILG 4. DILG 5. MLGOO 6. MSWD 7. Client 8. Client 9. Client



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DILG endorses a request letter to Provincial Governors Office for FA aid to families of deceased barangay public safety officer	1.1 Receives document and stamps with name, date, time, and control number	None	6 minutes	<i>Front Desk Officer</i> Processing Division
2. Receives a copy of timestamped document submitted at PGO Front Desk .	1.2 Checks for completeness of requirements	None	10 minutes	<i>Community Affairs Officer II</i> Processing Division
3. None	1.3 Prepares ObR and disbursement Voucher for signature of Provincial Governor's Office Head	None	1 day	<i>Processing Section Staff</i> Processing Division
	2. Signature of ObR and Disbursement Voucher of Finance Committee	None	1 day	Finance Committee
4. None	3. Prepares financial assistance check and Signing	None	2 days	Treasury Department / PGO and PTO
5. Claims of FA check for clients once it is ready for release.	4. Releases check	None	2 hours	Treasury Department/ Cash Division
TOTAL:		None	4 days , 2 hours, 16 minutes	



2. Request of Financial Assistance From Private Individuals for Educational Assistance

Financial assistance that is given to a private Individual for Educational Assistance. If the private individual is taking up masteral degree, he will only be granted an assistance once he is enrolled in his thesis.

Office or Division:	Provincial Governor's Office / Processing Division
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>GOVERNOR'S OFFICE CHECKLIST for EDUCATIONAL ASSISTANCE</p> <ol style="list-style-type: none"> 1. Letter Request addressed to Governor (1 Original) 2. Certification of School Registration (COR) (1 Photocopy) 3. Statement of Account (1 Photocopy) 4. Certification of School Registrar of his enrollment and he/she is NOT included in any scholarship program (1 Original) 5. Barangay Certificate for Indigency (1 Original) 6. Valid ID of Payee with(3) Three Signature (1 photocopy) 7. Letter of Commitment to Submit Liquidation Report within Five (5) days (OR for Payment of Tuition) 8. Proof of Relationship of Claimant to the student, any of the following; 9. Birth Certificate (if the Claimant is their Parents) <p>Others: REMARKS: IF ENROLLED IN MASTERAL EDUCATION ONLY THESIS WRITING WILL BE GIVEN ASSISTANCE</p>	<ol style="list-style-type: none"> 1. Client 2. School / College / University 3. S/C/U Registrar 4. S/C/U Registrar 5. Barangay Chair 6. Client 7. Client / Focal Person 9. Local Civil Registrar



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for assistance with documentary requirements	1.1 Receives document and stamps with name, date, time, and control number 1.2 Forwards receiving copy of document to client after stamp	None	6 minutes	Front Desk Officer Processing Division
2. Receives a copy of timestamped document submitted at PGO Front Desk . > Leaves contact number for updates on the request	2.1 Scans and uploads received documents to Google Drive 2.2 Encodes received documents to Correspondence Tracker (Spreadsheet) 2.3 Endorses incoming documents to Executive Assistant for initial and for recommendation on transmittal 2.4 Executive Assistant affixes initials in the transmittal slip and recommends for routing and forward back to Front Desk 2.5 Forwards incoming documents to Provincial Administrator for notation and signature of transmittal slip 2.6 Provincial Administrator notes and signs the transmittal slip and forward back to Front Desk 2.7 Records the Note, Type of Transaction, and the Department concerned to Correspondence Tracker (Spreadsheet) 2.8 Prints Transmittal Sheet for routing (If multiple Departments concerned, prepares copies for all) 2.9 Routes correspondences to concerned Department Head / focal person	None	4 hours	Front Desk Officer Executive Assistant IV OIC-Provincial Administrator



3. None	3. Checks / evaluates details of request, advice regarding other documentary requirements. If incomplete	NONE	20 mins	<i>Processing Section Staff / Computer Operator IV</i>
4. None	4. Approves the amount that will be granted and preparation of documents for processing transaction. (ObR and DV)	None	1 day	<i>Processing Section Staff / Governor's Approval if needed</i>
5. None	5. ObR and Disbursement Voucher for signature of Provincial Governor's Office Head and Finance Committee	None	2 days	Processing Section Staff and Finance Committee
6. None	6. Prepares financial assistance check and for signature of OIC-PGO Department Head and Provincial Treasurer.	None	2 days	<i>OIC-PGO Department Head Provincial Treasurer</i>
7. Claims FA check for clients once it is ready for release.	7. Releases of check	None	2 hours	Treasury Department/ Cash Division
TOTAL:		None	5 days, 2hrs, 26 minutes	



3. Request of Financial Assistance From Private Individuals (Sports League/ Basketball)

Financial Assistance that is given to private Individuals for their Sports League/ Basketball Event.

Office or Division:	Provincial Governor's Office / Processing Division
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>GOVERNOR'S OFFICE CHECKLIST for SPORTS LEAGUE/ BASKETBALL</p> <ol style="list-style-type: none"> 1. Letter Request addressed to Governor (1 Original) 2. Invitation/certification from the event Host (1 Photocopy) 3. Authorization letter to the person receiving the Financial Assistance issued by majority of the Officers and members of the organization (1 Original) 4. List of Expenses PREPARED BY: the requesting party (1 Original) 5. List of Players with SIGNATURE (1 Original) 6. Letter of Commitment to Submit Liquidation Report within Five (5) days (Summary List and Receipt of Expenses, and Pictures taken during the event) (1 Original) 7. Photocopy of Valid I.D of Payee / Claimant with SIGNATURE 	<ol style="list-style-type: none"> 1. Client 2. Event Host 3. Client 4. Client 5. Client 6. Client/ Focal Person for form 7. Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for assistance from private individuals with documentary requirements	<ol style="list-style-type: none"> 1.1 Receives document and stamps with name, date, time, and control number 1.2 Forwards receiving copy of document to client after stamp 	None	6 minutes	Front Desk Officer Processing Division



<p>2. Receives a copy of timestamped document submitted at PGO Front Desk .</p> <p>> Leaves contact number for updates on the request</p>	<p>2.1 Scans and uploads received documents to Google Drive</p> <p>2.2 Encodes received documents to Correspondence Tracker (Spreadsheet)</p> <p>2.3 Endorses incoming documents to Executive Assistant for initial and for recommendation on transmittal</p> <p>2.4 Executive Assistant affixes initials in the transmittal slip and recommends for routing and forward back to Front Desk</p> <p>2.5 Forwards incoming documents to Provincial Administrator for notation and signature of transmittal slip</p> <p>2.6 Provincial Administrator notes and signs the transmittal slip and forward back to Front Desk</p>	None	4 hours	<p><i>Front Desk Officer</i> <i>Executive Assistant IV</i></p> <p><i>OIC-Provincial Administrator</i></p>
	<p>2.7 Records the Note, Type of Transaction, and the Department concerned to Correspondence Tracker (Spreadsheet)</p> <p>2.8 Prints Transmittal Sheet for routing (If multiple Departments concerned, prepares copies for all)</p> <p>2.9 Routes correspondences to concerned Department Head / focal person</p>			



3. None	3. Checks / evaluates details of request, advice regarding other documentary requirements.	None	20 mins	<i>Processing Section Staff / Computer Operator IV</i>
4. None	4. Approval of the amount that will be granted and preparation of documents for processing transaction. (ObR and DV)	None	30 minutes	<i>Processing Section Staff Processing Division</i>
5. None	5. Processing of ObR and Disbursement Voucher for signature of Provincial Governor's Office Head and Finance Committee	None	2 days	<i>Processing Section Staff and Finance Committee</i>
6. None	6. After approval of transaction, preparation of financial assistance check and for signature of OIC-PGO Department Head and Provincial Treasurer.	None	2 days	<i>OIC-PGO Department Head Provincial Treasurer.</i>
7. Claims FA check for clients once it is ready for release.	Release check	None	2 hours	Treasury Department/ Cash Division
TOTAL:		None	4 days, 6 hours, 26 minutes	



4. Request of Financial Assistance from LGUs/NGOs/NGA's (NGOs/NGA's)

Financial assistance that is given to LGUs/NGOs/NGA's (NGOs/NGA's) for their activities/ events.

Office or Division:	Provincial Governor's Office / Processing Division
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen (G2C)
Who may avail:	NGOs/COs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>GOVERNOR'S OFFICE CHECKLIST for FIN. ASST. of NGO's & NGA's</p> <ol style="list-style-type: none"> Letter Request addressed to Governor (1 Original) List of Expenses or Project proposal (1 Original) List of Officers & members (1 Original) Authorization letter to the person receiving the Financial Assistance issued by majority of the Officers with photocopy of ID's (1 Original) Valid I.D. of payee/ claimant (1 Photocopy) Commitment letter to submit liquidation report (1 Original) Invitation/certification from the event host (1 Photocopy) Photo copy of Official Receipt (If any and should have a Bank Account and/or BIR registered) Follow-up Letter if the event is already done (1 Original) <p>Others: REMARKS: ALL ORGANIZATIONS SHOULD BE SEC REGISTERED & HAVE OFFICIAL RECEIPT BIR REGISTERED</p>		<ol style="list-style-type: none"> Client Client Client Client Client Client Event Host Client Client 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for assistance from private individuals with documentary requirements	<ol style="list-style-type: none"> Receives document and stamps with name, date, time, and control number Forwards receiving copy of document to client after stamp 	None	6 minutes	Front Desk Officer Processing Division



<p>2. Receives a copy of timestamped document submitted at PGO Front Desk .</p> <p>> Leaves contact number for updates on the request</p>	<p>2.1 Scans and uploads received documents to Google Drive</p> <p>2.2 Encodes received documents to Correspondence Tracker (Spreadsheet)</p> <p>2.3 Endorses incoming documents to Executive Assistant for initial and for recommendation on transmittal</p> <p>2.4 Executive Assistant affixes initials in the transmittal slip and recommends for routing and forward back to Front Desk</p> <p>2.5 Forwards incoming documents to Provincial Administrator for notation and signature of transmittal slip</p> <p>2.6 Provincial Administrator notes and signs the transmittal slip and forward back to Front Desk</p> <p>2.7 Records the Note, Type of Transaction, and the Department concerned to Correspondence Tracker (Spreadsheet)</p> <p>2.8 Prints Transmittal Sheet for routing (If multiple Departments concerned, prepares copies for all)</p> <p>2.9 Routes correspondences to concerned Department Head / focal person</p>	<p>None</p>	<p>4 hours</p>	<p><i>Front Desk Officer / Executive Assistant IV / OIC-Provincial Administrator</i></p>
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3. None	3. Checks / evaluates details of request, advice regarding other documentary requirements. If incomplete	None	20 minutes	<i>Processing Section Staff / Computer Operator IV</i>
4. None	4. Approval of the amount that will be granted and preparation of documents for processing transaction. (ObR and DV)	None	30 minutes	<i>Processing Section Staff Processing Division Governor</i>
5. None	5. Processing of ObR and disbursement Voucher for signature of Provincial Governor's Office Head and Finance Committee	None	2 days	<i>Processing Section Staff Processing Division Finance Committee</i>
6. None	6. After approval of transaction, preparation of financial assistance check and for signature of OIC-PGO Department Head and Provincial Treasurer.	None	2 days	<i>OIC-PGO Department Head Provincial Treasurer</i>
7. Claiming of FA check once it is ready for release.	7. Releasing of check	None	2 hours	<i>Treasury Department/ Cash Division</i>
TOTAL:		None	4 days, 6 hrs, 26 minutes	



5. Request of Financial Assistance from LGUs/NGA's

Financial Assistance given to LGUs/NGOs/NGA's for their activities / events

Office or Division:	Provincial Governor's Office / Processing Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	LGUs/NGA's

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Request Letter from LGU (1 Original) 2. Project Proposal/Cost Estimates/Program of Work (1 Original)		1. LGU 2. LGU		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for assistance from private individuals with documentary requirements	1.1 Receives document and stamps with name, date, time, and control number 1.2 Forwards receiving copy of document to client after stamp	None	6 minutes	<i>Front Desk Officer Processing Division</i>



<p>2. Receives a copy of timestamped document submitted at PGO Front Desk .</p> <p>> Leaves contact number for updates on the request</p>	<p>2.1 Scans and uploads received documents to Google Drive</p> <p>2.2 Encodes received documents to Correspondence Tracker (Spreadsheet)</p> <p>2.3 Endorses incoming documents to Executive Assistant for initial and for recommendation on transmittal</p>			
	<p>2.4 Executive Assistant affixes initials in the transmittal slip and recommends for routing and forward back to Front Desk</p> <p>2.5 Forwards incoming documents to Provincial Administrator for notation and signature of transmittal slip</p> <p>2.6 Provincial Administrator notes and signs the transmittal slip and forward back to Front Desk</p> <p>2.7 Records the Note, Type of Transaction, and the Department concerned to Correspondence Tracker (Spreadsheet)</p> <p>2.8 Prints Transmittal Sheet for routing (If multiple Departments concerned, prepares copies for all)</p> <p>2.9 Routes correspondences to concerned Department Head / focal person</p>	None	4 hours	<p><i>Front Desk Officer</i> <i>Executive Assistant</i> <i>IV</i> <i>Processing Division</i></p> <p><i>OIC-Provincial Administrator</i></p>



3. None	3. Checks / evaluates details of request, advice regarding other documentary requirements.	None	20 minutes	<i>Processing Section Staff / Computer Operator IV</i>
4. None	4. Approval of the amount that will be granted and preparation of documents for processing transaction. (ObR and DV)	None	1 day	<i>Processing Section Staff Processing Division Governor</i>
5. None	5. Processing of ObR and disbursement Voucher for signature of Provincial Governor's Office Head and Finance Committee	None	2 days	<i>Processing Section Staff Processing Division Finance Committee</i>
6. None	6. Preparation of financial assistance check and for signature of OIC-PGO Department Head and Provincial Treasurer.	None	1 days	<i>OIC-PGO Department Head Provincial Treasurer.</i>
7. Claiming of FA check once it is ready for release.	7. Releasing of check	None	2 hours	Treasury Department/ Cash Division
TOTAL:		None	4 days, 6 hours, 20 minutes	



6. Request of Financial Assistance from Senior Citizens

Financial Assistance given to Senior Citizens

Office or Division: Provincial Governor's Office/ Processing Division

Classification: Complex

Type of Transaction: G2G - Government to Government

Who may avail: LGUs/NGA's

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Request Letter (1 Original) 2. Cost Estimates / Project Proposal (1 Original) 3. List of Members / Officers (1 Original) 4. Authorization of the person who will receive the financial assistance issued by majority of the Officers with photocopy of ID's (1 Original) 5. Photocopy of valid ID of the authorized claimant (1 Photocopy) 6. Commitment letter to submit liquidation (1 Original)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for assistance from private individuals with documentary requirements	1.1 Receives document and stamps with name, date, time, and control number 1.2 Forwards receiving copy of document to client after stamp	None	6 minutes	Front Desk Officer Processing Division



<p>2. Receives a copy of timestamped document submitted at PGO Front Desk .</p> <p>> Leaves contact number for updates on the request</p>	<p>2.1 Scans and uploads received documents to Google Drive</p> <p>2.2 Encodes received documents to Correspondence Tracker (Spreadsheet)</p> <p>2.3 Endorses incoming documents to Executive Assistant for initial and for recommendation on transmittal</p> <p>2.4 Executive Assistant affixes initials in the transmittal slip and recommends for routing and forward back to Front Desk</p> <p>2.5 Forwards incoming documents to Provincial Administrator for notation and signature of transmittal slip</p> <p>2.6 Provincial Administrator notes and signs the transmittal slip and forward back to Front Desk</p> <p>2.7 Records the Note, Type of Transaction, and the Department concerned to Correspondence Tracker (Spreadsheet)</p> <p>2.8 Prints Transmittal Sheet for routing (If multiple Departments concerned, prepares copies for all)</p> <p>2.9 Routes correspondences to concerned Department Head / focal person</p>	None	4 hours	<p><i>Front Desk Officer Executive Assistant IV Processing Division</i></p> <p><i>OIC-Provincial Administrator</i></p>
3. None	3. Checks / evaluates details of request, advice regarding other documentary requirements.	None	20 minutes	<i>Processing Section Staff / Computer Operator IV</i>



4. None	4. Approval of the amount that will be granted and preparation of documents for processing transaction. (ObR and DV)	None	1 day	<i>Processing Section Staff</i>
5. None	5. Processing of ObR and disbursement Voucher for signature of Provincial Governor's Office Head and Finance Committee	None	2 days	<i>Processing Section Staff</i> <i>Finance Committee</i>
6. None	6. After approval of transaction, preparation of financial assistance check and for signature of OIC-PGO Department Head and Provincial Treasurer.	None	2 days	<i>OIC-PGO Department Head</i> <i>Provincial Treasurer</i>
7. Claiming of FA check once it is ready for release.	7. Releasing of check	None	2 hours	Treasury Department/ Cash Division
TOTAL:		None	5 days, 6 hours, 26 minutes	



7. Request of Financial Assistance from Trial Court

FINANCIAL ASSISTANCE FROM LGUs/NGOs/NGA's (Trial Court) EVENTS/ACTIVITIES.

Office or Division:	Provincial Governor's Office / Processing Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Trial Court Judges and Clerks of Court

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Request Letter (1 Original) 2. Original Training Design / Cost Estimates, signed by Requestor (1 Original) 3. Invitation for joining the seminar (1 Photocopy) 4. Certification from the event host that he/she is a participant to the seminar (1 Original) 5. List of Members / Officers (1 Original) 6. Organization w/out SEC Registered Official Receipt will provide authorization letter (1 Original) 7. Photocopy of Official Receipt (if any) 8. Photocopy of Cedula and ID of claimant 9. Contact Nos.	1. Client 2. Client 3. Inviter 4. Event Host 5. Client 6. Client 7. Inviter 8. Client 9. Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for assistance from private individuals with documentary requirements	1.1 Receives document and stamps with name, date, time, and control number 1.2 Forwards receiving copy of document to client after stamp	None	6 minutes	Front Desk Officer Processing Division



<p>2. Receives a copy of timestamped document submitted at PGO Front Desk .</p> <p>> Leaves contact number for updates on the request</p>	<p>2.1 Scans and uploads received documents to Google Drive</p> <p>2.2 Encodes received documents to Correspondence Tracker (Spreadsheet)</p> <p>2.3 Endorses incoming documents to Executive Assistant for initial and for recommendation on transmittal</p> <p>2.4 Executive Assistant affixes initials in the transmittal slip and recommends for routing and forward back to Front Desk</p> <p>2.5 Forwards incoming documents to Provincial Administrator for notation and signature of transmittal slip</p> <p>2.6 Provincial Administrator notes and signs the transmittal slip and forward back to Front Desk</p> <p>2.7 Records the Note, Type of Transaction, and the Department concerned to Correspondence Tracker (Spreadsheet)</p> <p>2.8 Prints Transmittal Sheet for routing (If multiple Departments concerned, prepares copies for all)</p> <p>2.9 Routes correspondences to concerned Department Head / focal person</p>	None	4 hours	<p><i>Front Desk Officer</i> <i>Executive Assistant IV</i> <i>Processing Division</i></p> <p><i>OIC-Provincial Administrator</i></p>
3. None	3. Checks / evaluates details of request, advises regarding other documentary requirements.	None	20 mins	<p><i>Processing Section Staff / Computer Operator IV</i></p>



4. None	4. Approves of the amount that will be granted and preparation of documents for processing transaction. (ObR and DV)	None	1 day	<i>Processing Section Staff</i>
5. None	5. Processes of ObR and disbursement Voucher for signature of Provincial Governor's Office Head and Finance Committee	None	2 days	<i>Processing Section Staff Processing Division Finance Committee</i>
6 . None	6. After approval of transaction, preparation of financial assistance check and for signature of OIC-PGO Department Head and Provincial Treasurer.	None	1 days	<i>OIC-PGO Department Head Provincial Treasurer</i>
7. Claiming of FA check once it is ready for release.	7. Releases check	None	2 hours	Treasury Department/ Cash Division
TOTAL:		None	4 days, 2 hours, 6 minutes	



OFFICE OF THE PROVINCIAL GOVERNOR—BIDS AND AWARDS COMMITTEE

EXTERNAL SERVICES



1. Competitive Bidding

To ensure that all procurement requested by different Departments, shall be in accordance with the 2016 Revised IRR of R.A. 9184 and Latest GPPB Issuances

Office or Division:	PGO - Bids and Awards Committee
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity/ G2G - Government to Government
Who may avail:	All Qualified Suppliers/Contractors/PGB Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suppliers/Contractors Requirements is based on the checklist provided by the BAC, Updated Philippine Documents and in accordance with the 2016 Revised IRR of R.A. 9184		Different Government Agencies		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PGB Offices - Submits the approved CAFOA & PR/POW	1. Receives Approved CAFOA & PR/POW, record in Dashboard	None	15 minutes	<i>Admin. Aide IV</i> Bids and Awards Committee
2. None	2. Prepares & Checks Period of Action	None	20 minutes	<i>Admin. Officer I,</i> <i>BAC Secretariat</i> Bids and Awards Committee
3. None	3. Prepares Letter of Invitation for Pre-procurement Conference (Infra – 5 million and above, Goods and Services – 2 million and above), Prepare & Check Invitation to Bid (ITB) and Philippine Bidding Documents	None	2 hours	<i>Admin. Aide VI,</i> <i>BAC Secretariat</i> Bids and Awards Committee
4. None	4. Conducts Pre-procurement Conference and Prepare Minutes of Pre-procurement	None	2 hours	<i>BAC Chairman,</i> <i>Members, TWG &</i> <i>BAC Secretariat</i> Bids and Awards Committee
5. None	5. Uploads Invitation to Bid (ITB) to PHILGEPS website, Check uploaded Invitation to Bid (ITB) to PHILGEPS website before posting, Distribute the Invitation to Bid (ITB) to other offices concerns	None	2 hours	<i>Admin. Assistant I,</i> <i>Admin. Aide I, BAC</i> <i>Secretariat</i> Bids and Awards Committee



<p>6. Suppliers fills-up a form to determine which project they are intended to purchase bidding documents. After issuance of Order of Payment, they need to pay in the Treasurer's Office and then submit to us the original copy of Receipt before issuance of bidding documents.</p>	<p>6. Issues Order of Payment</p>	<p>Based on The 2016 Revised IRR of RA 9184 Appendix 8 - Guidelines on the Sale of Bidding Documents</p>		<p>15 minutes</p>	<p><i>BAC Secretariat Bids and Awards Committee</i></p>
		ABC	Fees to be paid		
		500,000 and below	PHP 500		
		More than 500,000 up to 1 Million	PHP 1,000.00		
		More than 1 Million up to 5 Million	PHP 5,000.00		
		More than 5 Million up to 10 Million	PHP 10,000.00		
		More than 10 Million up to 50 Million	PHP 25,000.00		
		More than 50 Million up to 500 Million	PHP 50,000.00		
		More than 500 Million	PHP 75,000.00		



7. None	7. Prepares, Checks and Distributes Letter to Observer & Notice to Bidder	None	1 hour, 25 minutes	<i>Admin. Aide VI, Admin. Aide I, BAC Bids and Awards Committee</i>
8. Suppliers can attend the Pre-bid Conference on specified date and time, they need to sign on the Attendance provided during the Conference	8. Conducts & Prepares Pre-bid Conference	None	2 hours	<i>BAC Chairman, Members, TWG & BAC Secretariat Bids and Awards Committee</i>
9. Suppliers who purchase bidding documents must submit the complete requirements on or before the date of Opening of Bids, they can also attend the Opening of bids and sign on the Attendance provided by the office.	9. Prepares Attendance, Checklist, Abstract of Bids, Conducts Opening of Bid, Prepares Minutes of Opening of Bids	None	3 hours ,30 minutes	<i>BAC Chairman, Members, TWG, BAC Secretariat, Admin. Aide VI Bids and Awards Committee</i>
10. None	10. Prepares Bid evaluation & Post-qualification Form, Evaluate & Post-qualify Bid Proposal	None	2 hours	<i>Admin. Aide VI, BAC TWG Bids and Awards Committee</i>
11. None	11. Prepares & Endorses Resolution Recommending Award for approval	None	5 days, 20 minutes	<i>Admin. Aide I BAC Secretariat Bids and Awards Committee</i>



12. Suppliers/Contractors must provide Performance Bond within 10 days upon received of Notice of Award	12. Prepares & Endorses Notice of Award and Notice of Bidding Results for approval, Upload Notice of Award & Resolution in PhilGEPS website	None	2 hours, 30 minutes	<i>Admin. Officer I, Engineering Assistant, Admin. Aide I, Admin. Assistant I</i> Bids and Awards Committee
13. None	13. Prepares & Endorses Notice to Proceed (for Infrastructure & other Services)	None	30 minutes	<i>Admin. Officer I, Engineering Assistant, Admin. Aide I</i> Bids and Awards Committee
14. None	14. Uploads Contract Agreement, Notice to Proceed & P.O in PhilGEPS Website	None	1 hour	<i>Admin. Assistant I</i> Bids and Awards Committee
15. None	15. Counterchecks the Presence of Documents prior to release, Check and sign transmittal of documents for release	None	1 day	<i>Admin. Aide VI, BAC Secretariat</i> Bids and Awards Committee
16. None	16. Releases complete documents to PGSO (Goods & Services), Accounting (Infrastructure)	None	10 minutes	<i>Admin. Aide VI</i> Bids and Awards Committee
TOTAL:			7 days, 3 hours, 30 minutes	



Based on the 2016 Revised IRR of R.A. 9184	
Goods and Services	Min of 26 days, Max of 136 days
Posting to PhilGeps Website	7 calendar days
Pre-bid Conference	1 calendar day
Opening of Bids	12 calendar days after pre-bid conference
Bid Evaluation	1 calendar day
Post-Qualification	2 calendar days
Issuance of Notice of Award	1 calendar day
Contract Preparation and Signing	1 calendar day
Issuance of Notice to Proceed	1 calendar day
	Note: Breakdown is for the Minimum Calendar Days
Infrastructure	Min of 26 days, Max of 156 days
Posting to PhilGeps Website	7 calendar days
Pre-bid Conference	1 calendar day
Opening of Bids	12 calendar days after pre-bid conference
Bid Evaluation	1 calendar day
Post-Qualification	2 calendar days
Issuance of Notice of Award	1 calendar day
Contract Preparation and Signing	1 calendar day
Issuance of Notice to Proceed	1 calendar day
	Note: Breakdown is for the Minimum Calendar Days
Consultancy Services	Min of 36 days, Max of 180 days
Posting to PhilGeps Website	7 calendar days
Eligibility Check and Shortlisting	1 calendar day
Pre-bid Conference	7 calendar days after eligibility check and shortlisting
Opening of Bids	12 calendar days after pre-bid conference
Bid Evaluation	1 calendar day
Approval of Ranking by the HoPE	1 calendar day
Notification for Negotiation	1 calendar day
Negotiation	1 calendar day
Post-Qualification	2 calendar days
Issuance of Notice of Award	1 calendar day
Contract Preparation and Signing	1 calendar day
Issuance of Notice to Proceed	1 calendar day
	Note: Breakdown is for the Minimum Calendar Days



2. Alternative Mode of Procurement

To ensure that all procurement requested by different Departments, shall be in accordance with the 2016 Revised IRR of R.A. 9184 and Latest GPPB Issuances

Office or Division:	PGO - Bids and Awards Committee			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity/ G2G - Government to Government			
Who may avail:	All Qualified Suppliers/ PGB Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suppliers Requirements: a. Mayor's Permit b. 2303 Certificate of Registration c. DTI/Sec d. Tax Clearance e. PhilGEPS Certificate/Registration f. Income Tax Return (for ABC's above 500k) g. Omnibus Sworn Statement (SVP ABC's above 50k, Emergency Cases ABC's above 500k)		a. Municipality b. Bureau of Internal Revenue (BIR) c. Department of Trade and Industry/ Securities and Exchange Commission d. Bureau of Internal Revenue (BIR) e. PhilGEPS Website f. Bureau of Internal Revenue (BIR) g. Downloadable in Government Procurement Policy Board (GPPB)		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PGB Offices	1. Receives Approved CAFOA and PR, record in Dashboard	none	15 minutes	Admin. Aide IV Bids and Awards Committee
2. None	2. Prepares Resolution Recommending Alternative Mode of Procurement (AMP)	none	15 minutes	Admin. Aide IV Admin. Aide III Bids and Awards Committee
3. None	3. Forwards Resolution Recommending Alternative Mode of Procurement for approval	none	2 days	Admin. Aide I Bids and Awards Committee
4. None	4. Prepares Request for Quotation (RFQ)	none	20 minutes	Admin. Aide IV Admin. Aide III Bids and Awards Committee
5. None	5. Checks Request for Quotation before Signing of BAC Chairman	none	15 minutes	BAC Secretariat Bids and Awards Committee



6. None	6. Forwards Request for Quotation (RFQ) for signing of BAC Chairman	none	20 minutes	<i>Admin. Aide I</i> Bids and Awards Committee
7. None	7. Uploads the signed RFQ to PhilGeps website (if the amount of the ABC is 50,000 above)	none	1 hour	<i>Admin. Assistant I</i> Bids and Awards Committee
8. None	8. Checks uploaded RFQ to PhilGeps website (if the amount of the ABC is 50,000 above)	none	20 minutes	<i>BAC Secretariat</i>
9. Supplier fills up the RFQ with the following Business name and address Price Quotation Printed name and signature Contact details and date Attached also their legal documents needed by the office	9. Sends Signed RFQ to at least 3 Supplier/Bidders for price quotation	none	4 days	<i>Const. & Maint. Capataz</i> Bids and Awards Committee <i>Canvassers from PGSO</i>
10. None	10. Prepares Abstract of Quotation, (AOQ), Resolution Recommending Award (ROA) and Notice of Award (NOA)	none	20 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide III</i> Bids and Awards Committee
11. None	11. Forwards Abstract of Quotation, (AOQ), Resolution Recommending Award (ROA) and Notice of Award (NOA) for signing	none	10 days	<i>Admin. Aide I</i> Bids and Awards Committee
12. None	12. Scans files and Prepares Transmittal Letter	none	15 minutes	<i>Admin. Officer I</i> Bids and Awards Committee
13. None	13. Checks documents before transmit to PGSO	none	10 minutes	<i>BAC Secretariat</i> Bids and Awards Committee
14. None	14. Forwards complete documents with transmittal letter to PGSO	none	15 minutes	<i>Admin. Aide I</i> Bids and Awards Committee
TOTAL:		None	16 days, 3 hours, 45 minutes	



Direct Contracting (with approved resolution)	within 8 hours upon receipt
Direct Contracting (with new resolution)	5 calendar days
Repeat Order	5 calendar days
Small Value Procurement	25 calendar days
Shopping	25 calendar days
Limited Source Bidding	26 calendar days



**OFFICE OF THE PROVINCIAL
GOVERNOR—SPECIAL ASSISTANCE
PROGRAM & 1 BATAAN MALASAKIT
DIALYSIS ASSISTANCE**

EXTERNAL SERVICES



1. Guarantee Letter

A Guarantee Letter is assurance letter provided by Special Assistance Program to the hospital to indicate the amount of cost that they will cover.

Office or Division:	PGO- Special Assistance Program & 1Bataan Malasakit Dialysis Assistance
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR HOSPITAL BILL: *Updated Final Bill with billing clerk's signature (1 original ,1 photocopy) *Medical Certificate/ Clinical Abstract with doctor's signature and license number (1 original, 1 photocopy) *Valid id of patient &representative (1 original, 1 photocopy) *Letter to Gov. Jose Enrique S. Garcia (Handwritten) *Supporting Documents (Birth Certificate, Marriage Certificate, ect.) (1 original, 2 photocopies) *Brgy. Indigency (1 original, 1 photocopies) FOR LABORATORY & OTHER MEDICAL PROCEDURES: *Request for laboratory/ other medical procedures with doctor's signature & license number (1 Original, 1 Photocopy) *Qoutation of laboratory & Other medical procedures from the hospital (1 original, 1 Photocopy) *Medical certificate/ Medical abstract with doctor's signature (1 original, 1 Photocopy) *Valid id of patient * representative (1 original, 1 Photocopy) *Letter to Gov. Jose Enrique S. Garcia (Handwritten) *Supporting Documents (Birth Certificate, Marriage Certificate, ect.) (1 original, 2 Photocopies) *Brgy. Indigency (1 original, 1 photocopy)		It is secure in the office by the assigned employee in every hospital and will submit to DOH for liquidation process.		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the attendance	1. Collects the client information	None	1 minute	Administrative Aide II Executive Assistant II/ SAP Coordinator SAP



	<p>2.2 Assesses the client's hospital bill or diagnostic procedure, then evaluate the amount needed, coordinate to the person accountable (SAP Coordinator) for the approve amount, and prepare the guarantee letter. * Print the general intake sheet, then give it to the client.</p>	None	3 minutes	<p><i>Nurse I Executive Assistant II/ SAP Coordinator SAP</i></p>
3. Checks and sign the General Intake Sheet, then return to the assigned staff.	3. Receives the signed general intake sheet from the client, then prepare the receiving copy of guarantee letter and give it to the client.	None	1 minute	<p><i>Nurse I Executive Assistant II/ SAP Coordinator</i></p>
4. Signs the receiving copy of Guarantee Letter, then return to the assigned staff.	4. Releases the original guarantee letter with an attached copy of the requirements.	None	1 minute	<p><i>Nurse I Executive Assistant II/ SAP Coordinator SAP</i></p>
TOTAL:		None	7 minutes	



2. Dialysis Assistance (Eposino and Dialyzer)

Dialysis Assistance (Eposino & Dialyzer), the free medicines given monthly to dialysis patients for their treatment.

Office or Division:	PGO- Special Assistance Program & 1Bataan Malasakit Dialysis Assistance
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> *Updated dialysis protocol with signature & license number of the doctor (1 original, 1 photocopy) *Updated medical abstract (with signature & license number of doctor) (1 original , 1 Photocopy) *Updated prescription of eposino & dialyzer (with signature & license number of doctor (1 original & 1 photocopy) *Letter to Gov. Jose Enrique S. Garcia III (Handwritten) *Valid id of patients & representatives (1 original & 1 photocopy) *Supporting documents (Birth Certificate, Marriage Certificate, Affidavit of Cohabitation) (1 original , 1 photocopy) *Sedula (optional) (1 photocopy) *Brgy. indigency *Authorization letter of patient *Cooler with Ice 		The requirements secure in every satellite office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the attendance	1. Collects the client information	None	30 seconds	Administrative Aide III Executive Assistant II/ SAP Coordinator SAP
2. Submits the requirements	2.1 Checks the requirements > if complete proceed to registration; > if not the assigned staff will instruct the client to complete the list of requirements.	None	30 seconds	Administrative Assistant I Executive Assistant II/ SAP Coordinator SAP



	<p>2.2 Encodes the client's record, then register to the system</p> <p>2.3 Prints the general intake sheet, and give it to the client.</p>	None	30 seconds	<p><i>Computer Operator I</i> <i>Executive Assistant II/</i> <i>SAP Coordinator</i> <i>SAP</i></p>
3. Checks and sign the General Intake Sheet, then return to the assigned staff.	3.1 Receives the signed general intake sheet and interview the client for additional information.	None	1 minute	<p><i>Administrative Assitant III</i> <i>Executive Assistant II/</i> <i>SAP Coordinator</i> <i>SAP</i></p>
	<p>Charge slip</p> <p>3.2 Assess the patient's prescription to determine how many eposino and dialyzers they need.</p> <p>3.3 Issue the charge slip, then have the designated staff sign it.</p>	None	30 seconds	<p><i>Community Affairs Officer I</i> <i>Executive Assistant II/</i> <i>SAP Coordinator</i> <i>SAP</i></p>
	<p>Finance</p> <p>3.4 Check the system and Google Drive balances, then record the amount of medicine (Eposino&Dialyzer) to released.</p> <p>Requisition and Issue Slip/ Stock card</p> <p>3.5 Manual encoding for releasing of medicine (Eposino and Dialyzer), and give it to the client for signing.</p>	None	1 minute	<p><i>Administrative Aide III</i> <i>Executive Assistant II/</i> <i>SAP Coordinator</i> <i>SAP</i></p>
4. Checks and signs the Requisition and Issue Slip/ Stock Card, and return to the assigned staff.	4. Releases of the medicines (Eposino and Dialyzer).	None	1 minute	<p><i>Administrative Aide III</i> <i>Executive Assistant II/</i> <i>SAP Coordinator</i> <i>SAP</i></p>
TOTAL:		None	5 minutes	



OFFICE OF THE PROVINCIAL GOVERNOR — BATAAN YOUTH AND DEVELOPMENT

EXTERNAL SERVICES



1. Youth Organization Registration Program

Local registration of youth and youth-serving organizations and endorsement to the National Youth Commission for national registration.

Office or Division:	PGO - Bataan Youth Development Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Organized youth and youth-serving groups residing in Bataan (community-based, school-based, and faith-based)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Organization Profile (Registration Form) 2. Directory of Officers and Advisers 3. List of Members in Good Standing 4. Constitution and By-Laws 5. Endorsement/Certification from Appropriate Authority	1-3 Electronic copy available at (www.bit.ly/yorpbataan) 4. Registering Organization 5. For Community-based (either Certificate of Existence of Office from the Barangay, Barangay Certification of Residence from the Barangay, or Resolution of endorsement from the Sangguniang Kabataan where the organization resides); For School-based (Certificate of Registration or Recognition from the school authority supervising student affairs); For Faith-based (Certificate of Registration or Recognition from the head of the church)

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives and Checks the completeness of the requirements	None	1 hour	Youth Development Officer I Bataan Youth Development Office
2. If requirements are lacking, submits the missing requirements	2. Verifies the correctness of the submitted requirements	None	2 days	Youth Development Officer I Bataan Youth Development Office



3. If requirements needs revision, submit the corrected requirements	<p>3.1 Encodes the Organization's details to database</p> <p>3.2 Prints and Signs the Certificate of Local Registration</p> <p>3.3 Contacts the organization to release the Certificate of Local Registration (email/ physical)</p>	None	2 hours	<p><i>Youth Development Officer III</i> Bataan Youth Development Office</p>
4. Receives the Certificate of Local Registration (email/ physical) and fill up the feedback form (online/on-site)	4. Registers and uploads the registration requirements of the organization to the YORP Hub by NYC	None	5 hours	<p><i>Youth Development Officer I</i> Bataan Youth Development Office</p>
TOTAL:		None	3 days	



2. Technical Assistance to Youth Development Programs (YDP)

Provide assistance to youth-related offices, agencies, and organizations in the preparation and execution/implementation of their Youth Development PPAs.

Office or Division:	PGO - Bataan Youth Development Office
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government , G2C - Government to Citizen
Who may avail:	Local Government Offices, National Government Agencies, Youth/Youth-serving Organizations, and Non-Government Organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request 2. Filled-up Collaboration and Partnerships Google Form (if applicable) 3. Training Needs Analysis Instrument (if applicable) 4. Community Needs Analysis Instrument (if applicable)		1. Requestor 2. Link to be sent by the office 3-4 File to be sent by the office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits of request (through a letter or Collaboration and Partnerships Google Form)	1. Receives and Reviews of Request	None	1 hour	Youth Development Officer I Bataan Youth Development Office
2. If needed, submit other details or documents	2.1 Coordinates with the Requestor. 2.2 Sends of Training Needs Analysis Instrument (TNAI) or Community Needs Analysis Instrument (CNAI) to the Requestor, if applicable.	None	1 day, 7 hours	Youth Development Officer III Bataan Youth Development Office
3. If needed, submit TNAI or CNAI	3. Reviews of the TNAI or CNAI, if applicable	None	1 day	Youth Development Officer III Bataan Youth Development Office
4. Continue coordination with the office	4. Processes Technical Assistance requests (YDP preparations to execution/implementation)	None	17 days	Youth Development Officer III Bataan Youth Development Office
TOTAL:		None	20 days	



3. Assistance to Youth Inquiries (Issues, Concerns, and Opportunities)

Provide assistance to the youth through linking them with the proper office/agency/organization concerned.

Office or Division:	PGO - Bataan Youth Development Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Youth (ages 15 to 30 years old)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Youth Inquiries Google Form 2. Supporting documents (if applicable)		1. Link to be sent by the office 2. Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of inquiry (through the Youth Inquiries Google Form)	1. Receiving and Reviewing of Inquiry	None	1 hour	Youth Development Officer I Bataan Youth Development Office
2. If needed, submit other details or documents	2.1 Communication with the client 2.2 Endorsement to the proper office/ agency/organization concerned	None	7 hours	Youth Development Officer I Bataan Youth Development Office
3. Receive endorsement from the office and fill up the feedback form (online/on-site)	3. Contact the endorsed office/ agency/organization	None	1 hour	Youth Development Officer III Bataan Youth Development Office
TOTAL:		None	1 day, 1 hour	



OFFICE OF THE PROVINCIAL GOVERNOR —ISKOLAR NG BATAAN

EXTERNAL SERVICES



1. Iskolar ng Bataan Application - Online Registration For New Applicants for College Scholarship Program

The Online Registration for College Scholarship Program allows the office to provide a faster and more convenient way to process the registration of the new batch of applicants from the comfort of their homes. A more efficient and an essential step to create an account that will later on be used by the applicants to submit their requirements during the submission period. Schedule of the online registration will be posted in the Iskolar ng Bataan Facebook Page. Online Registration takes thirty(30) working days.

Office or Division:	PGO -Iskolar ng Bataan
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Incoming College and College Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		1. None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates email address using this sample format: juandelacruz.iskolar@gmail.com (Only this format will be accepted by our system during the submission of the requirements)	1. Provides the registration link at the Iskolar ng Bataan Facebook Page	None	3 minutes	Administrative Assistant III Data Technical Section
2. Clicks the Registration link and signs in your created email address Fills out the required filled and clicks the submit button then wait for an email receipt to confirm your registration	2. Generates the list of registrants and creates a user account of each registrants at the Iskolar ng Bataan Information Hub	None	1 day	Computer Programmer I Data Technical Section
TOTAL:		None	1 day, 1 minute	



2. Iskolar ng Bataan Application - Online Submission of Requirements for the College Scholarship Program

All applicants who have successfully registered in the Online Registration for College Scholarship Program will submit their requirements through the Iskolar ng Bataan Information Hub. The Iskolar ng Bataan Information Hub integrates the submission of requirements for the new applicants of Iskolar ng Bataan using any web connected devices. Applicants can now submit requirements conveniently through the comfort of their own home. This service was initiated in the midst of the pandemic to adapt to the new normal as the applicants no longer have to queue outside of the Iskolar ng Bataan Office. The schedule of the submission will be posted at the Iskolar ng Bataan Facebook Page.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming College and College Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent applying for scholarship (1 electronic copy)	1. Applicant
2. 2x2 Recent Colored Picture (2 pieces)	2. Applicant
3. Comelec ID/ Registration/ Certification of both Parents (1 scanned copy)	3. Comelec Office in your Municipality
4. For incoming Freshmen College: Copy of Report Card (Form 138) duly certified by the school registrar with minimum average of 80% (1 scanned copy)	4. School Registrar
5. For college: Certified True Copy of the Latest Grades with minimum average of 2.50 (1 scanned copy)	5. School Registrar
6. Birth Certificate (1 scanned copy)	6. Local Civil Registry Office, Philippines Statistics Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Provides the link for account retrieval at the Iskolar ng Bataan Facebook page	None	1 minute	Computer Programmer / Data Technical Section



<p>2. Retrieves Account using the registered email address and waits for an email containing link for account creation</p> <ul style="list-style-type: none"> • Clicks the link that was sent in your email for account creation • Log ins at www.iskolarngbataan.com using your registered email address and password • Clicks the "I Forgot Password" on the Login Page if you have forgotten your password and enters the username associated with your account (System will send an email on how to reset your password) • Sends a message at https://www.facebook.com/iskolar if you need assistance signing into your account or uploading the necessary requirements. 	<p>2. Provides assistance to the applicants</p>	<p>None</p>	<p>6 minutes</p>	<p><i>Administrative Assistant III Computer Programmer I Data Technical Section</i></p>
<p>3. Fills out Personal Information, Parents, Education and Others</p> <ul style="list-style-type: none"> • Uploads the requirements to the "Drop/Submission Bin" • Clicks the upload button (Maximum size per file is 2mb. Uploading of requirements depends on the speed of your internet) • Views the status of the submitted requirements by logging in to your account at www.iskolarngbataan.com • Reuploads the correct and complete requirements until the last day of submission 	<p>3. Checks the uploaded requirements</p> <p>3.1 Validates the requirements if complete</p> <p>3.2 Rejects the requirements if incomplete/incorrect and notifies the applicant by leaving a notation in the beneficiaries' INB accounts</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Computer Programmer I Administrative Assistant III Data Technical Section</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>12 minutes</p>	



3. General Assembly and Orientation of New Batch of Scholars

A one day activity where the newly qualified batch of scholars are gathered to be informed and oriented regarding the process, policies and upcoming events of the Scholarship Program. The Orientation last two hours.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Qualified New Batch of Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration 1st semester of the current school year (1 Original, 1 Photocopy)	1. Iskolar
2. School ID (1 Original, 1 Photocopy)	2. Iskolar
3. Authorization Letter of the Iskolar authorizing the Representative (1 Original)	3. Iskolar
4. Valid ID of the Authorized Representative (1 Original, 1 Photocopy)	4. Authorized Representative
5. Iskolar's Information Form	5. Iskolar ng Bataan Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the attendance sheet	1. Assists the beneficiaries and provides Iskolar's Information Form	None	2 minutes	<i>Communications Equipment Operator IV Admin Section</i>
2. Fills-out the form and submits the requirements	2. Checks and receives the requirements (Returns the requirements if incorrect and informs the beneficiary to provide the correct requirements) 2.1 Validates the requirements	None	6 minutes	<i>Administrative Assistant III Administrative Aide VI Data Technical Section</i>
3. None	3. Conducts Orientation to New Batch of Qualified Scholars	None	2 hours	<i>Scholarship Coordinator</i>
TOTAL:		None	2 hours, 8 minutes	



4. Iskolar ng Bataan Validation of Grades for Undergraduates Iskolars and Gurong Iskolars

The Iskolar ng Bataan staff will validate the submitted requirements. Validation must be done every semester in order for the beneficiaries to maintain their scholarship. The beneficiaries will be informed of their validation status on the day of submission.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Iskolar Beneficiary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Previous Certificate of Registration (1 Original, 1 Photocopy)	1. Iskolar (Undergraduate) Beneficiary
2. Previous Certificate of Grades (1 Original, 1 Photocopy)	2. Iskolar (Undergraduate) and Gurong Iskolar Beneficiary
3. Current Certificate of Registration (1 Original, 1 Photocopy)	3. Iskolar (Undergraduate) and Gurong Iskolar Beneficiary
4. School ID (1 Original, 1 Photocopy)	4. Iskolar (Undergraduate) Beneficiary
5. Validation of Grades Acknowledgement Receipt	5. Iskolar ng Bataan Office
6. Iskolars Information Form	6. Iskolar ng Bataan Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the attendance sheet	1.1 Assists the beneficiaries to sign in the attendance sheet 1.2 Provides Iskolars Information Form and Iskolar Validation of grades acknowledgement receipt	None	3 minutes	<i>Administrative Assistant II Admin Section</i>



2. Fills-out the Iskolars Information Form and Iskolars Validation Stub and submits the requirements	<p>2. Receives and checks the requirements (Returns the requirements if incomplete/ incorrect and informs the beneficiary to provide the correct requirements)</p> <p>2.1 Attaches the Iskolars Information Form and Iskolars Validation Stub if complete requirements</p> <p>2.2 Returns the requirements and instructs the beneficiary to proceed to validation area</p>	None	5 minutes	<p><i>Computer Programmer I</i> <i>Administrative Assistant III</i> <i>Data Technical Section</i></p>
3. Receives and submits the requirements to validation area	<p>3. Receives the requirements</p> <p>3.1. Validates the grades of the beneficiary</p> <p>3.2 Fills out the GWA, signs the validation of grades acknowledgement receipt and returns to the beneficiary</p>	None	5 minutes	<p><i>Computer Programmer I</i> <i>Administrative Assistant III</i> <i>Data Technical Section</i></p>
4. Receives the validation acknowledgement receipt	<p>4. Instructs the beneficiary to keep the validation acknowledgement receipt</p> <p>4.1 Informs the Iskolar (Undergraduates) beneficiaries to wait for an announcement if the scholarship grants have been credited to their account</p> <p>4.2 Informs the Gurong Iskolar to wait for an announcement if the scholarship grants has been credited to BPSU Graduate School</p>	None	2 minutes	<p><i>Administrative Assistant III</i> <i>Data Technical Section</i></p>
TOTAL:		None	13 minutes	



5. Gurong Iskolar Ng Bataan Masteral And Doctoral Application

The Gurong Iskolar ng Bataan Doctoral and Masteral is a program of Iskolar ng Bataan in partnership with the Bataan Peninsula State University and DepEd Division Office. This service will enhance the professional knowledge and skills of teachers in molding and developing well-rounded and life-long learners by providing incentives for post-graduate studies through the Gurong Iskolar ng Bataan Program. The Bataan Peninsula Graduate will screen the applicant. Once qualified, the applicant will submit the application form and requirements to DepEd Division Office. The DepEd Division Office will schedule the applicant's examination and conduct an interview. The DepEd Division Office will submit the list of qualified new batch of Gurong Iskolars and applications forms with the requirements at Iskolar ng Bataan Office. Announcement will be provided in the Gurong Iskolar ng Bataan Facebook Page for the schedule of application.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	A Master's Degree Holder in Education
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Gurong Iskolar ng Bataan Application Form	1. Iskolar ng Bataan Office, DepEd Division Office Bataan, Gurong Iskolar ng Bataan Facebook Page
2. Letter of intent applying for scholarship (1 original)	2. Applicant
3. 2x2 Recent Colored Picture (1 piece)	3. Applicant
4. Very Satisfactory (VS) Performance Appraisal Rating for the past two (2) rating periods (1 photocopy)	4. Employer
5. Transcript of Records (Bachelor's Degree) (1 certified true copy)	5. School Registrar
6. Transcript of Records of units earned in Masteral / Doctoral Degree (1 certified true copy)	6. School Registrar
7. Certificate of Employment (1 original)	7. Employer



8. Medical Certificate issued by government physician (1 original)		8. Any government physician		
9. For Masteral, Certification from the Head Office that the nominee is in active service and recommendation or scholarship duly endorsed by the principal / superintendent (1 original)		9. Head Office		
10. For Doctoral, Certification from the immediate School Head that the nominee is regular in the National, PSB, LSB or Private Schools as Pre-Elem., Elementary or Secondary Teachers (1 original)		10. Immediate School Head		
11. COMELEC I.D., Registration or Certification (1 photocopy)		11. Comelec Office in your Municipality		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the list of qualified Gurong Iskolar with the application forms and requirements	1. Receives the list of qualified Gurong Iskolar, application forms and requirements	None	3 minutes	<i>Administrative Aide IV Operation Section</i>
2. None	2. Encodes the applications of the qualified Gurong Iskolar in the Gurong Iskolar ng Bataan System	None	8 hours	<i>Administrative Aide VI Admin Section</i>
3. None	3. Prints the credit advice and contracts of the Gurong Iskolar	None	8 hours	<i>Administrative Aide VI Admin Section</i>
4. None	4. Notifies the new batch of Gurong Iskolar for the schedule of General Assembly, Contract Signing and Orientation via text or phone call	None	8 hours	<i>Administrative Aide VI Admin Section</i>
TOTAL:		None	3 days, 3	



6. General Assembly, Orientation and Contract Signing of the New Batch of Gurong Iskolars

A one day activity of Iskolar ng Bataan where Newly Qualified Batch of Gurong Iskolars are gathered to sign the contract and be oriented regarding the process and policies of the program. Orientation last two (2) hours.

Office or Division:	PGO-Iskolar ng Bataan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Qualified New Batch of Gurong Iskolars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration 1st trimester of the current school year (1 Original, 1 Photocopy)		1. Gurong Iskolar		
2. Valid ID (1 Original, 1 Photocopy)		2. Gurong Iskolar		
3. Iskolars Information Form		3. Iskolar ng Bataan Office		
4. Contract Form		4. Iskolar ng Bataan Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the attendance sheet	1. Assists the beneficiaries and makes sure they fill-out the correct information at the attendance sheet 1.1 Checks the names in the list of new batch of Gurong Iskolar	None	2 minutes	Administrative Aide VI Admin Section



2. Submits the requirements	<p>2. Checks the requirements and attaches the Iskolars Information Form</p> <p>2.1. Return the requirements</p> <p>2.2 Provides contract form to the Gurong Iskolar</p>	None	3 minutes	<i>Administrative Aide VI Admin Section</i>
3. Fills-out the Iskolars Information Form and contract form and signs the contract	<p>3. Conducts orientation to new qualified Gurong Iskolars.</p> <p>3.1 Awards certificate</p>	None	2 hours	<i>Administrative Aide VI Admin Section Scholarship Coordinator</i>
4. Submits the contract and requirements	4. Receives the contracts and requirements	None	3 minutes	<i>Administrative Aide VI Admin Section</i>
TOTAL:		None	2 hours,8 minutes	



7. Financial Assistance for Board/Bar Review Application

A financial assistance for review to students who will take their Board/Bar examination. This service will help them ease the expenses of their review such as enrollment fees, cost of books, review materials, transportation expenses and cost of living. The applicant will need to submit their requirements prior to the date of their examination. The applicant is only allowed to apply once and must not be residing in City of Balanga. The residents of Balanga City can submit their requirements at the City Social Welfare Development Office (CSWDO).

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Must be a graduate of Bachelor's Degree requiring board examination and a residents of Bataan except from City of Balanga

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	1. Iskolar ng Bataan Office, Iskolar ng Bataan Facebook Page
2. Certificate of Enrollment (1 Original)	2. Review Center
3. Assessment Fee (can be included in the Certificate of Enrollment)	3. Review Center
4. Notice of Admission (1 Photocopy)	4. Professional Regulation Commission
5. Certificate of Indigency (Name of the Examinee)	5. Baranggay Hall
6. Voters ID/Voters Certification (1 Photocopy)	6. Comelec Office in your Municipality

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires Application form	1. Provides application form to the applicants and instructs the requirements needed	None	3 minutes	Administrative Aide IV Operation Section



2. Submits application form and requirements	2. Checks and receives application form and requirements (Returns the requirements if incomplete or incorrect)	None	3 minutes	<i>Administrative Aide IV Operation Section</i>
3. None	3. Encodes received applications and checks whether the applicant has previously availed from the program	None	1 day	<i>Administrative Assistant III Data Technical Section</i>
4. None	4. Notifies the applicant via text or phone call to let them know that they are not qualified since they have already availed from the program	None	1 day	<i>Administrative Assistant II Admin Section</i>
5. None	5. Prepares payroll, OBR and double check the requirements of the board/bar examinees	None	2 days	<i>Administrative Assistant III Administrative Assistant II Operation Section</i>
6. None	6. Consolidates and submits payroll, OBR and certifications from the generated list of scholarship grant beneficiaries to finance department for processing	None	1 day	<i>Administrative Assistant III Administrative Assistant II Operation Section</i>
7. None	7. Updates and informs beneficiaries regarding the schedule of orientation and awarding of financial assistance via text or phone call	None	1 minute	<i>Administrative Assistant II Operation Section</i>
TOTAL		None	5 days, 7 minutes	



8. Awarding of Financial Assistance to Qualified Board/Bar Review Beneficiaries

A one day activity of Iskolar ng Bataan Office to award the financial assistance to the qualified beneficiaries. Awarding of financial assistance last two (2) hours.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Qualified Reviewees who have not yet availed the financial assistance

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original, 1 Photocopy)		1. Beneficiary		
2. Cash Refund Form		2. Iskolar ng Bataan Office		
3. Authorization Letter from the beneficiary (1 Original)		3. Beneficiary		
4. Authorized Representative Valid ID (1 Original, 1 Photocopy)		4. Authorized Representative		

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the attendance sheet located at the registration	1. Assists the beneficiaries and makes sure they fill-out the correct information at the attendance sheet 1.1 Provides the Cash Refund Form	None	3 minutes	<i>Administrative Aide III</i> Operations Section
2. Fills out the Cash Refund Form and submits the requirements	2. Receives and checks the requirements. 2.1 Inputs the cashier and payroll number to the Cash Refund Form 2.2 Attaches the Cash Refund Form and returns the requirement	None	3 minutes	<i>Administrative Assistant II</i> Admin Section



3. Receives the requirements	3. Conducts orientation to board/bar reviewees.	None	2 hours	<i>Scholarship Coordinator</i>
4. Proceeds to the designated cashier and submits the requirements	4.1 Receives the requirements 4.2 Checks the name of the beneficiary in the payroll and assists the beneficiary to sign the payroll	None	2 minutes	<i>Administrative Assistant II Admin Section</i>
5. Signs the payroll and receives the financial assistance	5. Releases the financial assistance to the board/bar reviewees	None	2 minutes	<i>Administrative Assistant II Admin Section</i>
TOTAL:		None	2 hours, 9 minutes	



9. Awarding of Scholarship Grants of Gurong Iskolar Beneficiaries and Vocational Iskolar Beneficiaries

The Gurong Iskolars and Vocational Iskolar beneficiaries receives their scholarship grants through credit advice. The credit advice is a form of cashless scholarship grant that the Iskolar ng Bataan Office will process in order to be credited directly to the beneficiaries school/universities/ training center.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Gurong Iskolars and Vocational Iskolars beneficiaries

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of beneficiaries	1. Iskolar ng Bataan Office
2. Billing Statement of the Gurong Iskolars (1 original)	2. BPSU Graduate School
3. Billing Statement of the Vocational Iskolars (1 original)	3. Training Center

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Generates the validated beneficiaries	None	3 minutes	<i>Computer Programmer I</i> Data Technical Section
2. None	2. Prints the credit advice	None	3 minutes	<i>Administrative Assistant II</i> Operation Section
3. None	3. Submits the list through email or in person with credit advice number and the total amount of scholarship grants to school to prepare the billing statement	None	3 minutes	<i>Administrative Assistant II</i> <i>Administrative Aide VI</i> Admin Section



4. Submits the billing statement	4. Checks and receives the billing statement (Returns the billing statement if incorrect and informs the representative of the school to provide the correct billing statement)	None	3 minutes	<i>Administrative Aide IV Operation Section</i>
5. None	5. Prepares and prints OBR, certifications, vouchers and summary of scholarship grants 5.1 Consolidates OBR, Vouchers, Certifications, Summary of Scholarship Grants, Credit Advice, School Billing and submits to Finance Department for processing	None	3 days	<i>Administrative Assistant Aide VI Data Technical Section</i>
6. None	6. Coordinates to school once the cheques are already available	None	1 day	<i>Administrative Assistant II Administrative Aide VI Admin Section</i>
7. Proceeds to Iskolar ng Bataan Office	7. Assists the School Representative to claim the cheque at the Provincial Treasurer's Office	None	1 day	<i>Administrative Assistant II Administrative Aide VI Admin Section</i>
8. None	8. Provides announcement at the Iskolar ng Bataan Facebook Page that the scholarship grants has been credited to their schools	None	2 minutes	<i>Computer Programmer I Data Technical Section</i>
TOTAL:		None	5 days, 17 minutes	



10. Submission of Requirements of PUP Mariveles beneficiaries

A one day activity of the Iskolar ng Bataan Office where the PUP Mariveles beneficiaries will submit the requirements to Iskolar ng Bataan staff during the scheduled submission of requirements. The Iskolar ng Bataan staff will validate the submitted requirements. Submission of requirements must be done every year in order for the beneficiaries to maintain their scholarship.

Office or Division:	PGO-Iskolar ng Bataan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	PUP Mariveles Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 Original, 1 Photocopy)		1. PUP Mariveles beneficiary		
2. Valid ID (1 Original, 1 Photocopy)		2. PUP Mariveles beneficiary		
3. Birth Certificate (1 Original, 1 Photocopy)		3. Local Civil Registry Office, Philippines Statistics Office		
4. Voters ID/Voters Certification of both parents (1 Photocopy)		4. COMELEC Office in your municipality		
5. PUP Mariveles Student Information Form		5. Iskolar ng Bataan Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the attendance sheet	1. Assists the beneficiaries to sign in the attendance sheet and provides PUP Mariveles Information Form	None	3 minutes	<i>Administrative Assistant II</i> Admin Section
2. Fills-out the form and submits the requirements	2. Checks the name in the list of PUP Mariveles beneficiaries 2.1 Checks and receives the requirements (Return to the beneficiary if incomplete or incorrect)	None	5 minutes	<i>Administrative Assistant III</i> Data Technical Section
3. None	3. Conducts orientation	None	2 hours	<i>Scholarship Coordinator</i>
TOTAL:		None	2 hours, 8 minutes	



11. Educational Assistance for PUP Mariveles Beneficiaries

The Educational Assistance of the PUP Mariveles beneficiaries are credited through their LMPC (LandBank MasterCard Prepaid Card). The PUP Mariveles University will submit the list of enrolled PUP students in the Iskolar ng Bataan Office.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PUP Mariveles Beneficiary

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Enrolled PUP Mariveles students with corresponding total number of units with per semester		1. PUP Mariveles University		
2. Endorsement Letter (1 original)		2. PUP Mariveles University		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the list of enrolled PUP Mariveles students with corresponding enrolled units per semester	1. Receives and checks the list of enrolled PUP Mariveles students	None	3 minutes	<i>Administrative Assistant II</i> Operations Section
2. None	2. Double checks the total number of units(1st and 2nd semester) 2.1 Applies the corresponding scholarship amount per unit	None	3 minutes	<i>Administrative Assistant II</i> Operations Section
3. None	3. Prepares and prints OBR, payroll and certifications of the PUP Mariveles beneficiaries 3.1 Submits to finance department for processing	None	2 days	<i>Administrative Assistant II</i> Operations Section



4. None	4. Encodes the device and wallet number of the beneficiaries	None	3 days	<i>Administrative Assistant II</i> Operations Section
5. None	5. Prepares and prints transmittal, fund transfer voucher and other attachments once the approved payrolls of beneficiaries are received from finance department	None	1 day	<i>Administrative Assistant II</i> Operations Section
6. None	6. Provides announcement at the Iskolar ng Bataan Facebook Page that the scholarship grants have been credited to their accounts	None	2 minutes	<i>Computer Programmer I</i> Data Technical Section
TOTAL:		None	6 days, 8 minutes	



12. Vocational Course Scholarship Program Application

This service is an opportunity for out-of-school youth, highschool graduates and any individual residents of Bataan who are willing to develop and hone their skills. This will give them the advantage and opportunity for employment.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	18 years old and above, bonafide resident of Bataan and atleast a high school graduate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	1. Iskolar ng Bataan Office, Iskolar ng Bataan Facebook Page
2. Letter of Intent applying for scholarship (1 original)	2. Applicant
3. 2x2 Recent Colored Picture (2 pieces)	3. Applicant
4. Birth Certificate (1 Original, 1 Photocopy)	4. Local Civil Registry Office, Philippines Statistics Office
5. Comelec ID/ Registration (1 Photocopy)	5. Comelec Office in your Municipality

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application forms and requirements	1. Receives and checks application form and requirements (Return the requirements if incomplete or incorrect and informs the applicant to submit the correct requirements)	None	3 minutes	Administrative Aide IV Operations Section



2. None	2. Encodes and screens the applications of the applicants	None	5 minutes	<i>Administrative Assistant // Admin Section</i>
3. None	3. Prints the credit advice of the qualified beneficiaries	None	3 minutes	<i>Administrative Assistant // Admin Section</i>
4. None	4. Prepares and prints contracts of the qualified beneficiaries	None	1 minute	<i>Administrative Assistant // Operation Section</i>
5. None	5. Updates and informs beneficiaries regarding the schedule of orientation via text or phone call	None	1 minute	<i>Administrative Assistant // Admin Section</i>
TOTAL:		None	11 minutes	



13. Vocational Course Scholarship Program Orientation to Qualified Beneficiaries

This service is a one day activity of Iskolar ng Bataan Office where newly qualified batch of trainees are gathered to sign the contracts and be oriented regarding the process and programs.

Office or Division:	PGO-Iskolar ng Bataan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Vocational Scholarship Program Trainees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contract Form		Iskolar ng Bataan Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the attendance sheet	1. Assists the beneficiaries in signing the attendance sheet 1.1 Provides contract form to the beneficiary	None	3 Minutes	<i>Administrative Aide IV</i> Operation Section
2. Receives and fills - out the contract form	2. Conducts orientation to the new batch of qualified beneficiaries	None	2 Hours	<i>Scholarship Coordinator</i>
3. Signs the contract form and submits to the Iskolar ng Bataan Staff	3. Receives the contract form	None	2 minutes	<i>Administrative Assistant II</i> Admin Section
TOTAL:		None	2 hours, 3 minutes	



14. Atm Card Enrollment of the New Batch of Iskolars and PUP Mariveles Beneficiaries

A program initiated by the Office of Iskolar ng Bataan as response to the new normal amidst the pandemic. The goal of the office is to find a more convenient way to award the scholarship grants without the beneficiaries going through the hassle of queuing for hours and risking their health just to claim the educational assistance. Through the ATM card enrollment, the beneficiaries can access their grants at their own convenience.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	New Batch of Qualified Scholars and PUP Mariveles Beneficiaries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 scanned copy)		1. Iskolars and PUP Mariveles Beneficiaries		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Posts the Google Form link and list of qualified beneficiaries for ATM Card Enrollment at the Iskolar ng Bataan Facebook Page	None	3 minutes	<i>Computer Programmer I Data Technical Section</i>
2. Clicks the registration link provided at Iskolar ng Bataan Facebook Page • Fills out the required filled. • Downloads the LandBank Enrollment Form at the end of the registration before clicking the submit button • Clicks the submit button and waits for an email receipt to confirm your registration.	2. Generates the registrants information	None	5 minutes	<i>Administrative Assistant III Data Technical Section</i>



3. None	3. Encodes the registrants information to the LandBank Enrollment System	None	7 days	<i>Administrative Assistant III Data Technical Section</i>
4. None	4. Submits via email the LMPC DESC File by batch to LandBank of the Philippines for ATM Card Enrollment	None	3 minutes	<i>Security Officer I Admin Section</i>
5. None	5. Provides announcement at the Iskolar ng Bataan Facebook Page regarding the schedule of ATM distribution	None	1 minute	<i>Computer Programmer I Data Technical Section</i>
TOTAL:		None	7 days, 12 minutes	



15. Distribution of ATM Cards per Municipality of the New Batch of Iskolars and PUP Mariveles Beneficiaries

This service is a one day activity of Iskolar ng Bataan wherein the Landbank Mastercard Prepaid Cards (LMPC) are distributed per municipality to the scholars. The main goal is to ease the burden of the beneficiaries who live far from the city to travel just to get their atm cards. This will not only save time but also their resources. The duration of the distribution takes 10 working days.

Office or Division:	PGO-Iskolar ng Bataan
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	New iskolars and PUP Mariveles Beneficiaries

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest and Previous Certificate of Registration (1 Original, 2 Photocopies)	1. New Iskolars and PUP Mariveles Beneficiaries
2. LandBank Enrollment Form	2. Iskolar ng Bataan Office, Iskolar ng Bataan Facebook Page
3. 1x1 recent Colored Picture (1 piece)	3. New Iskolars and PUP Mariveles Beneficiaries
4. Valid ID (1 Original, 2 Photocopies with three (3) specimen signature)	4. New Iskolars and PUP Mariveles Beneficiaries

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the attendance sheet	1. Assists the beneficiaries and makes sure they fill-out the correct information at the attendance sheet	None	2 minutes	Administrative Aide IV Operations Section



2. Submits requirements	<p>2. Checks the name of the beneficiary in the list of Iskolars (Return the requirements if not existed on the list)</p> <p>2.1 Checks and receives the requirements (Return the requirements if incomplete/incorrect and informs the beneficiary to provide the correct requirements)</p> <p>2.2 Gives the requirements to the LandBank Representative</p>	None	3 minutes	<i>Administrative Assistant III Data Technical Setion</i>
3. None	3. Conducts orientation	None	2 hours	<i>Scholarship Coordinator</i>
4. Proceeds to LandBank Representative to claim the ATM Card	<p>4. Assists the LandBank Representative in releasing the ATM Card</p> <p>4.1 Assists the beneficiary to sign the receiving form</p>	None	3 minutes	Administrative Aide IV Operations Section
5. Signs in the receiving form and claims the ATM Card	5. Instructs the beneficiary on how to change PIN the ATM Card	None	1 minute	Administrative Aide IV Operations Section
TOTAL:		None	2 hours, 9	



16. Replacement of Lost and Damaged ATM Cards

A service provided by the office to assist those beneficiaries with lost ATM Cards, damage and are requesting for replacement. The replacement of ATM Card depends on LandBank's processing time. The Office will provide endorsement letter to the beneficiary. The Landbank of the Philippines will endorse the additional requirements to the beneficiary for the replacement of ATM Card.

Office or Division:	PGO - Iskolar ng Bataan
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Active Scholars with Lost and Damage ATM Card

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original, 1 Photocopy)		1. Iskolar Beneficiary		
2. Endorsement Letter		2. Iskolar ng Bataan Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Iskolar ng Bataan and reports the lost or damage ATM Card	1. Gets the complete name and school of the beneficiary	None	1 minute	<i>Administrative Aide IV</i> Operations Section
2. Submits the requirement	2. Receives the requirement and submits to the focal person	None	2 minutes	<i>Administrative Aide IV</i> Operations Section
3. None	3. Verifies if the client is an active scholar of the scholarship program 3.1 Forwards the requirement to the Admin Section for the preparation of the endorsement letter	None	1 minute	<i>Administrative Assistant III</i> Data Technical Section



4. None	<p>4. Prepares and prints the endorsement letter for signature of the Scholarship Coordinator</p> <p>4.1 Forwards to the Scholarship Coordinator for signature</p>	None	3 minutes	<i>Administrative Assistant II</i> Admin Section
5. None	5. Signs the endorsement letter and forwards to the Operation Section for the releasing of the endorsement letter to the beneficiary	None	1 minute	<i>Scholarship Coordinator</i>
6. None	6. Releases the endorsement letter and assists the beneficiary to sign the receiving copy of the Office	None	2 minutes	<i>Administrative Aide IV</i> Operations Section
7. Receives the endorsement letter	7. Instructs the beneficiary to submit the endorsement letter to Land Bank of the Philippines	None	1 minute	<i>Administrative Aide IV</i> Operations Section
TOTAL:		None	11 minutes	



**OFFICE OF THE PROVINCIAL
GOVERNOR—CULTURE AND
HERITAGE PRESERVATION DIVISION**

INTERNAL SERVICES



1. Technical Assistance for Bataan's Cultural Heritage Research /Data

Assistance given to clients, private individuals, organizations and LGU's who are requesting for Bataan's Cultural Heritage research/data

Office or Division:	PGO- Culture and Heritage Preservation Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Governor or the Division Head (1 original or 1 electronic copy)		CHPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for assistance	1. Receives the letter of request	None	3 minutes	<i>Community Development Officer II Culture and Heritage Preservation Division</i>
2. Receives a copy of the timestamped document	2.1 Gives timestamped document to the client	None	3 minutes	<i>Community Development Officer II Culture and Heritage Preservation Division</i>
	2.2 Evaluates details of the request	None	10 minutes	<i>Community Development Officer II Culture and Heritage Preservation Division</i>



	2.3 Approves the request	None	8 minutes	<i>Project Development Officer IV Culture and Heritage Preservation Division</i>
	2.4 Prepares and prints out of the requested documents / data	None	2 hours	<i>Community Development Officer II Culture and Heritage Preservation Division</i>
	2.5 Approves and signs requested documents	None	10 minutes	<i>Project Development Officer IV Culture and Heritage Preservation Division</i>
3. Claims the documents	3. Contacts client for the release of document	None	2 minutes	<i>Community Development Officer II Culture and Heritage Preservation Division</i>
TOTAL:		None	2 hours, 36 minutes	



OFFICE OF THE PROVINCIAL GOVERNOR—OFFICE OF STRATEGY MANAGEMENT DIVISION

INTERNAL SERVICES



1. Strategic Initiatives Target Setting, Presentation and Approval

Process of department target setting, presentation and approval

Office or Division: PGO - Office of Strategy Management

Classification: Simple

Type of Transaction: G2G - Government to Government

Who may avail: Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Department Targets		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits department targets and project profile	1. Receives document and stamps the SI documents received indicating the received date, time and his/her signature.	None	3 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
2. Files received document and waits for the schedule of presentation of initially submitted targets	2. Records all the received documents in preparation for OSM initial review	None	10 minutes	<i>Computer Operator</i> Office of Strategy Management
3. NONE	3. Consolidates all the received documents / department targets in preparation for OSM initial review	None	5 minutes	<i>Clerk II</i> Office of Strategy Management
4. NONE	4. Creates the spreadsheet / monitoring system and summary list of department targets in preparation for OSM initial review	None	10 minutes	<i>Project Development Officer I</i> Office of Strategy Management



5. NONE	5. Finalizes the summary list of initially submitted targets	None	30 minutes	<i>Project Development Officer I</i> Office of Strategy Management
6. NONE	6. Schedules the department's Performance Manager for justification and presentation of initially submitted targets	None	30 minutes	<i>Project Development Officer IV</i> Office of Strategy Management
7. Presents his department's targets and project profile which consists of milestones, target completion date and means of verification	7. Discusses department targets with the Department Head / Performance Manager	None	1 day	<i>Project Development Officer IV</i> Office of Strategy Management
8. Notes the suggestions and other recommendations regarding the targets	8. Finalizes the strategic initiative targets and project profile	None	1 day	<i>Project Development Officer IV</i> Office of Strategy Management
Total:		None	2 days, 1 hour, 28 minutes	



2. Strategic Initiative Target and Profile Plotting

Process of Department Targets and Profile plotting in Monitoring sheets and dashboard

Office or Division:	PGO - Office of Strategy Management
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Department Targets and Project Profile		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits updated department targets and project profile	1. Receives document and stamps the SI documents received indicating the received date, time and his/her signature.	NONE	3 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
2. Files received document and waits for the advise of OSM for the final targets plotted in the department spreadsheet	2. Records all the received documents in preparation for OSM initial review	NONE	10 minutes	<i>Computer Operator</i> Office of Strategy Management
3. NONE	3. Consolidates all the received documents / department targets in preparation for OSM initial review	NONE	5 minutes	<i>Clerk II</i> Office of Strategy Management



4. NONE	4. Plots SI Timeline and Project Profile to monitoring Google Sheets (SI Monitoring which consists of the summary of all the departments, Consolidated Verification Updates which contains the due MOVs per month for follow ups and Individual Department Sheets that are shared to each department)	NONE	10 minutes	<i>Project Development Officer I</i> Office of Strategy Management
5. NONE	5. Plots SI Profile (Title, Target and Measure) to Data Management System (DMS) for monitoring of activities and milestones per SI per department	NONE	10 minutes	<i>Project Development Officer I</i> Office of Strategy Management
6. Waits for the shared spreadsheet of the department targets	6. Shares department spreadsheet containing the SI profile	NONE	7 minutes	<i>Project Development Officer I</i> Office of Strategy Management
Total:		None	45 minutes	



3. Strategic Initiatives Means Of Verification Follow ups and Reminders

Process of follow ups and reminders for Strategic Initiatives Means of Verification

Office or Division:	PGO - Office of Strategy Management
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Strategic Initiatives List, Project Profile		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the SI Project Profile with corresponding timeline and completion date per milestone	1. Checks Consolidated Verification Updates Monitoring Sheet which contains the due MOVs for the month	None	5 minutes	<i>Project Development Officer I</i> Office of Strategy Management
2. Acknowledges the reminder	2. Follows up through Facebook Messenger 5 working days before the set completion date, 3 working days and 1 working day before the set completion date	None	5 minutes	<i>Project Development Officer I</i> Office of Strategy Management
3. Gives update if milestone has concern or issue and cannot be accomplished on the given timeline	3. Updates the Consolidated Verification Updates Monitoring sheet regarding action taken and response of the Performance Manager to the reminder	None	5 minutes	<i>Project Development Officer I</i> Office of Strategy Management
Total:		None	15 minutes	



4. Strategic Initiatives Milestones Revision

Process on revision of SI execution plan and plotting to monitoring documents in Google sheets

Office or Division: PGO - Office of Strategy Management

Classification: Simple

Type of Transaction: G2G - Government to Government

Who may avail: Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Strategic Initiatives List, Project Profile		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the revised SI Project Profile and Justification letter in hard copy, soft copy and e-mail to: osm@bataan.gov.ph	1. Receives document and stamps the SI documents received indicating the received date, time and his/her signature.	None	3 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
2. Files received document and waits for the advise of OSM for the approved revision and spreadsheet	2. Reviews and finalizes the revision in the SI Profile	None	30 minutes	<i>Project Development Officer IV</i> Office of Strategy Management



3. NONE	3. Plots revised SI Timeline and Project Profile to monitoring Google Sheets (SI Monitoring which consists of the summary of all the departments, Consolidated Verification Updates which contains the due MOVs per month for follow ups and Individual Department Sheets that are shared to each department)	None	5 minutes	<i>Project Development Officer I</i> Office of Strategy Management
4. Waits for the spreadsheet for the revised milestone/s	4. Informs Performance Manager that revision is approved and spreadsheet has been updated	None	2 minutes	<i>Project Development Officer I</i> Office of Strategy Management
Total:		None	40 minutes	



5. Strategic Initiatives Means of Verification Monitoring

Process on receiving, checking, uploading, sorting and updating monitoring documents on Means of Verifications

Office or Division:	PGO - Office of Strategy Management
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Means of Verifications (soft copy)		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs activities in the Data Management System (DMS) for the due milestone	1. Checks activities encoded to Data Management System (DMS)	None	5 minutes	<i>Project Development Officer I</i> Office of Strategy Management
2. Submits Means of Verifications via e-mail to: osm.si@bataan.gov.ph	2. Checks the MOVs based on the approved guidelines	None	10 minutes	<i>Project Development Officer I</i> Office of Strategy Management



3. NONE	3. Finalizes and approves the MOVs sent per milestone per SI	None	15 minutes	<i>Project Development Officer IV Office of Strategy Management</i>
4. Waits for the acknowledgement of OSM * Acknowledgement in e-mail is sent if MOVs and activities in DMS are complete and has no insufficiency	4. Uploads MOVs to SI Data Repository	None	10 minutes	<i>Project Development Officer I Office of Strategy Management</i>
5. NONE	5. Updates Google monitoring sheets ((SI Monitoring which consists of the summary of all the departments, Consolidated Verification Updates which contains the due MOVs per month for follow ups and Individual Department Sheets that are shared to each department)	None	10 minutes	<i>Project Development Officer I Office of Strategy Management</i>
Total:		None	50 minutes	



6. Strategic Initiatives Rating

Process of computing Performance Quality Indicators per Strategic Initiative

Office or Division:	PGO - Office of Strategy Management
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Means of Verifications (soft copy)		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all Means of Verifications via e-mail to: osm.si@bataan.gov.ph	1. Creates Performance Scoring Matrix	None	5 hours	<i>Project Development Officer I</i> Office of Strategy Management
2. None	2. Plots milestones (lead & cross-functional) to QTE computation sheet	None	2 days	<i>Project Development Officer I</i> Office of Strategy Management
3. None	3. Plots all insufficiencies and remarks per milestones (lead & cross-functional) to QTE computation sheet	None	1 day	<i>Project Development Officer I</i> Office of Strategy Management



4. None	4. Computes Quality, Timeliness and Efficiency per milestone	None	2 days	<i>Project Development Officer I</i> Office of Strategy Management
5. None	5. Consolidates all data and prepares ranking	None	3 hours	<i>Project Development Officer I</i> Office of Strategy Management
6. None	6. Finalizes the rating and ranking and prepares for the final report to be presented to the Performance Management Team	None	2 hours	<i>Project Development Officer IV</i> Office of Strategy Management
7. Waits for the final rating of Strategic Initiatives	7. Releases final rating of Strategic Initiatives	NONE	1 hour	<i>Project Development Officer IV</i> Office of Strategy Management
Total:		None	6 days, 3 hours	



7. Monthly Strategy Review Meeting (MSRM) Facilitation and Documentation

Process of facilitation and documentation of the Monthly Strategy Review Meeting

Office or Division:	PGO - Office of Strategy Management
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Performance Managers of all PGB departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MSRM Meeting Notification, Agenda, Presentation and Documentation		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks meeting notification and agenda prepared	1. Prepares meeting notification and agenda for the Monthly Strategy Review Meeting (MSRM)	None	30 minutes	<i>Project Development Officer IV</i> Office of Strategy Management
2. None	2. Prepares presentation for the meeting	None	1 hour	<i>Project Development Officer I</i> Office of Strategy Management
3. Attends the Monthly Strategy Review Meeting	3. Facilitates the meeting	None	4 hours	<i>Project Development Officer IV</i> Office of Strategy Management
4. None	4. Documents the meeting	None	4 hours	<i>Administrative Assistant I</i> Office of Strategy Management



5. None	5. Prepares the minutes of the meeting and other documentation	None	2 days	<i>Clerk II (Job Order)</i> Office of Strategy Management
6. None	6. Checks the minutes of the meeting and other documentation	None	3 hours	<i>Administrative Assistant I</i> Office of Strategy Management
7. None	7. Finalizes and approves the minutes of the meeting and other documentation	None	1 hour	<i>Project Development Officer IV</i> Office of Strategy Management
8. Waits for the documentation of the Monthly Strategy Review Meeting	8. Disseminates the minutes of the meeting and other documentation to the Performance Managers thru e-mail	None	30 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
Total:		None	3 days, 6 hours	



8. Performance Management Team (PMT) Meeting Facilitation and Documentation				
Process of facilitation and documentation of the Performance Management Team Meeting				
Office or Division:	PGO - Office of Strategy Management			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Performance Management Team Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PMT Meeting Notification, Agenda, Presentation and Documentation		Internal Clients: Performance Management Team Members		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks meeting notification and agenda prepared	1. Prepares meeting notification and agenda for the Performance Management Team	None	30 minutes	<i>Project Development Officer IV</i> Office of Strategy Management
2. None	2. Prepares presentation for the meeting	None	1 hour	<i>Project Development Officer I</i> Office of Strategy Management
3. Attends the Performance Management Team Meeting	3. Facilitates the meeting	None	4 hours	<i>Project Development Officer IV</i> Office of Strategy Management
4. None	4. Documents the meeting	None	4 hours	<i>Administrative Assistant I</i> Office of Strategy Management
5. None	5. Prepares the minutes of the meeting and other documentation	None	2 days	<i>Administrative Assistant I</i> Office of Strategy Management
6. None	6. Finalizes and approves the minutes of the meeting and other documentation	None	1 hour	<i>Project Development Officer IV</i> Office of Strategy Management
7. Waits for the documentation of the Performance Management Team	7. Disseminates the minutes of the meeting and other documentation to the Performance Management Team Members thru Viber GC	None	30 minutes	<i>Project Development Officer IV</i> Office of Strategy Management
Total:		None	3 days, 3 hours	



9. Job Order Certification Printing And Issuance				
Process of printing and issuance of Job Order Certification every payroll period				
Office or Division:	PGO - Office of Strategy Management			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Provincial Government of Bataan Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Uploaded Job Order Accomplishments for each pay period		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the Certification through the official Facebook Messenger of the Office of Strategy Management (OSM Bataan)	1. Receives request and acknowledges the message	None	2 minutes	Computer Operator I Office of Strategy Management
2. None	2. Prepares the Job Order Certification	None	10 minutes	Computer Operator I Office of Strategy Management
3. None	3. Signs the Job Order Certification	None	3 minutes	Project Development Officer IV Office of Strategy Management
4. Waits for the advise of OSM that JO Certification is ready for pick-up	4. Messages the Performance Manager that the Job Order Certification is ready for pick-up.	None	3 minutes	Computer Operator I Office of Strategy Management
5. Picks up the JO Certification (Bunker offices) and logs in the receiving log	5. Hands in the JO Certificate and gives receiving log	None	5 minutes	Administrative Assistant I Office of Strategy Management
6. Acknowledges the JO Certification sent thru e-mail (Outside Bunker offices)	6. Scans the JO Certification and e-mail to the department	None	5 minutes	Administrative Assistant I Office of Strategy Management
Total:		None	28 minutes	



10. Job Order Certification Revision Request

Process of Job Order Certification Revision Request

Office or Division:	PGO - Office of Strategy Management
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Uploaded Job Order Accomplishments for each pay period		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the Job Order Certification Revision and Request Google Form	1. Receives request and acknowledges the message	None	2 minutes	Computer Operator / Office of Strategy Management
2. None	2. Reprints the JO Certification based on the revision request	None	3 minutes	Computer Operator / Office of Strategy Management
3. Waits for the advise of OSM if adjusted JO Certificate is ready for pick up	3. E-mails the requestor that the request has been accomplished and is ready for pick up with the attached screenshot of accomplished request.	None	5 minutes	Computer Operator / Office of Strategy Management
4. Picks up revised / adjusted JO Certificate	4. Updates the JO Certification Monitoring Spreadsheet of the accomplished request (Date and Time requested, Date and Time accomplished, E-mail Confirmation sent screenshot, Type of Request and the Action Taken).	None	10 minutes	Computer Operator / Office of Strategy Management
Total:		None	20 minutes	



11. Automated Performance Management System Requests

Process of requests in Automated Performance Management System (APMS)

Office or Division: PGO - Office of Strategy Management

Classification: Simple

Type of Transaction: G2G - Government to Government

Who may avail: Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Uploaded APMS request with attachment		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the APMS Request Google Form	1. Receives request and acknowledges the message	NONE	2 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
2. NONE	2. Log-ins to the system (Automated Performance Management System)	NONE	3 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
3. Waits for the advise of OSM regarding the status of request	3. Accomplishes the APMS request	NONE	30 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
4. NONE	4. E-mails the requestor that the request has been accomplished with the attached screenshot of accomplished request.	NONE	5 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
5. Acknowledges the e-mail that request has been accomplished	5. Updates the APMS Monitoring Spreadsheet of the accomplished request (Date and Time requested, Date and Time accomplished, E-mail Confirmation sent screenshot, Type of Request and the Action Taken).	NONE	10 minutes	<i>Administrative Assistant I</i> Office of Strategy Management
Total:		None	50 minutes	



12. Zoom Request Monitoring and Management

Process of creation, monitoring and management of Zoom requests of different PGB departments

Office or Division:	PGO - Office of Strategy Management
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Zoom request form and attachment		Internal Clients: Provincial Government Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Zoom meeting through Zoom Google Request Form	1. Receives the request and gets details of meeting	None	2 minutes	Computer Operator / Office of Strategy Management
2. None	2. Encodes in Google Sheet Zoom monitoring (Title of meeting, Date and Time, No.of pax in the meeting, host of the meeting, contact number)	None	5 minutes	Computer Operator / Office of Strategy Management
3. None	3. Creates Zoom link based on department's request (Title of meeting, Date and Time)	None	10 minutes	Computer Operator / Office of Strategy Management
4. Waits for the Zoom link to be sent	4. Copies Zoom link and sends out link to requesting department	None	2 minutes	Computer Operator / Office of Strategy Management



5. Acknowledges Zoom link sent	5. Screenshots the sent link to the requesting department	None	2 minutes	Computer Operator I Office of Strategy Management
6. None	6. Updates Zoom monitoring Google sheet (attach link of screenshot sent to requesting department)	None	15 minutes	Computer Operator I Office of Strategy Management
7. None	7. Opens Zoom link to access the requested meeting and transfer the hosting to the requesting department	None	10 minutes	Computer Operator I Office of Strategy Management
TOTAL:			46 minutes	



GOVERNOR'S OFFICE—INTERNAL SERVICE AUDIT

INTERNAL SERVICES



1. Manual Feedback Tabulation

To tabulate or summarize the feedback obtained by PGB offices from their clients in order to assess the effectiveness and efficiency of offices' operations and to make corrections or improvements in response to some deficiencies or suggestions based on the result of feedback.

Office or Division:	PGO- Internal Audit Service
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Provincial Government of Bataan's Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback Box		Client's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Feedback Box to IAS Office on or before the 5th working day of the month	1. Receives the Feedback Box and open the lock 1.1 Counts the number of Feedback Forms	None	1 Hour	<i>Admin Officer III Internal Audit Services</i>
	2. Sorts Feedback of Offices between IAS and PHRMO 2.1. Forward to PHRMO the feedbacks assigned to HR 2.2. Forward to assigned auditor the feedbacks assigned to IAS	None	1 Hour	<i>Admin Officer III Internal Audit Services</i>
	3. Tabulates the feedback forms 3.1. Receives tabulated feedback from PHRMO	None	3 Days	<i>Internal Auditor II Internal Audit Services</i>
	4. Uploads the feedback tabulation to google drive 4.1. Informs the office with negative feedback if any	None	1 Hour	<i>Internal Auditor II Internal Audit Services</i>
TOTAL:		None	3 Days, 3 Hours	



2. Whirlwind Management - Target Setting

To assess whether the regular mandate of each department are achieved in an effective and efficient manner and to provide suggestions on how the offices can better achieve their targets

Office or Division:	PGO- Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Provincial Government of Bataan's Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposed DPCR Targets (1 Original) Historical data of Accomplishments (1 Photocopy)		Client's Office Client's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the proposed DPCR Targets to IAS Office	1. Receives the submitted DPCR Targets	None	1 Minute	<i>Admin Officer III Internal Audit Services</i>
2. None	2. Reviews the DPCR Targets as to completeness, reasonableness, and correctness of each PPA's success indicator 2.1. Submits the reviewed DPCR Targets to assigned Peer Reviewer or IAS Division Head	None	3 Days	<i>Internal Auditor II Internal Audit Services</i>



3. None	3. Counterchecks the DPCR Targets for any additional remarks 3.1. Return the DPCR Targets to assigned auditors	None	2 Days	<i>Internal Auditor IV Internal Audit Services</i>
4. None	4. Forward the reviewed DPCR Targets to the client's office	None	1 Minute	<i>Internal Auditor II Internal Audit Services</i>
5. Appeal the changes in the proposed DPCR Targets to IAS Office	5. Revised the DPCR Targets based on the agreement with the client's office 5.1 Returns the revised DPCR Targets to client's office	None	1 Day	<i>Internal Auditor II Internal Audit Services</i>
6. Submits the signed DPCR Targets to IAS Office	6. Receives the signed DPCR Target	None	1 Minute	<i>Admin Officer III Internal Audit Services</i>
7. None	7. Prepares Rating Scale for each PPAs success indicators 7.1 Forwards the rating scale to client's office	None	1 Day	<i>Internal Auditor II Internal Audit Services</i>
8. Submits the signed rating scale to IAS Office	8. Receives the signed rating scale 8.1 Forwards to assigned auditor	None	2 Minutes	<i>Admin Officer III Internal Audit Services</i>
TOTAL:		None	7 Days, 5 minutes	



3. COA Audit Observation Memorandum Monitoring

To monitor the Audit Observation Memorandums (AOMs) issued to Provincial Government of Bataan by COA and to ensure that all AOMs are being answered and acted upon

Office or Division:	PGO- Internal Audit Service
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan's Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Audit Observation Memoradum without client's reply	
Audit Observation Memorandum (1 Photocopy)	COA Bataan or Client's Office
For Audit Observation Memoradum with client's reply	
Audit Observation Memorandum (1 Photocopy) Reply to Audit Observation Memorandum (1 Photocopy)	COA Bataan or Client's Office Client's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a copy of Audit Observation Memorandum (AOM) and client's reply if any to IAS Office	1. Receive the copy of AOM and client's reply 1.1. Scan the documents and post in the Incoming Documents messenger group 1.2. Encode the details and attach soft copy of AOM in Document Monitoring and Tracking System (DMATS)	None	45 Minutes	<i>Admin Officer III</i> Internal Audit Services



	<p>2. Review AOM details and concerned office's reply if any</p> <p>2.1. Forward to AOM Monitoring Focal Person</p>	None	4 Hours	Internal Auditor IV Internal Audit Services
	<p>3. Encode COA's observations and recommendations in AOM Monitoring Spreadsheet</p> <p>3.1 Endorse to concerned office if the AOM is without reply</p>	None	4 Hours, 15 minutes	Internal Auditor IV Internal Audit Services
	4. Encode concerned office reply to AOM Monitoring Spreadsheet	None	3 Hours	Internal Auditor IV Internal Audit Services
TOTAL:		None	1 Day, 4 hours	



4. Preparation of Agency Action Plan and Status of Implementation

To monitor the Audit Observation Memorandums (AOMs) issued to Provincial Government of Bataan by COA and to ensure that all AOMs are being answered and acted upon

Office or Division:	PGO- Internal Audit Service			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issues Annual Audit Report (AAR) of the Provincial Government of Bataan	1. Encodes COA AOM observations and recommendations in the Agency Action Plan and Status of Implementation (AAPSI) 1.1. Review concerned offices' reply to AOM and encode to Agency Action Plan of AAPSI	None	10 Days	<i>Internal Auditor IV</i> Internal Audit Services
2. None	2. Request to the concerned offices any updates for the action taken on COA AOMs 2.1. Encodes action taken by concerned offices, status of implementation, and any reason for delay or partial implementation of COA's recommendations to AAPSI	None	19 Days	<i>Internal Auditor IV</i> Internal Audit Services



3. None	<p>3. Forward to Provincial Legal Office for review</p> <p>3.1. Revise the AAPSI to reflect Legal Office remarks</p> <p>3.2. Forward to Provincial Governor's Office for LCE's signature</p>	None	7 Hours, 30 minutes	<i>Internal Auditor IV</i> Internal Audit Services
4. Non3	<p>4. Receives signed AAPSI</p> <p>4.1. Submits signed AAPSI to COA Bataan</p>	None	30 Minutes	<i>Admin Officer III</i> Internal Audit Services
TOTAL:		None	30 Days	



5. Updating of Annual Reform Action Plan (ARAP) for Provincial Governance Reforms Roadmap (PGRR)

To update accomplishments based on the Annual Reform Action Plan (ARAP)

Office or Division:	PGO- Internal Audit Service
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Department of the Interior and Local Government (DILG) thru Provincial Engineer's Office (PEO)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 Hardcopy or 1 Electronic copy)		Office concerned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter of request to update accomplishments based on the ARAP	1. Coordinate with PEO regarding the submission of ARAP	None	1 hour	<i>Internal Auditor II</i> Internal Audit Services
None	2. Collates data on the accomplishments for the quarter and update ARAP	None	1 Day, 1 hour	<i>Internal Auditor II</i> Internal Audit Services
None	3. Review updated ARAP	None	2 hours	<i>Internal Auditor IV</i> Internal Audit Services
None	4. Submits updated ARAP	None	30 minutes	<i>Internal Auditor II</i> Internal Audit Services
TOTAL:		None	1 Day, 4 hours, 30 minutes	



6. Evaluation of Workforce Requirements Assessment

To ascertain the necessity of request for additional personnel and maximize the productivity of each employee

Office or Division:	PGO- Internal Audit Service
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan's Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 Original)		PGB Offices		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admin Office will forward the request to IAS	1. Verifies the accuracy and correctness of data provided by the concerned office in the WRA	None	2 Days, 4 hours	<i>Internal Auditor IV</i> Internal Audit Services
2. None	2. IAS will compute for the suggested number of employee based on the turn-around time and number of transactions of each process	None	2 Days	<i>Internal Auditor IV</i> Internal Audit Services
3. None	3. IAS will interview the personnel to validate and to check for possible improvement in the process and its corresponding reduction in TAT and ultimately number of personnel	None	5 Days	<i>Internal Auditor IV</i> Internal Audit Services



4. None	4. Prepares a narrative assessment with recommendation for Provincial Administrator's approval	None	3 Hours, 40 minutes	<i>Internal Auditor IV Internal Audit Services</i>
5. None	5. Endorse to Admin Office the Request Letter, Narrative Assessment, WRA, and Request Assessment Form	None	10 minutes	<i>Admin Officer III Internal Audit Services</i>
6. Provincial Administrator will approved or disapproved the request and return all attachments to IAS	6. IAS will forward all the attachments to PHRMO and PESO	None	10 minutes	<i>Admin Officer III Internal Audit Services</i>
TOTAL:		None	10 Days	



PROVINCIAL ADMINISTRATOR'S OFFICE

EXTERNAL SERVICES



1. Receiving and Management of Incoming Communications

Process of receiving, uploading and management of written communications, important documents addressed to the Provincial Governor, Provincial Administrator and other key officials of the Provincial Government of Bataan from the different departments, Local Government Units and National Government Agencies for information and necessary action.

Office or Division:	Provincial Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government , G2C- Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written communication, documents like reports, requests, information, etc.		Clients (Internal: Provincial Government Departments, External: Other LGUs, NGAs, Citizens)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents incoming communication to the Frontdesk Officer	1. 1 Receives document and stamps the incoming communication received indicating the received date, time and his/her signature.	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
	1.2 Scans the received incoming documents and uploads in the drive for uploading in the Constituents Relationship Management (CRM) System	None	5 minutes	Frontdesk Officer Provincial Administrator's Office



	1.3 Records and encodes the received incoming documents to the series of incoming communications (hand carried or delivered mail or emailed) to the Constituents Relationship Management (CRM) System	None	5 minutes	<i>Frontdesk Officer Provincial Administrator's Office</i>
	1.4 Comments in the system for his recommendation to where department / agency the letter will be forwarded	None	10 minutes	<i>Provincial Administrator Provincial Administrator's Office</i>
TOTAL:		None	25 minutes	



2. Dispatching and Management of Outgoing Communications

Process of release and dispatch of written communications, important documents to the different departments, Local Government Units and National Government Agencies for information and necessary action.

Office or Division:	Provincial Administrator's Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government , G2C- Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written communication, documents like reports, requests, information, etc.		Clients (Internal: Provincial Government Departments, External: Other LGUs, NGAs, Citizens)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests release of outgoing documents (documents acted upon)	1.1 Checks the notes and remarks of the Provincial Administrator in the system with indicated departments to where the letter will be forwarded	None	3 minutes	Frontdesk Officer Provincial Administrator's Office
	1.2 Attaches a routing slip to the outgoing documents and indicates action to be taken based on the comments of the Provincial Administrator in the system	None	3 minutes	Frontdesk Officer Provincial Administrator's Office



	1.3 Releases the outgoing report generated by the system with the letter and routing slip from the Front Desk	None	5 minutes	<i>Frontdesk Officer Provincial Administrator's Office</i>
	1.4 Forward or dispatch documents to concerned individual/offices/departments.	None	1 hour	<i>Messenger Provincial Administrator's Office</i>
2. Accepts receiving copy and signs in the transmittal once document has been received	2. Messenger gives the receiving copy of the outgoing document and lets the receiver signs in the transmittal for proper recording	None	5 minutes	<i>Messenger Provincial Administrator's Office</i>
TOTAL:		None	1 hour, 16 minutes	



3. Tracking and Monitoring of the Provincial Governor's "For Signature"

Process of tracking and monitoring of documents for the Governor's signature from the different departments and agencies

Office or Division:	Provincial Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government , G2C- Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written communication, documents like reports, requests, information, etc.		Clients (Internal: Provincial Government Departments, External: Other LGUs, NGAs, Citizens)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents document to the Frontdesk Officer for the Provincial Governor's signature	1.1 Receives the document from the department or agency	None	3 minutes	Frontdesk Officer Provincial Administrator's Office
	1.2 Records and encodes in the Google Spreadsheet (ASG Signature) for tracking and monitoring of status of the document	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
	1.3 Attaches a transmittal / routing slip in the document	None	3 minutes	Frontdesk Officer Provincial Administrator's Office
	1.4 Forwards to Ma'am Hellen or Sir Geoff for checking	None	3 minutes	Frontdesk Officer Provincial Administrator's Office
	1.5 Forwards to Site Secretary for recording and signature of the Governor	None	1 hour	Messenger Provincial Administrator's Office



	1.6 Updates the Google Spreadsheet with date received and time received (from Front Desk Officer to Site Secretary)	None	5 minutes	Site Secretary
	1.7 Once document is signed, update the Google Spreadsheet with the date and time signed	None	5 minutes	Site Secretary
	1.8 Forwards signed document to Front Desk Officer	None	1 hour	Site Secretary
	1.9 Updates the Google Spreadsheet with date received and time received (from Site Secretary to Front Desk Officer)	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
	1.10 Scans signed document and upload in the Google Spreadsheet for monitoring	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
	1.11 Notifies concerned / requesting department that document has been signed	None	10 minutes	Frontdesk Officer Provincial Administrator's Office
2. Requesting department receives the signed document	2. Updates the Google Spreadsheet with date received and time received (from Front desk Officer to Requesting Department)	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
TOTAL:		None	2 hours, 49 minutes	



4. Tracking and Monitoring of the Provincial Administrator's "For Signature"

Process of tracking and monitoring of documents for the Provincial Administrator's signature from the different departments and agencies

Office or Division:	Provincial Administrator's Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government , G2C- Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written communication, documents like reports, requests, information, etc.		Clients (Internal: Provincial Government Departments, External: Other LGUs, NGAs, Citizens)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents document to the Frontdesk Officer for the Provincial Administrator's signature	1.1 Receives the document from the department or agency	None	3 minutes	Frontdesk Officer Provincial Administrator's Office
	1.2 Records and encodes in the Google Spreadsheet (GCL Signature) for tracking and monitoring of status of the document	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
	1.3 Forwards to Provincial Administrator for checking and signature	None	5 minutes	Frontdesk Officer Provincial Administrator's Office



	1.4 Once document is signed, updates the Google Spreadsheet with the date and time signed	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
	1.5 Scans signed document and upload in the Google Spreadsheet for monitoring	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
	1.6 Notifies concerned / requesting department that document has been signed	None	10 minutes	Frontdesk Officer Provincial Administrator's Office
2. Requesting department receives the signed document	2. Updates the Google Spreadsheet with date received and time received (from Front desk Officer to Requesting Department)	None	5 minutes	Frontdesk Officer Provincial Administrator's Office
TOTAL:		None	38 minutes	



SANGGUNIANG PANLALAWIGAN

EXTERNAL SERVICES



1. Review Of Ordinance & Appropriation Ordinance of Component Cities And Municipalities; Executive Order Issued by The Mayor; Accreditation of Civil Society Organizations (CSO's)

The Sangguniang Panlalawigan shall review the ordinance, annual or supplemental appropriations of component cities and municipalities and the Executive Order issued by the Mayor. Grants accreditation to a Civil Society Organization (CSO) after meeting all the set criteria and requirements for membership.

Office or Division:	Sangguniang Panlalawigan
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2C– Government to Citizens
Who may avail:	Component Cities and Municipalities; Municipal/City Mayors; Provincial Legal Office & other concerned offices or agencies; All registered associations and organizations in the Province of Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
In case of Annual Budget: a. Transmittal Letter b. Budget Message c. Appropriation Ordinance for Annual Budget (3 original, 3 photo copies) d. Annual Investment Program to include Annexes E1, E2, E4 and E6 e. Resolution approving the Annual Investment Program f. Veto message, if any g. Sanggunian's action on veto, if any	Sangguniang Panlungsod / Bayan Secretary
In case of Supplemental Budget: a. Transmittal Letter b. Appropriation Ordinance for Supplemental Budget (3 original, 3 photo copies) c. Funds Actually Available Certified Statement of Additional - Realized Income Certification of Savings d. New Revenue Measures Certified Statement of Income from New Revenue Measures; Copy of duly enacted Tax Ordinance which imposes new local taxes, charges, fees, fines or penalties or which raises existing local taxes, charges, fees, fines or penalties; and Copy of official communication stating that the LGU is a recipient of new or higher remittances, contributions, subsidies or grants or aid from the National Government or from government corporations and private entities. e. Realignment of Appropriations in times of Public Calamity Certificate of Source of Funds Available for Appropriations f. Veto message, if any g. Sanggunian's action on veto, if any	



<p>In case of Municipal/City Ordinance & Executive Order of the Mayor:</p> <p>a. Transmittal Letter b. Copies of the approved Ordinance or Resolution or Executive Order(2 original, 3 photo copies)</p>	<p>Sanggunian Panlungsod/Bayan Secretary, Office of the Mayor</p>
<p>In case of Urgent or Request:</p> <p>a. Copies of the urgent or request from the Provincial Governor (2 original, 4 photo copies)</p>	<p>Provincial Legal Office & other concerned offices or agencies</p>
<p>In case of Accreditation:</p> <p>a. Duly accomplished Application Form for Accreditation b. Board Resolution c. Certificate of Registration d. List of current officers and members e. Original Sworn Statement stating that the CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the peoples' interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in DILG Memorandum Circular No. 2019-72 dated May 22, 2019, and after securing a Certificate of Accreditation from the concerned Sanggunian. f. Annual Accomplishment Report CY _____ g. Financial Statement CY _____ h. Profile indicating the purposes and objectives of the organization i. Copy of the Minutes of the CY ____ Meeting of the Organization j. For CSOs applying to be members of the Local School or Health Board: k. Photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the health or education sector.</p>	<p>Applicant</p>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook and submits all the required documents to the Office of the Secretariat. The client shall also fill out the SP feedback form.	1.1 Check if the documents submitted are complete. <input type="checkbox"/> If INCOMPLETE, return the document and advise the client to produce the missing document/s or attachment/s. <input type="checkbox"/> If COMPLETE, receive the documents and affix the date, time, and signature of the receiving personnel.	None	20 minutes	<i>Administrative Assistant II</i>
	1.2 Encode in the SP Tracking System	None	10 minutes	<i>Admin. Aide IV</i>
	1.3 Include in the Order of Business, as per instruction of the Committee Chair on Rules.	None	5 minutes	<i>Board Secretary II</i>
	1.4 Session proper: First Reading. Refer to the appropriate committees	None	1 day	<i>Presiding Officer</i>
	1.5 Prepares Referral, Municipal and Information Letters	None	20 minutes	<i>Admin. Assistant I</i>
	1.6 In case of Appropriation Ordinance: The Committee refers the Annual/Suppl. Budget to the Provincial Budget Office (PBO) for preliminary review.	None		<i>Committee Chair</i>
	1.7 In case of Appropriation Ordinance: The Provincial Budget Office (PBO) submits the preliminary review to the Committee.	None		<i>Provincial Budget Office</i>
	1.8 The Committee conducts committee meeting to discuss and evaluate the legislative measures	None		<i>Committee Chair</i>
	1.9 Prepares the journal of proceedings of the committee meeting	None	1 hour	<i>Security Agent I</i>
	1.10 Session Proper: Second reading. The Body votes whether to approve or declare valid in whole or in part.	None	1 day	<i>Sangguniang Panlalawigan</i>



	1.16 The Vice Governor and Presiding Officer issues Certificate of Accreditation simultaneously.	None	10 minutes	<i>Presiding Officer</i>
	1.17 Assign the corresponding Reso. No. and print the approved SP Resolution	None	10 minutes	<i>Sr. Admin. Asst. II</i>
	1.18 Assists the SP members and Sec for the signing of approved Resolution	None		<i>Administrative Aide IV</i>
	1.19 Signs the SP Resolution	None		<i>Secretary to the SP & SP Members</i>
	1.20 Transmits the Resolution to the Office of the Provincial Governor for his/her signature.	None	10 minutes	<i>Administrative Aide IV</i>
	1. 21 The Provincial Governor shall affix or approve his/her signature in the Resolutions as the case may be.	None		<i>Provincial Governor</i>
	1.22 Upon receipt from the Office of the Provincial Governor, record and file the Resolution in the logbook, encode, and stamp the same with the SP Seal for release.	None	10 minutes	<i>Administrative Officer III</i>
2. Receives the signed SP Resolution.	2.1 Transmits a copy of the Resolution to the client and other offices concerned, and record the date and time of receipt.	None	5 minutes	<i>Administrative Officer III</i>
	2.2 Encodes in the SP Resolution and Ordinance System	None	5 minutes	<i>Admin Asst. III</i>
	2.3 Index minutes of the session for bookbinding	None	10 minutes	<i>Admin. Aide II</i>
TOTAL:		None	2 days, 5 hours, 20 minutes	



2. Issuance of Requested Copies/Certified True Copy/Certifications of Official Records, and Other Public Documents

The Office of the Secretariat is the repository of official records and documents on matters relating to the performance of the legislative functions of the Sanggunian such as enacted ordinances, adopted or approved resolutions, and minutes of the meeting or session, and other public documents.

Office or Division:	Sangguniang Panlalawigan
Classification:	Simple
Type of Transaction:	G2C– Government to Citizens; G2G- Government to Government
Who may avail:	All persons, natural and juridical

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip indicating therein the following information: a. Date b. Name c. Type of Document requested d. Date of Document		Office of the Secretariat		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the request slip for a particular document including the no. of copies to be requested.	1.1 Receives the request slip and issue the corresponding Order of Payment.	None	5 minutes	Administrative Officer III Sangguniang Panlalawigan
	1.2 Search and retrieve the requested documents on file if any	None	30 minutes	Administrative Officer III Sangguniang Panlalawigan



2. Pay the corresponding fee to the Provincial Treasurer's Office	Accept payment and issue Official Receipt	For certified true copy, PHP 100 for the first page and PHP 20 for the succeeding pages pursuant to Article P Section 89 of the Bataan Revenue Code of 2022 – SECRETARY'S FEE.		Provincial Treasurer's Office
3. Present the OR to the Office of the Secretariat and receive the requested document	3. Check the Official Receipt and release the requested document.	None	2 minutes	<i>Administrative Officer III Sangguniang Panlalawigan</i>
TOTAL:		PHP 100(for the first page) and PHP 20 (for the succeeding pages)	37 minutes	



3. Administrative Cases (Original Jurisdiction)

The Sangguniang Panlalawigan exercises original jurisdiction over erring local elective official of a municipality including Sangguniang Kabataan Federated Presidents who is an ex-officio member of the Sangguniang Bayan

Office or Division:	Sangguniang Panlalawigan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Natural Persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Complaint Affidavit with exhibits, if any. b. Verification		Complainant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook and submits all the required documents to the Office of the Secretariat. The client shall also fills out the SP feedback form.	1.1 Check if the complaint is verified. <input type="checkbox"/> If NOT VERIFIED, advise client to have the document notarized. <input type="checkbox"/> If VERIFIED, receive the documents and affix the date, time, and signature of the receiving personnel. The personnel shall then encode the same to the SP tracking system.	None	10 minutes	Administrative Assistant II Sangguniang Panlalawigan
	1.2 Include the complaint in the Order of Business., as per instruction of the Committee Chair on Rules.	None	5 minutes	Board Secretary II Sangguniang Panlalawigan
	1.3 First Reading. Refer the complaint to the Committee on Justice, Human Rights, & Legal Matters (Committee).	None	1 session day	Presiding Officer Sangguniang Panlalawigan
	1.4 Within seven (7) days after the administrative complaint is filed, the sanggunian shall order the respondent to submit his or her verified answer within fifteen (15) days from receipt thereof.	None	15 days	Sangguniang Panlalawigan through the Committee on Justice, Human Rights & Legal Matters



2. The Respondent files his or her verified Answer.	2. Receive the answer.	None	10 minutes	<i>Administrative Assistant II Sangguniang Panlalawigan</i>
3. The parties shall: a. attend the preliminary conference; b. submit position paper/memoranda; and/or c. attend hearing as the case may be. d. submits his or her or their evidence	3. Within ten (10) days after receipt of such answer of the respondent, the investigation of the case shall commence.	None	90 days (from the start thereof)	
4. The Committee on Justice drafts committee report and its recommendation (decision)	4.1 Within thirty (30) days after the end of the investigation, a decision must be rendered in writing stating clearly and distinctly the facts and reasons for such decision.	None	30 days (after the end of the investigation)	Committee on Justice, Human Rights & Legal Matters
	4.2 The Committee renders its committee report and decision in the SP Session	None	1 session day	<i>Committee Chair</i>



	4.3 Second reading. The Body votes whether to approve and adopt the recommendation of the Committee.	None	1 session day	Sangguniang Panlalawigan
	4.4 Prepare the SP Resolution	None	30 minutes	<i>Secretary to the SP</i>
	4.5 Review the prepared SP Resolution	None	30 minutes	<i>Board Secretary IV Board Secretary III Sangguniang Panlalawigan</i>
	4.6 Sign the SP Resolution and Decision	None	3 days	<i>Secretary to the SP SP Members</i>
	4.7 Record the Resolution in the logbook, encode, and stamp the same with the SP Seal for release.	None	10 minutes	<i>Administrative Officer III Sangguniang Panlalawigan</i>
5 Receives the signed SP Resolution and Decision	4.8 Transmit a copy of the Resolution and Decision to the parties, and other offices concerned, and record the date and time of receipt.	None	5 minutes	<i>Administrative Officer III Sangguniang Panlalawigan</i>
TOTAL:		None	210 days	



4. Administrative Appeal

Decision in administrative cases of the sangguniang panlungsod of component cities and the sangguniang bayan may be filed to the Sangguniang Panlalawigan.

Office or Division: Sangguniang Panlalawigan

Classification: Simple

Type of Transaction: G2C – Government to Citizens

Who may avail: Natural Persons

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Appeal Memorandum b. Certified true copy of the decision appealed from c. Certified copies of the documents or evidence in support of the appeal. d. Proof of service of the Appeal memorandum to the Sanggunian of origin		Appellant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook and submits all the required documents to the Office of the Secretariat. The client shall also fills out the SP feedback form.	1.1 Check if the appeal is verified. <input type="checkbox"/> If NOT VERIFIED, advise client to have the document notarized. <input type="checkbox"/> If VERIFIED, receive the documents and affix the date, time, and signature of the receiving personnel. The personnel shall then encode the same to the SP tracking system.	None	10 minutes	<i>Administrative Assistant II Sangguniang Panlalawigan</i>
	1.2 Include the appeal in the Order of Business, , as per instruction of the Committee Chair on Rules.	None	5 minutes	<i>Board Secretary II Sangguniang Panlalawigan</i>
	1.3 First Reading. Refer the appeal to the Committee on Justice, Human Rights, & Legal Matters (Committee).	None	1 session day	<i>Presiding Officer Sangguniang Panlalawigan</i>
	1.4 Order the Appellee to file his or her opposition or comment to the Appeal Memorandum	None		Sangguniang Panlalawigan through the Committee on Justice, Human Rights & Legal Matters



2. The Respondent files his or her opposition or comment to the Appeal Memorandum	2.1 Receive the opposition or comment to the Appeal Memorandum	None	10 minutes	<i>Administrative Assistant II Sangguniang Panlalawigan</i>
	2.2 The Committee may order the conduct of clarificatory hearings			Committee on Justice, Human Rights & Legal Matters
	2.3 After the conduct of the clarificatory hearings or should the same be deemed unnecessary by the Committee, the same shall issue an Order declaring the appeal to be already submitted for decision			Committee on Justice, Human Rights & Legal Matters
	2.4 The Committee reviews and evaluates the documents submitted	None	60 days	Committee on Justice, Human Rights & Legal Matters
	2.5 Second reading. The Body votes whether to approve and adopt the recommendation of the Committee.	None	1 session day	Sangguniang Panlalawigan



	2.6 Prepare the SP Resolution	None	30 minutes	<i>Secretary to the SP</i>
	2.7 Review the prepared SP Resolution	None	30 minutes	<i>Board Secretary IV Board Secretary III Sangguniang Panlalawigan</i>
	2.8 Sign the SP Resolution and Decision	None	3 days	<i>Secretary to the SP SP Members</i>
	2.9 Record the Resolution in the logbook, encode, and stamp the same with the SP Seal for release.	None	10 minutes	<i>Administrative Officer III Sangguniang Panlalawigan</i>
3. Receives the signed SP Resolution and Decision	3. Transmit a copy of the Resolution and Decision to the parties, and other offices concerned, and record the date and time of receipt.	None	5 minutes	<i>Administrative Officer III Sangguniang Panlalawigan</i>
TOTAL:		None	65 days, 1 hour, 40 minutes	



5. Administrative Services

The Office of the Secretariat is the repository of official records and documents on matters relating to the performance of the administrative functions of the Sanggunian.

Office or Division: Sangguniang Panlalawigan

Classification: Highly Technical

Type of Transaction: G2G- Government to Government

Who may avail: Internal and External client

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of request		Office of the Secretariat		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process documents for Publication of approved Ordinances	1.1 Coordinates with BAC	None	30 minutes	Administrative Officer IV Sangguniang Panlalawigan
	1.2 Disseminates copies of newspaper to the public	None	3 days	Administrative Officer III Sangguniang Panlalawigan
2. Provides Administrative Assistance	2.1 Prepares Purchase Request (PR) and Obligation Request (OBR) for SP regular/special sessions and Committee Meetings.	None	15 minutes	Administrative Assistant IV Sangguniang Panlalawigan
None	2.2 Prepares Purchase Request (PR) and Obligation Request (OBR) for seminar of SP Members	None	30 minutes	Administrative Assistant IV Sangguniang Panlalawigan
None	2.3 Prepares Purchase Request (PR) and Obligation Request (OBR) for the preventive maintenance of service vehicles of SP Members, for the purchase of office furnitures and fixtures/ Information and Communication Technology (ICT) & other statutory obligations of the SP.	None	15 minutes	Administrative Officer IV Sangguniang Panlalawigan



None	2.4 Prepares Purchase Request (PR) and Obligation Request (OBR) for the payment of statutory obligations of the office such as landline and mobile/ internet allowance.	NONE	15 minutes	<i>Administrative Aide IV Sangguniang Panlalawigan</i>
None	2.5 Prepares Annual Budget/AIP/APP of the SP.	NONE	10 days	<i>Administrative Officer IV Sangguniang Panlalawigan</i>
None	2.6 Prepares monthly report of office expenditures with attachment to Provincial Accounting Office and Learning and Development to HR.	None	4 hours	<i>Administrative Officer IV Sangguniang Panlalawigan</i>
None	2.7 Procurement of office and janitorial supplies (Requisition Issued Slip) (RIS)	None	30 minutes	<i>Administrative Officer IV Sangguniang Panlalawigan</i>
None	2.8 Monitor daily accomplishment report of Regular/Co-term employees and Job Orders	None	20 minutes	<i>Administrative Assistant I Sangguniang Panlalawigan</i>
None	2.9 Download and upload daily accomplishment report of Regular, Co-Term employees & Job Orders.	None	2 days, 30 minutes	<i>Administrative Assistant I ; Administrative Aide VI Sangguniang Panlalawigan</i>
None	2.10 Prepares Annual Department Performance Commitment and Review (DPCR).	None	5 days	<i>Administrative Assistant I Sangguniang Panlalawigan</i>



None	2.11 Encodes Individual Performance Commitment and Review (IPCR) of regular, Co-term employees and Job Orders thru the PGB system.	None	3 days	<i>Administrative Assistant I Sangguniang Panlalawigan</i>
None	2.12 Monitors application for leave of absences of Elected Officials, Regular and Co-term employees.	None	10 minutes	<i>Administrative Assistant I Sangguniang Panlalawigan</i>
3. Provides Utility Services	3. Maintains the cleanliness and orderliness of the Office	None	3 hours	<i>Administrative Aide III Administrative Aide I Sangguniang Panlalawigan</i>
4. Provides Transportation Services	4. Drives and maintain the service vehicle in good running condition	None		<i>Administrative Aide IV Administrative Aide III Sangguniang Panlalawigan</i>
TOTAL:		None	24 days, 2 hours, 15 minutes	



PROVINCIAL LEGAL OFFICE

INTERNAL SERVICES



1. Legal Counseling				
Giving advice and information concerning the solution of a legal problem arising from a given state of facts and the adoption of appropriate reliefs or remedies under the law for the satisfaction and enforcement of a legal obligation before a judicial or quasi-judicial body.				
Office or Division:	Provincial Legal Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business entity			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pertinent documents relative to their request for legal counseling				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for Legal Counseling and other pertinent documents	1. Receives request with required documents and checks the completeness *if complete, proceeds to step 2 **if incomplete, returns to client	None	3 minutes	<i>Administrative Assistant IV Provincial Legal Office</i>
2. None	2. Evaluates requests and assigns to respective lawyer	None	5 minutes	<i>Provincial Legal Officer Provincial Legal Office</i>
3. None	3. Endorses to respective lawyer/ consultant	None	3 minutes	<i>Senior Administrative Assistant II Provincial Legal Office</i>
4. Receives legal counseling	4. Conducts legal counseling	None	2 hours	<i>Administrative Consultant Provincial Legal Office</i>
TOTAL:		None	2 hours, 11 minutes	



2. Process Legislation

Review of MOA, SP Request and other agreements which involves the PGB are being facilitated by the PLO for research of the legality of all documents mentioned.

Office or Division:	Provincial Legal Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PGB Departments and Employees, City/Municipal Offices and Employees and other National Government Agency

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submission of request letter with details of the request and other supporting documents required				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for review of MOA, MOU, Deed of Donation, Executive Order, Contract, endorsement and communication letter, and SP request.	1. Receives request with required documents and checks the completeness *if complete, proceeds to step 2 **if incomplete, returns to client	None	3 minutes	<i>Administrative Assistant IV Provincial Legal Office</i>
2. None	2. Evaluates requests and assigns to respective lawyer	None	5 minutes	<i>Provincial Legal Officer Provincial Legal Office</i>
3. None	3. Endorses to respective lawyer/ consultant	None	3 minutes	<i>Senior Administrative Assistant II Provincial Legal Office</i>



4. None	4. Facilitates requests and forwards output to Legal Officer	None	15 days	<i>Administrative Consultant Provincial Legal Office</i>
5. None	5. Reviews and approves final output for release	None	5 days	<i>Administrative Consultant Provincial Legal Office</i>
6. Receives final output	6. Transmits final output to clients	None	3 minutes	<i>Administrative Consultant Provincial Legal Office</i>
TOTAL:		None	20 days and 14 minutes	



PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE

EXTERNAL SERVICES



1. Student Internship Services

This is the service through a memorandum of agreement between the school and PGB that provides instruction, practice, opportunity, and professional learning experience that offers meaningful, practical, work related, and as to curriculum requirement in preparation for job role.

Office or Division:	Provincial Human Resource Management Office/ Operations Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Senior Highschool and College Students who are residents of Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Acceptance Letter addressed to PHRMO (1 original copy) b. Approved standard Memorandum of Agreement (MOA) by Provincial Legal Office (1 original copy) c. Endorsement Letter from College Dean address to the Governor, Provincial Governor through the Provincial Human Resource Management Officer (2 original copies) d. Resume (1 original, 1 photocopy) e. Waiver signed by parent/ guardian form (1 original copy) f. Photocopy of parent/ guardian's ID with signature over printed name (1 photocopy) g. Medical Certificate stating that the OJT is physically, and mentally capable to undergo training (1 original copy) h. Vaccination Card (1 photocopy) i. Good Moral (1 photocopy)	a. Concerned PGB Office b. School and Provincial Legal Office c. School d. OJT Student e. PHRMO f. Parents of OJT Student g. School/ Private Physician h. OJT Student i. School

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives office referral for their accomodation in the office > OJT Students personally requests the office relevant to their courses/ studies to conduct their on-the-job training (OJT)	1. Issues acceptance letter received by the office from accomodating office based on student's field of study or career interest	None	3 minutes	<i>Administrative Aide III Human Resource Management Officer II Operations Division (Recruitment, Selection, Placement Section)</i>



3. Receives the endorsement letter	3. Endorses the intern to accomodating office through a letter upon completion requirements	None	15 minutes	Administrative Aide III Human Resource Management Officer II Operations Division (Recruitment, Selection, Placement Section)
4. None	4. Coordinates with Provincial Legal Office on the final MOA before the start of internship. This indicates the number of hours the student/ intern to finish his/ her internship.	None	5 minutes	Administrative Aide III Operations Division (Recruitment, Selection, Placement Section)
	4.1 MOA will be signed by the school and approved by the Governor			
5. Receives the final certificate of completion of hours required	5. Awards the final certificate of completion of the number of hours required	None	10 minutes	Administrative Aide III Human Resource Management Officer II Operations Division (Recruitment, Selection, Placement Section) Provincial Human Resource Management Officer
	5.1 The accomodating office forwarded their own certification of completion of internship as a basis of PHRMO's final Certificate of Completion.			
TOTAL:		None	1 hour, 3 minutes	
Student Internship Services qualified for Multi-stage Processing				



PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES



1. Request for Creation of Positions, Division, or Department

This is for creation of positions, unit, or department by an ordinance passed by Sangguniang Panlalawigan (SP) and reviewed by Department of Budget and Management (DBM)

Office or Division:	Provincial Human Resource Management Office/ Operations Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Officials and officers of PGB

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If for creation of position	Approved letter of request (1 original copy)	Governor
	Organizational Chart (1 original copy)	Requesting Office
	Functional Chart (1 original copy)	
	WRA (1 original copy)	IAS
Additional Requirements (for creation of Division/ office)	Draft of Ordinance (1 original copy)	Requesting Office
	Copies of Legal Basis (1 photocopy)	LGC / Memorandum/ LBC #137

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved request approved by Governor > Request must contain duties and responsibilities, purpose, supporting documents, as to necessity/ urgency > Attach WRA, Organizational Chart, and Functional Chart > If request is creation of Division/department, attach legal basis and positions in a Division	1.1 Receives the request and the attachments	None	2 minutes	Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section)
	1.2 Checks the correctness of position as to LBC #137 and the submitted justification on the request , the legal basis and conducts research and prepares the legal framework.	None	3 days	Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section) Provincial Human Resource Management Officer



	1.3 Reviews the plantilla of positions as to organizational chart, functional chart, the submitted draft of ordinance, duties and responsibilities.	None	10 minutes	<i>Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section)</i> <i>Provincial Human Resource Management Officer</i>
	1.4 Performs position analysis specifications, evaluation/ description/ competencies of positions, computation of annual appropriation, and prepares position papers	None	3 days	<i>Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section)</i> <i>Provincial Human Resource Management Officer</i>
	1.5 Prepares transmittal to the Finance Committee for certification of funding source with the attached approved document	None	2 hours	<i>Provincial Human Resource Management Officer</i>
2. Receives the forwarded transmittal letter for update of the status of request	2.1 Provides copy of the forwarded transmittal to the finance committee to update the requesting office	None	5 minutes	<i>Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section)</i>
	2.2 Drafts the request for SP Ordinance and forwards to Legal Office for review and the submitted copy of draft of ordinance by the department	None	1 day	<i>Provincial Human Resource Management Officer</i>
3. Receives advanced copy of the request for SP Ordinance	3. Secures final copy of the request for SP Ordinance forwarded to SP and provides the requesting office	None	30 minutes	<i>Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section)</i>
TOTAL:		None	7 days, 2 hours, 47 minutes	
Request for Creation of Positions, Division, or Department qualified for Multi-stage Processing				



2. Appointment Preparation/ Orientation (Regular Employees)

This is the preparation of appointment as per qualification of the appointee to the position subject to Civil Service Commission rules and law

Office or Division:	Provincial Human Resource Management Office/ Operations Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Regular Employees (Permanent/ Co-term) of PGB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>Requirements for Appointment Processing</i>	
1. Personal Data Sheet (2 original copies)	CSC Website (Downloadable File)
2. Work Experience Sheet (2 original copies)	CSC Website (Downloadable File)
3. Passport Size Photo (2 original copies)	Photo Studio
4. Transcript of Records (2 original authenticated copies)	Last School attended/ graduated
5. Diploma (1 original, 1 authenticated copy)	Last School attended/ graduated
6. PRC License (1 original copies, authenticated copy)	PRC
1. Submits the approved request approved by Governor > Request must contain duties and responsibilities, purpose, supporting documents, as to necessity/ urgency > Attach WRA, Organizational Chart, and Functional Chart > If request is creation of Division/department, attach legal basis and positions in a Division	CSC Regional Office
8. Driver's License (For Driver Position only)	LTO (Online Registration before authentication)
9. Board Rating (1 original, 1 photocopy)	PRC
10. Certificate of Seminars and Training (last 5 years) (2 photocopies)	Training Institutions
11. NBI Clearance (1 original, 1 photocopy)	NBI
12. Medical Laboratory Test (CSC Form 211) (1 original, 1 photocopy) a. CBC b. Urinalysis c. Chest X-RAY d. Drug-Test	PHRMO Private or Government hospital/ laboratory



13. PSA Authenticated Birth Certificate (1 original, 1 photocopy)	PSA
14. PSA Authenticated Marriage Certificate (1 original, 1 photocopy) if applicable	PSA
15. GSIS Membership (4 original copies)	GSIS
16. PHILHEALTH MDR (2 photocopies)	PHILHEALTH
17. PAG-IBIG MDF (2 photocopies)	PAG-IBIG
18. Stament of Assets, Liabilities, and Net Worth (SALN) (2 Original Copies)	COA Website (Downloadable File)
19. Accomplished BIR Formn 1905 or 1901 (2 original copies)	BIR
Additional Requirements for Transferee:	
1. Service Record certified by the HRM Officer of former agency	From Former Agency
2.Authority to transfer	
3. Approved Resignation Letter (if any)	
4. Clearance from money/ property accountability	
5. Accomplished BIR Form 2316	
6. Last Salary Received	
Other Requirements for first Salary	
1. ATM (0447) (to be submitted to Acctng. Office & PITO)	LandBank
2. Employee Number	PHRMO (Certification)
Requirements for Promotion	
1.Personal Data Sheet (2 original copies)	CSC Website (Downloadable File)
2. Work Experience Sheet (2 original copies)	CSC Website (Downloadable File)
3. Passport Size Photo (2 original copies)	Photo Studio
4. Driver's License (For Driver Position only)	LTO (Online Registration before authentication)
5. PRC License (1 original copies,authenticated copy)	PRC
6. Certificate of Seminars and Training (last 5 years) (2 photocopies)	Training Institutions
7. IPCR- Latest Rating period with VS Ratings (2 photocopies)	Office Performance Manager



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements on the checklist	1.1 Receives requirements and briefs the appointee on the preparation of appointment	None	30 minutes	<i>Administrative Officer II Operations Division (Recruitment, Selection, and Placement Section)</i>
	1.2 Prepares appointment and checks the authenticity, veracity, and completeness of documents	None	30 minutes	<i>Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section) Provincial Human Resource Management Officer</i>
	1.3 Processes appointment for signature of appointee, PHRMO, PSB Chairman and appointing authority	None	5 days	<i>Administrative Officer II Operations Division (Recruitment, Selection, and Placement Section) Provincial Human Resource Management Officer</i>
2. Receives copy of approved appointment with the attached supporting documents	2. Releases copy of approved appointment and explains processing of salary and its requirements	None	20 minutes	<i>Administrative Officer II /Clerk III Operations Division (Recruitment, Selection, and Placement Section) Provincial Human Resource Management Officer</i>
3. Receives notice and attends the orientation (newly hired)	3. Conducts orientation on employment, benefits, office decorum, Philhealth, GSIS, and PAG-IBIG membership.	None	40 minutes	<i>Administrative Officer II /Clerk III Operations Division (Recruitment, Selection, and Placement Section) Provincial Human Resource Management Officer</i>
TOTAL:		None	5 days, 2 hours	



3. Preparation and Processing of Job Order (JO) Appointments/ Orientation

This covers the preparation and processing of Job Order appointments across all the departments of Provincial Government of Bataan and those detailed to other agencies funded by PGB

Office or Division:	Provincial Human Resource Management Office/ Operations Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Job Order personnel of Provincial Government of Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Personal Data Sheet (1 original, 1 photocopy) 2. Police Clearance (1 original, 1 photocopy) 3. Drug Test (1 original, 1 photocopy) 4. Barangay Clearance (1 original, 1 photocopy) 5. Community Tax Certificate (Sedula) (2 photocopies) 6. TOR/Diploma (1 photocopy) 7. Authenticated PRC License/Driver's License (if applicable) (1 original) <p>If new JO: Justification Letter with deliverables Duties and Responsibilities, and Scope of Work (1 original)</p> <p>Resignation Letter (1 original) WRA (1 original) Letter of referral (1 original)</p>	<ol style="list-style-type: none"> 1. PHRMO 2. Municipality concerned 3. SOCO/Designated Testing area 4. Concerned Barangay 5. Concerned Barangay 6. Concerned Schools 7. PRC/ LTO <p>Department Head of requesting office</p> <p>Employee IAS PESO</p>



2. Submits Personal Data Sheet (PDS) and supporting documents. Applicant must comply within 5 working days	2. Checks the submitted documents as to its authenticity, veracity, and completeness and advise for the conduct of orientation	None	5 days	Administrative Assistant III Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section)
3. Attends the orientation called for after submission of documents > JO Orientation proceeds after submission of documents as they are located in remote offices	3. Conducts orientation on employment and office decorum	None	40 minutes	Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section)
4. None	4. Processes the appointment as to positions requested, updated documents, qualifications, and attached the supporting documents	None	30 minutes	Administrative Assistant III Human Resource Management Officer II Operations Division (Recruitment, Selection, and Placement Section) Provincial Human Resource Management Officer
	4.1 Forwards Appointment to Budget Office	None	2 days	
	4.2 Forwards Appointment to the Office of the Governor	None	5 days	



4. None	4. Processes the appointment as to positions requested, updated documents, qualifications, and attached the supporting documents	None	30 minutes	<i>Administrative Assistant III Human Resource Management Officer II Operations Division (Recuitment,Selection, and Placement Section) Provincial Human Resource Management Officer</i>
	4.1 Forwards Appointment to Budget Office	None	2 days	
	4.2 Forwards Appointment to the Office of the Governor	None	5 days	
5. Signs the approved appointment	5. Checks the signatories in the appointment and explains details on the appointment	None	3 minutes	<i>Administrative Assistant III Human Resource Management Officer II Operations Division (Recuitment,Selection, and Placement Section) Provincial Human Resource Management Officer</i>
6.Submits requirements for wage claim within 3 days	6. Checks the requirements submitted for Letter of Introduction, BIR, ATM, PhilHealth	None	3 days	<i>Administrative Assistant III Human Resource Management Officer II Operations Division (Recuitment,Selection, and Placement Section)</i>
TOTAL:			15 days, 1 hour, 16 minutes	
Preparation and Processing of Job Order (JO) Appointments/ Orientation qualified for multi-stage				



4. Online Job Application

Posting of job vacancies online for wider reach and for faster and easier way of applicants' submission of letter of application and requirements of the position.

Office or Division:	Provincial Human Resource Management Office/ Operations Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail:	Interested applicants for the positions (internal/ external)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (1 electronic copy) 2. Personal Data Sheet (1 electronic copy) 3. IPCR (if applicable) (1 electronic copy) 4. Certificate of eligibility/rating/license (1 electronic/ photocopy) 5. Transcript of Records (1 electronic/ photocopy)	1. Forms downloadable online 2. PHRMO 3. CSC 4. PRC 5. School

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the publication of vacancies in CSC website, HRMO and Peso Capitol Bataan Facebook Page and Hotjobs Bataan	1. Publishes online vacancies and the qualifications/ skills/ competencies	None	5 minutes	<i>Administrative Aide VI Operations Division (Recruitment, Selection, and Placement Section) Provincial Human Resource Management Officer</i>
2. Chooses the position that will best fit qualification	None		None	<i>Administrative Aide VI Operations Division (Recruitment, Selection, and Placement Section)</i>



3.Emails all the requirements needed indicated in the job posting to <u>hrmo.rsp@bataan.gov.ph</u>	3.1 Acknowledges receipt of online application	None	10 minutes	<i>Administrative Aide VI Operations Division (Recruitment, Selection, and Placement Section)</i> <i>Provincial Human Resource Management Officer</i>
	3.2 Informs the applicants who did not meet the Qualification Standards (QS)			
4.Receives the acknowledgment receipt of application	4. Encodes the profile of Qualified applicants to the Pre-Evaluation Form	None	20 minutes	<i>Administrative Aide VI Operations Division (Recruitment, Selection, and Placement Section)</i>
5. Receives text message or email for exam schedule	5. Schedules the Pre-Qualifying Examination	None	3 days upon closing of publication	<i>Administrative Aide VI Operations Division (Recruitment, Selection, and Placement Section)</i> <i>Provincial Human Resource Management Officer</i>
TOTAL:			3 days, 35 minutes	



5. Request for Records File

This refers to the request of both active and inactive employees and officials of PGB for physical copy of their needed 201 File or documents for purposes indicated in their request

Office or Division:	Provincial Human Resource Management Office/ Operations Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	Active and separated Employees/Officials of Provincial Government of Bataan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 original copy) 2. Order of Payment (1 original copy) 3. Authorization Letter (if applicable) (1 original copy)		1. PHRMO 2. PHRMO 3. Requesting Employee		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out employee's document request slip (walk-in)	1.1 Checks the necessary information/ details on the request slip	None	5 minutes	<i>Administrative Assistant II Operations Division (Records Management Section)</i>
> If requested online, sends request through email - hrmo.bataan.gov.ph	1.2 Fills-out the Request Slip for online transaction and takes note of the date and time of receipt and confirm receipt of the request form	None	3 minutes	<i>Administrative Assistant II Operations Division (Records Management Section)</i>
> If requested by an authorized representative , fills-out the consent/ authorization form and present the authorization letter	1.3 Checks the Authorization form, authorization letter, and ID of the authorized person			<i>Administrative Assistant II Operations Division (Records Management Section)</i>



<p>2. If separated , fills out the order of payment form and submits the receipt of payment</p> <p>2.1 Pays the required fees to PTO and secures OR for payment made</p>	<p>2.Checks the order of payment accomplished and payment from the Office of the Provincial Treasurer</p> <p>> Order of payment is being approved by PHRMO upon checking of employment status</p>	<p>PHP 100 SP Resolution #271 (Bataan Revenue Code of 2014, Article L, Secretary's Fee and Rental Fee)</p> <p>PHP 20 (per additional copy)</p>	<p>2 hours</p>	<p><i>Administrative Assistant II Operations Division (Records Management Section)</i></p> <p><i>Provincial Human Resource Management Officer</i></p>
<p>3. Submits the document request slip</p>	<p>3. Process the documents requested.</p> <p>>JO Data completed is forwarded to documents processor</p> <p>3.1 Photocopies other documents requested</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Assistant II Human Resource Management Officer II Operations Division (Records Management Section)</i></p> <p><i>Provincial Human Resource Management Officer</i></p>
<p>4. Receives the documents requested through signing in the request form</p>	<p>4. Releases the documents requested and checks the signature for receipt of the documents</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Assistant II Operations Division (Records Management Section)</i></p> <p><i>Provincial Human Resource Management Officer</i></p>
<p>Total</p>		<p>None</p>	<p>2 hours, 24 minutes</p>	



6. Employee Leave Administration

Leave Application for absences incurred for payroll purposes and earned leave credits for benefits of Regular Employees and Officials of PGB

Office or Division:	Provincial Human Resource Management Office/ Operations Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Regular (Permanent/ Co-Term) employees and Elective Officials

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip (1 original or 1 electronic copy) Authorization Letter (if requested by an Authorized Representative)		PHRMO Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the request slip (walk-in)	1.1 Provides Request Slip and have the client sign his/her request together with the signature of their respective Department Head	None	1 minute	<i>Administrative Assistant II Operations Division (Records Management Section)</i>
>If requested by an authorized representative, presents the authorization slip	1.2 Checks the Authorization form, authorization letter, and ID of the authorized person	None	3 minutes	<i>Administrative Assistant II Operations Division (Records Management Section)</i>
> If online, sends request Thorough Social media platform (FB-PHRMO Bataan Online Frontline Service)	1.3 Checks the name on FB on the actual name of employee			



<p>2. Submits the Request Slip approved by Department Head</p> <p>>Walk-in: Request are to be approved by Department Heads before printing of leave application</p> <p>>Online: The request slip is prepared by HR for signature of Department Head and Employee</p>	<p>2.1 Receives the Request Slip through the window with date and time received. Checks attachments for types of leave application</p>	None	1 day	<p><i>Administrative Assistant II</i> <i>Operations Division</i> <i>(Records Management Section)</i></p>
	<p>2.2 Processes the leave application upon checking of attachments</p>	None	5 minutes	<p><i>Senior Administrative Assistant (Computer Operator IV)</i> <i>Operations Division</i> <i>(Records Management Section)</i></p>
<p>3. Receives and signs the leave application printed</p>	<p>3. Releases printed leave application in 3 copies</p>	None	3 minutes	<p><i>Administrative Assistant II</i> <i>Operations Division</i> <i>(Records Management Section)</i></p>
<p>4. Receives the final and completely signed leave application</p>	<p>4. Releases of three (3) copies of leave application with client and Department Head signature and approved by the authorized representative of the Governor and by PHRMO, with date and time received</p>	None	5 minutes	<p><i>Administrative Assistant II</i> <i>Operations Division</i> <i>(Records Management Section)</i></p> <p><i>Provincial Human Resource Management Office</i></p>
<p>TOTAL:</p>			<p>1 day, 17 minutes</p>	



7. Payroll Preparation

Preparation of payroll of JO employees for their daily services rendered and for payroll period of 15days. The preparation is divided into clusters from among PHRMO Employees

Office or Division:	Provincial Human Resource Management Office/ Operations Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Job Order Personnel of PGB

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (DTR) (2 original copies) Accomplishment Report/Job Order Certification (1 original copy) Locator Slip (1 original copy) Travel Order (1 original copy)		Job Order Employees/Respective Department/ Other Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Daily Time Record (DTR)/ Accomplishment Report DTR must be signed by the Job Order Employee with approval of immediate supervisor or head of department	1. Checks the acquired tardiness, under time and absences based on the submitted DTR and encodes the number of days of job order employees through preparation of transmittal	None	1 day	<i>Administrative Assistant II Administrative Officer IV Administrative Officer II Administrative Officer I Operations Division (Records Management Section)</i>
2. Submits the lacking documents within the day	2.1 Informs the offices with incomplete documents through text message	None	1 day	<i>Administrative Assistant II Operations Division (Records Management Section)</i>
	2.2 Submits DTR transmittal to assigned Accounting Staff	None	1 day	<i>Administrative Assistant II Operations Division (Records Management Section)</i>



	2.3 Encodes number of working days, absences, undertime, overtime and other deductions transmitted by the Accounting office	None	1 day	<i>Administrative Assistant II Operations Division (Records Management Section)</i>
	2.4 Prepares payroll per cluster with summary and OBR signed by PHRMO	None	1 day	<i>Administrative Assistant II Operations Division (Records Management Section) Provincial Human Resource Management Officer</i>
	2.5 Submits the payroll register and CD to accounting	None	5 mins	<i>Administrative Assistant II Operations Division (Records Management Section) Provincial Human Resource Management Officer</i>
3. Receives wage for the payroll period through ATM	3. Prints Payroll Register and prepares CD for transmittal in LANDBANK for wage distribution	None	1 hour	<i>Administrative Assistant II Operations Division (Records Management Section) Provincial Human Resource Management Officer</i>
TOTAL:		None	5 days, 1 hour, 5 minutes	



8. Employee Grievance Settlement

Process on resolving expeditiously at all times at the lowest possible level and follow the hierarchy of positions in grievance step by step procedure

Office or Division:	Provincial Human Resource Management Office/ Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees/ Officials of PGB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of Complaint (1 original copy) b. Evidences (1photocopy) c. Supporting documents (1 photocopy) d. Grievance Form (GF) (1 original copy) e. Grievance Agreement Form (GAF) (1 original copy) f. Certificate on Final Action on the Grievance (1 original copy)		} From the Complainant } PHRMO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter of complaint	1. Receives and verifies the authentication of the letter and the signature	None	5 minutes	<i>Administrative Aide IV Operations Division (Records Management Section)</i>
2.Signs the Grievance Form. Submits evidences and supporting documents	2. Checks the Grievance Form signed and the supporting documents	None	1 hour	<i>Administrative Aide IV Operations Division (Records Management Section)</i>



3.Receives notice of the conduct of dialogue between and among the parties involved within 5 days	3. Sends Notice and Conducts dialogue between and among parties involved	None	5 days	Grievance Committee Provincial Human Resource Management Office
4.Receives Grievance Agreement Form (GAF)	4.1 Renders decision	None	1 day	Grievance Committee Provincial Human Resource Management Officer
>If not satisfied with the decision, submits a letter of appeal and make an appeal to top management	4.2 Receives letter of appeal within 10 days upon receipt of grievance	None	10 days	Grievance Committee Provincial Human Resource Management Officer
>If not satisfied with the decision of top management, submits the Certificate of Final action taken on Grievance (CFAG) together with the appeal to CSC.	None	None	None	None
5.Receives Final Recommendation/ settlement as agreed upon by both parties	5. Hands-in the result of the settlement on the grievance	None	5 days	Grievance Committee Provincial Human Resource Management Officer
TOTAL:		None	11 days, 1 hour, 5 minutes	
Employee Grievance Settlement qualified for Multi-stage Processing				



PROVINCIAL ACCOUNTANTS OFFICE

INTERNAL SERVICES



1. Issuance / Approval of Certification of Net Take Home Pay

This is preparation / approval of certification of net take home pay of PGB employees as per request

Office or Division:	Provincial Accountant's Office / Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	PGB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 original) 2. Loan Application Form (if applicable) (1 original)		1. PAccO 2. Concerned Agency / Bank		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Slip and Loan Application Form (if applicable) to PAccO or uses GSIS kiosk machine	1.1 Receives request slip / notification if request is for GSIS	None	2 hours	Administrative Officer IV Administrative Division
	1.2 Prepares certification of net take home pay/ reviews net take home pay if GSIS	None	1 hour	Administrative Officer IV Administrative Division
	1.3 Checks and countersigns certification of net take home pay	None	10 minutes	Assistant Provincial Accountant



	1.4 Submits certification to Provincial Accountant for signature/ Approve request online if GSIS	None	10 minutes	<i>Assistant Provincial Accountant</i>
	1.5 Certifies correctness of certification of net take home pay	None	10 minutes	<i>Provincial Accountant</i>
2. Receives certification of net take home pay	2. Issues certification of net take home pay, except for GSIS	None	30 minutes	<i>Administrative Officer IV Administrative Division</i>
TOTAL:		None	4 hours	



2. Issuance of Various Certifications

This is preparation and issuance of certification for various requests of PGB employees such as last salary received, PagIBIG contribution/loans, PhilHealth contribution, BIR certifications, etc.

Office or Division:	Provincial Accountant's Office / Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	PGB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 original)		1. PAccO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Slip to PAccO	1.1 Receives request slip	None	2 hours	<i>Administrative Officer II Administrative Division</i>
	1.2 Prepares certification for the request	None	5 days	<i>Supervising Administrative Officer Administrative Officer IV Administrative Officer II Administrative Assistant IV Administrative Division</i>
	1.3 Checks and countersigns certification	None	10 minutes	<i>Assistant Provincial Accountant</i>
	1.4 Submits certification to Provincial Accountant for signature	None	10 minutes	<i>Assistant Provincial Accountant</i>
	1.5 Certifies correctness of certification	None	10 minutes	<i>Provincial Accountant</i>
2. Receives certification	2. Issues certification to the requestor	None	30 minutes	<i>Administrative Officer II Administrative Division</i>
TOTAL:		None	5 days, 3 hours	



OFFICE OF THE PROVINCIAL ASSESSOR

EXTERNAL SERVICES



1. Processing of Tax Declarations- Transfer of Ownership

Processing of tax declarations -Transfer of Ownership is to reflect the name of the new owner of real property for the purpose of taxation.

Office or Division:	Provincial Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transfer of Ownership- Sale, Donation, etc.: 1. Transfer Certificate of Title (1 photocopy, 1 Original for verification) 2. Latest Real Property Tax Receipt ("Amilyar") or Tax Clearance (1 photocopy) 3. Trasfer Tax Receipt or Certification (1 photocopy) 4. Certified True Copy of Certificate Authorizing Registration (CAR) (1 Certified Photocopy with Document Stamp) 5. Deed of Sale/Donation/Waiver of Rights/ Extrajudicial Settlement/Sheriff's Sale(1 photocopy) 6. Long Brown Envelope *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards) (1 Original)	1. Registry of Deeds 2. Provincial/Municipal Treasurer's Office 3. Provincial Treasurer's Office 4. Bureau of Internal Revenue 5. Owners Copy with Stamp of Bureau of Internal Revenue at the back page 6. Owner Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the frontline officer and inquires about the processing of tax declarations.	1. Interviews taxpayer and issues routing slip (PAO 002)	None	30 minutes	<i>Admin Aide / Admin Unit</i>



2. Submits requirements to Local Assessment Operations Officer with duly accomplished routing slip	2. Check the completeness .	None	45 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
None	2.1 Issues Order of Payment Slip.	PHP 400.00/ RPU (PHP 250- Transfer of Ownership Fee PHP 150- IT Fee)	5 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
3. Proceeds to the window of Provincial Treasurer's Office for the payment of Secretary's Fee.	None			
4. Submits Official Receipt to LAOO.	4. Issues claim slip to client	None	5 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
None	4.1 Checks the correctness of each document and forwards all documents to Data Encoder	None	1 hour	<i>Local Assessment Operations Officer I Assessment Division</i>
None	4.2 Encodes and prints Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	1 hour	<i>Bookbinder I Records Division</i>
None	4.3 Updates the Tax Mapping Control Roll (TMCR).	None	1 hour	<i>Draftsman III Tax Mapping Division</i>
None	4.4 Scans all attachments	None	1 hour	<i>Admin Aide IV Records Division</i>
None	4.5 Updates/plots the Title on the GIS Base Map, then forwards the documents to the LAOO.	None	1 hour	<i>Tax Mapper II Tax Mapping Division</i>



None	4.6 Checks the correctness of the data encoded, affixes initial on the tax declaration forwards documents to the Assistant Provincial Assessor.	None	4 hours	<i>Local Assessment Operations Officer III Assessment Division</i>
None	4.7 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	10 minutes	<i>Local Assessment Operations Officer IV Assessment Division</i>
None	4.8 Affixes initial on Tax Declaration then forwards the documents to the Provincial Assessor.	None	10 minutes	<i>Assistant Department Head</i>
None	4.9 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	10 minutes	<i>Department Head</i>
None	4.10 Issues Owner's Copy of Tax Declaration to owner	None	10 minutes	<i>Admin Aide VI Records Division</i>
5. Receives Tax declarations.	5.1 Records the transaction.	None	30 minutes	<i>Admin Aide IV Records Division</i>
None	5.2 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400.00 per title/ improvement	2 days, 3 hours, 35 minutes	



2. Processing of Tax Declarations- Correction

Correction of data in a tax declaration refers to the process of identifying and rectifying errors or omissions made in the tax declaration such as misspelled names, Title numbers, total area, Property Identification Numbers and Location. Corrections made usually noted on the Memoranda of the corrected Tax Declaration.

Office or Division:	Provincial Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen / G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>CORRECTION (Spelling of Name, Property Identification No., Barangay, Area, Lot No. etc.)</p> <p>1. Transfer Certificate of Title (1 photocopy, 1 Original for verification)</p> <p>2. Latest Realty Tax Receipt or Tax Clearance (1 photocopy)</p> <p>*** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)</p>	<p>1. Registry of Deeds</p> <p>2. Provincial/Municipal Treasurer's Office</p> <p>3. Property Owner</p>

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the frontline officer and inquires about the processing of tax declarations.	1. Interviews taxpayer and issues routing slip (PAO 002)	None	30 minutes	<i>Admin Aide I Admin Unit</i>
2. Submits requirements to Local Assessment Operations Officer with duly accomplished routing slip	2.1 Check the completeness and correctness of each document.	None	45 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
	2.2 Issues Order of Payment Slip.	PHP 400 / RPU (PHP 250 - Transfer of Ownership Fee PHP 150- IT Fee)	5 minutes	<i>Local Assessment Operations Officer Assessment Division</i>
3. Proceeds to the window of Provincial Treasurer's Office for the payment of Secretary's Fee and submit Official Receipt to LAOO.	3. Issues claim slip to client and forward all documents to Data Encoder	None	5 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>



	3.1 Encodes/corrects and prints Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	1 hour	<i>Bookbinder I Records Division</i>
	3.2 Updates the Tax Mapping Control Roll (TMCR).	None	1 hour	<i>Draftsman III Tax Mapping Division</i>
	3.3 Scans all attachments	None	1 hour	<i>Admin Aide IV Records Division</i>
	3.4 Updates/plots the Title on the GIS Base Map, then forwards the documents to the LAOO.	None	1 hour	<i>Tax Mapper II Tax Mapping Division</i>
	3.5 Checks the correctness of the data encoded, affixes initial on the tax declaration forwards documents to the Assistant Provincial Assessor.	None	2 hours	<i>LAOO III Assessment Division</i>
	3.6 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Provincial Assessor.	None	10 minutes	<i>Assistant Department Head</i>
	3.7 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	10 minutes	<i>Department Head</i>
	3.8 Issues Owner's Copy of Tax Declaration to owner	None	10 minutes	<i>Admin Aide VI Records Division</i>
4. Receives Tax declarations.	4. Records the transaction.	None	10 minutes	<i>Admin Aide IV Records Division</i>
	4.1 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400 per title/ improvement	2 days, 5 minutes	



3. Processing of Tax Declarations - New Declaration of Building and Machinery (Municipal Assessor's Office Initiative)

Processing of tax declarations for new building and machineries for the purpose of taxation. This service is initiated by the Municipal Assessor's Office where the property is located either Tax Mapping Project or Request of property Owner.

Office or Division:	Provincial Assessor's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEW DECLARATION OF BUILDING & MACHINERY 1. Initial Tax Declaration from Municipal Assessor's Office (MAO)(1 photocopy) 2. Sworn Statement duly prepared and signed by Owner(1 photocopy) 3. Field Appraisal and Assessment Sheet (FAAS) (1 Original) 4. Bill of Materials and Occupancy Permit (for Building) (1 photocopy) 5. Receipt of Purchase or any proof showing Acquisition Cost (for Machinery)(1 photocopy) 6. Building Permit(1 photocopy) 7. Picture of Building(1 Original) 8. Long Brown Envelope *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Municipal Assessor's Office 2. Owner 3. Municipal Assessor's Office 4. Municipal Engineerings Office 5. Owner 6. Owner 7. Owner 8. Owner Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the frontline officer and inquires about the processing of tax declarations.	1. Interviews and issues routing slip (PAO 002)	None	30 minutes	<i>Admin Aide I Admin Unit</i>
2. Submits requirements to Local Assessment Operations Officer with duly accomplished routing slip	2. Check the completeness of document.	None	1 hour	<i>Local Assessment Operations Officer I Assessment Division</i>



None	2.1 Issues Order of Payment Slip.	PHP 400.00/ RPU (P250.00 - Transfer of Ownership Fee P150.00 - IT Fee)	5 minutes	<i>Local Assessment Operations Officer Assessment Division</i>
3. Proceeds to the window of Provincial Treasurer's Office for the payment of Secretary's Fee	None	None		
4. Submits Official Receipt to LAOO.	4. Issues claim slip to client and forward all documents to Tax Mapping	None	5 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
	4.1 Checks the aerial view of the property then returns to Assessment division	None	2 hours	<i>Tax Mapper I Tax Mapping Division</i>
	4.2 Checks the correctness of each document and forwards all documents to Data Encoder	None	2 days	<i>Local Assessment Operations Officer I Assessment Division</i>
	4.3 Encodes and prints Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	1 hour	<i>Bookbinder I Records Division</i>
	4.4 Updates the Tax Mapping Control Roll (TMCR).	None	1 hour	<i>Draftsman III Tax Mapping Division</i>
	4.5 Scans all attachments	None	1 hour	<i>Admin Aide IV Records Division</i>
	4.6 Updates/plots the Title on the GIS Base Map, then forwards the documents to the LAOO.	None	1 day	<i>Tax Mapper II Tax Mapping Division</i>
	4.7 Checks the correctness of the data encoded, affixes initial on the tax declaration forwards documents to the Assistant Provincial Assessor.	None	1 day	<i>LAOO III Assessment Division</i>



	4.8 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	20 minutes	<i>Local Assessment Operations Officer IV Assessment Division</i>
	4.9 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Provincial Assessor.	None	15 minutes	<i>Assistant Department Head</i>
	4.10 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	15 minutes	<i>Department Head</i>
	4.11 Issues Owner's Copy of Tax Declaration to owner	None	20 minutes	<i>Admin Aide VI Records Division</i>
5. Receives Tax declarations and Notice of Assessment	5. Records the transaction.	None	30 minutes	<i>Admin Aide IV Records Division</i>
	5.1 Forwards copies of Notice of Assessment to Admin Unit for transmittal to PTO	None	20 minutes	<i>Admin Aide IV Records Division</i>
	5.2 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400 per title/ improvement	6 days, 40 minutes	



4. Processing of Tax Declarations- New Declaration of Building and Machinery (PASSO)				
Declaration of new building and machinery initiated by the Provincial Assessor's Office or through the request of taxpayer for taxation purposes.				
Office or Division:	Provincial Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity			
Who may avail:	All property owners and/or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW DECLARATION OF BUILDING & MACHINERY 1. Letter of request (1 Original) 2. Sworn Statement duly prepared and signed by Owner (1 photocopy) 3. Bill of Materials and Occupancy Permit (for Building) (1 photocopy) 5. Receipt of Purchase or any proof showing Acquisition Cost (for Machinery) (1 photocopy) 6. Building Permit and As Built Plan (1 photocopy) 7. Picture of Building(1 Original) 8. Long Brown Envelope *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)		1. Owner 2. Owner 3. Owner 4. Owner 5. Owner 6. Owner 7. Owner Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for reassessment or new declaration with the complete requirements	1. Interviews tax payer and Checks the completeness and correctness of each document.	None	30 minutes	<i>Admin Aide I Admin Unit</i>
None	1.2 Issues claim slip to client	None	10 minutes	<i>Local Assessment Operations Officer III Assessment Division</i>
None	1.3 Schedules Ocular inspection (Usually the next Monday after receiving request)	None	10 days	<i>Local Assessment Operations Officer III Assessment Division</i>
None	1.4 Verifies location	None	1 day	<i>Tax Mapper II Tax Mapping Division</i>



None	1.6 Conducts ocular inspection	None	1 day	<i>Local Assessment Operations Officer III Assessment Division</i>
None	1.7 Accomplishes FAAS and initial tax declaration then forwards to encoders	None	1 day	<i>Local Assessment Operations Officer III Assessment Division</i>
None	1.8 Encodes and prints Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	2 hours	<i>Bookbinder I Records Division</i>
None	1.9 Updates the Tax Mapping Control Roll (TMCR).	None	1 hour	<i>Draftsman III Tax Mapping Division</i>
None	1.10 Scans all attachments	None	2 hours	<i>Admin Aide IV Records Division</i>
None	1.11 Checks the correctness of the data encoded, affixes initial on the tax declaration then forwards documents to the Assistant Provincial Assessor.	None	2 days	<i>Local Assessment Operations Officer III Assessment Division</i>
None	1.12 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	30 minutes	<i>LAOO IV Assessment Division</i>



None	1.13 Affixes initial on Tax Declaration then forwards the documents to the Provincial Assessor.	None	20 minutes	<i>Assistant Department Head</i>
None	1.14 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	20 minutes	<i>Department Head</i>
None	1.15 Issues Owner's Copy of Tax Declaration to owner	None	20 minutes	<i>Admin Aide VI Records Division</i>
2. Receives Tax declarations and Notice of Assessment	2. Records the transaction.	None	30 minutes	<i>Admin Aide IV Records Division</i>
None	2.1 Forwards copies of Notice of Assessment to Admin Unit for transmittal to PTO	None	20 minutes	<i>Admin Aide IV Records Division</i>
None	2.3 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400 per title/improvement	18 days	



5. Processing of Tax Declarations- Reclassification Ff Land

Recalssification of land refers to a change in classification or designation of a property for taxation purposes. It may also occur if the physical characteristics of the property change, such as if a portion of land in converted to a different use of if the property is subdivided.

Office or Division:	Provincial Assessor's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RECLASSIFICATION OF LAND 1. Transfer Certificate of Title (1 photocopy, 1 Original for verification) 2. Latest Realty Tax Receipt or Tax Clearance (1 photocopy) 3. Sangguniang Panlalawigan Resolution or Ordinance (1 photocopy) 4. Sangguniang Bayan Resolution or Ordinance (1 photocopy) 5. Owner's Letter Request(1 Original) 6. Secretary's Fee 7. Long Brown Envelope *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Registry of Deeds 2. Provincial/Municipal Treasurer's Office 3. Sangguniang Panlalawigan 4. Sangguniang Bayan 5. Property Owner 6. Provincial Treasurer's Office 7. Owner Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the frontline officer and inquires about the processing of tax declarations.	1. Interviews and issues routing slip (PAO 002)	None	30 minutes	<i>Admin Aide I Admin Unit</i>
2. Submits letter of request for reclassification with thhe complete requirements and PAO 002 form	2. Checks the completeness document.	None	1 hour	<i>Admin Aide I Admin Unit</i>



None	2.1 Issues Order of Payment Slip.	PHP 400.00/ RPU (PHP 250- Transfer of Ownership Fee PHP 150 - IT Fee)	5 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
3. Proceeds to the window of Provincial Treasurer's Office for the payment of Secretary's Fee and submit Official Receipt to LAOO.	3. Issues claim slip to client	None	10 minutes	<i>Local Assessment Operations Officer II Assessment Division</i>
None	3.1 Checks the correctness of each documents the forwards to Encoders	None	1 day	<i>Local Assessment Operations Officer III Assessment Division</i>
None	3.2 Encodes and prints Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	2 hours	<i>Bookbinder I Records Division</i>
None	3.3 Updates the Tax Mapping Control Roll (TMCR).	None	1 hour	<i>Draftsman III Tax Mapping Division</i>
None	3.4 Scans all attachments	None	2 hours	<i>Admin Aide IV Records Division</i>
None	3.5 Updates/plots the Title on the GIS Base Map, then forwards the documents to the LAOO.	None	1 hour	<i>Tax Mapper II Tax Mapping Division</i>
None	3.6 Checks the correctness of the data encoded, affixes initial on the tax declaration.	None	1 day	<i>Local Assessment Operations Officer III Assessment Division</i>
None	3.7 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	30 minutes	<i>LAOO IV Assessment Division</i>



None	3.8 Affixes initial on Tax Declaration then forwards the documents to the Provincial Assessor.	None	20 minutes	<i>Assistant Department Head</i>
None	3.9 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	30 minutes	<i>Department Head</i>
None	3.10 Issues Owner's Copy of Tax Declaration to owner	None	30 minutes	<i>Admin Aide VI Records Division</i>
4. Receives Tax declarations.	4. Records the transaction.	None	30 minutes	<i>Admin Aide IV Records Division</i>
None	4.1 Forwards copies of Notice of Assessment to Admin Unit for transmittal to PTO	None	20 minutes	<i>Admin Aide IV Records Division</i>
None	4.2 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400.00 per title/ improve ment	4 days, 2 hours, 25 minutes	



6. Processing of Tax Declarations- Reassessment

Reassessment is the assigning of new assessed values to property, particularly real estate, as the result of general, partial, or individual reappraisal of the property. (Manual on Real Property Appraisal and Assessment Operations)

Office or Division:	Provincial Assessor's Office
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REASSESSMENT OF LAND- 1. Transfer Certificate of Title (1 photocopy, 1 Original for verification) 2. Latest Realty Tax Receipt or Tax Clearance(1 photocopy) 3. Initial Tax Declaration from Municipal Assessor's Office (1 Original) 4. Certification from Municipal Planning and Development Office (MPDO) - as per Comprehensive Land Use Plan (CLUP)(1 photocopy) 5. Owner's Letter Request(1 Original) 6. Secretary's Fee 7. Long Brown Envelope REASSESSMENT OF IMPROVEMENT 1. Latest Realty Tax Receipt or Tax Clearance(1 photocopy) 2. Initial Tax Declaration(1 Original) 3. Owner's Letter Request(1 Original) 4. Secretary's Fee 5. Long Brown Envelope *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)		1. Registry of Deeds 2. Provincial/Municipal Treasurer's Office 3. Sangguniang Panlalawigan 4. Sangguniang Bayan 5. Property Owner 6. Provincial Treasurer's Office 7. Owner 1. Provincial/Municipal Treasurer's Office 2. Municipal Assessor's Office 3. Property Owner 4. Provincial Treasurer's Office 5. Owner Property Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for reassessment with the complete requirements	1. Interviews tax payer and Checks the completeness and correctness of each document.	None	30 minutes	Admin Aide / Admin Unit



None	1.1 Issues Order of Payment Slip.	Php 400.00/ RPU (PHP 250 - Transfer of Ownership Fee PHP 150 - IT Fee)	5 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
2. Proceeds to the window of Provincial Treasurer's Office for the payment of Secretary's Fee and submit Official Receipt to LAOO.	2. Issues claim slip to client	None	10 minutes	<i>Local Assessment Operations Officer II Assessment Division</i>
None	2.1 Schedules Ocular inspection (Usually the next Monday after receiving request)	None	10 days	<i>Local Assessment Operations Officer III Assessment Division</i>
None	2.3 Conducts ocular inspection	None	1 day	<i>Local Assessment Operations Officer III Assessment Division</i>
None	2.4 Accomplishes FAAS and initial tax declaration then forwards to encoders	None	4 hours	<i>Local Assessment Operations Officer III Assessment Division</i>
None	2.5 Encodes and prints Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	4 hours	<i>Bookbinder I Records Division</i>
None	2.6 Updates the Tax Mapping Control Roll (TMCR).	None	1 hour	<i>Draftsman III Tax Mapping Division</i>
None	2.7 Scans all attachments then forwards to LAOO	None	1 hour	<i>Admin Aide IV Records Division</i>



None	2.7 Checks the correctness of the data encoded, affixes initial on the tax declaration then forwards documents to the Assistant Provincial Assessor.	None	2 days	<i>Local Assessment Operations Officer III Assessment Division</i>
None	2.8 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	30 minutes	<i>LAOO IV Assessment Division</i>
None	2.9 Affixes initial on Tax Declaration then forwards the documents to the Provincial Assessor.	None	20 minutes	<i>Assistant Department Head</i>
None	2.10 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	30 minutes	<i>Department Head</i>
None	2.11 Issues Owner's Copy of Tax Declaration to owner	None	30 minutes	<i>Admin Aide VI Records Division</i>
3. Receives Tax declarations.	3.1 Records the transaction.	None	30 minutes	<i>Admin Aide IV Records Division</i>
None	3.2 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400 per title/ improve ment	15 days, 5 hours, 5 minutes	



7. Processing of Tax Declarations-Consolidation of Land

Consolidation of land is the readjustment and/or rearrangement of subdivided land parcels and their ownership.

Office or Division:	Provincial Assessor's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transfer Certificate of Title (1 photocopy, 1 Original for verification) 2. Latest Realty Tax Receipt or Tax Clearance (1 photocopy) 3. Certified True Copy of Certificate Authorizing Registration (CAR), if applicable (1 Certified Photocopy with Document Stamp) 4. Transfer Tax Receipt or Certification, if applicable (1 photocopy) 5. Deed of Extrajudicial Settlement of Estate, if applicable (1 photocopy) 6. Secretary's Fee 7. Long Brown Envelope *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Registry of Deeds 2. Provincial/Municipal Treasurer's Office 3. Bureau of Internal Revenue 4. Provincial Treasurer's Office 5. Property Owner 6. Provincial Treasurer's Office 7. Property Owner Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the frontline officer and inquires about the processing of tax declarations.	1. Interviews and issues routing slip (PAO 002)	None	30 minutes	<i>Admin Aide I Admin Unit</i>
2. Submits requirements to Local Assessment Operations Officer with duly accomplished routing slip	2. Checks the completeness document.	None	1 hour, 30 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>



None	2.1 Issues Order of Payment Slip.	PHP 400/ RPU (PHP 250 - Transfer of Ownership Fee PHP 150- IT Fee)	2 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
3. Proceeds to the window of Provincial Treasurer's Office for the payment of Secretary's Fee and submit Official Receipt to LAOO.	3. Issues claim slip to client and forward all documents to Tax Mapping	None	1 hour, 30 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
None	3.1 Cancels old PIN and assigns new PIN for consolidated lot then forwards to LAOO	None	1 day	<i>Tax Mapper II Tax Mapping Division</i>
None	3.2 Reviews the correctness of each documents submitted. The documents will be forwarded to Data Encoder	None	2 days	<i>Local Assessment Operations Officer II Assessment Division</i>
None	3.3 Encodes and prints Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	4 hours	<i>Bookbinder I Records Division</i>
None	3.4 Updates the Tax Mapping Control Roll (TMCR).	None	30 minutes	<i>Draftsman III Tax Mapping Division</i>
None	3.5 Scans all attachments	None	1 hour	<i>Admin Aide IV Records Division</i>
None	3.6 Updates/plots the Title on the GIS Base Map, then forwards the documents to the LAOO.	None	4 hours	<i>Tax Mapper II Tax Mapping Division</i>
None	3.7 Checks the correctness of the data encoded on new tax declarations, affixes initial on the tax declaration then forwards documents to the Assistant Provincial Assessor.	None	1 day	<i>Local Assessment Operations Officer III Assessment Division</i>



None	3.8 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	30 minutes	<i>LAOO IV Assessment Division</i>
None	3.9 Affixes initial on Tax Declaration then forwards the documents to the Provincial Assessor.	None	20 minutes	<i>Assistant Department Head</i>
None	3.10 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	30 minutes	<i>Department Head</i>
None	3.11 Issues Owner's Copy of Tax Declaration to owner	None	30 minutes	<i>Admin Aide VI Records Division</i>
4. Receives Tax declarations.	4. Records the transaction.	None	30 minutes	<i>Admin Aide IV Records Division</i>
None	4.1 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400 per title/improvement	6 days, 67 hours, 22 minutes	



8. Processing of Tax Declarations- Transfer of Ownership Using Extrajudicial Settlement

In cases where the owner of a titled property die, the legal heirs are to agree in executing and signing the extrajudicial settlement which should be notarized by a lawyer. This piece of paper will then be the basis of the partition between them.

Office or Division:	Provincial Assessor's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transfer of Ownership- Sale, Donation, etc.: 1. Transfer Certificate of Title (1 photocopy, 1 Original for verification) 2. Latest Real Property Tax Receipt ("Amilyar") or Tax Clearance(1 photocopy) 3. Trasfer Tax Receipt or Certification 4. Certified True Copy of Certificate Authorizing Registration (CAR)(1 Certified Photocopy with Document Stamp) 5. Extrajudicial Settlement(1 photocopy) 6. Secretary's Fee 7. Long Brown Envelope *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Registry of Deeds 2. Provincial/Municipal Treasurer's Office 3. Provincial Treasurer's Office 4. Bureau of Internal Revenue 5. Owners Copy with Stamp of Bureau of Internal Revenue at the back page 6. Provincial Treasurer's Office 7. Property Owner Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the frontline officer and inquires about the processing of tax declarations.	1. Interviews and issues routing slip (PAO 002)	None	30 minutes	<i>Admin Aide I Admin Unit</i>
2. Submits requirements to Local Assessment Operations Officer with duly accomplished routing slip	2. Check the completeness of document.	None	30 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>
None	2.1 Issues Order of Payment Slip.	PHP 400/ RPU (PHP 250 - Transfer of Ownershi p Fee PHP 150 - IT Fee)	5 minutes	<i>Local Assessment Operations Officer I Assessment Division</i>



3. Proceeds to the window of Provincial Treasurer's Office for the payment of Secretary's Fee and submit Official Receipt to LAOO.	3. Issues claim slip to client	None	5 minutes	<i>Local Assessment Operations Officer II Assessment Division</i>
None	3.1 Reviews the correctness of the documents and forward all documents to Data Encoder	None	2 days	<i>Local Assessment Operations Officer II Assessment Division</i>
None	3.2 Encodes and prints Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	1 hour	<i>Bookbinder I Records Division</i>
None	3.3 Updates the Tax Mapping Control Roll (TMCR).	None	1 hour	<i>Draftsman III Tax Mapping Division</i>
None	3.4 Scans all attachments	None	2 hours	<i>Admin Aide IV Records Division</i>
None	3.5 Updates/plots the Title on the GIS Base Map, then forwards the documents to the LAOO.	None	1 day	<i>Tax Mapper II Tax Mapping Division</i>
None	3.6 Checks the correctness of the data encoded, affixes initial on the tax declaration then forwards documents to the Assistant Provincial Assessor.	None	2 days	<i>Local Assessment Operations Officer III Assessment Division</i>



None	3.7 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	30 minutes	<i>LAOO IV Assessment Division</i>
None	3.8 Affixes initial on Tax Declaration then forwards the documents to the Provincial Assessor.	None	20 minutes	<i>Assistant Department Head</i>
None	3.9 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	30 minutes	<i>Department Head</i>
None	3.10 Issues Owner's Copy of Tax Declaration to owner	None	30 minutes	<i>Admin Aide VI Records Division</i>
4. Receives Tax declarations.	4.1 Records the transaction.	None	30 minutes	<i>Admin Aide IV Records Division</i>
None	4.2 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400 per title/ improvement	6 days, 7 hours, 30 minutes	



9. Processing of Tax Declarations- Subdivision

Subdivision is the act of dividing a parcel of land into smaller portions. Declaring of subdivided lots always follow what is written on the title and the boundaries stated on the approved subdivision plan.

Office or Division:	Provincial Assessor's Office
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transfer Certificate of Title (1 photocopy, 1 Original for verification) 2. Latest Realty Tax Receipt or Tax Clearance (1 photocopy) 3. Certified True Copy of Certificate Authorizing Registration (CAR)(1 Certified Photocopy with Document Stamp) 4. Transfer Tax Receipt or Certification(1 photocopy) 5. Approved Subdivision Plan (2 photocopies in actual size) 6. Deed of Conveyance (Deed of Sale, Donation, Waiver of Rights, Sheriff's Sale, Extrajudicial Settlement of Estate, etc.)(1 photocopy) 7. Secretary's Fee 8. Long Brown Envelope *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Registry of Deeds 2. Provincial/Municipal Treasurer's Office 3. Bureau of Internal Revenue 4. Provincial Treasurer's Office 5. DAR/DENR 6. Owners Copy with Stamp of Bureau of Internal Revenue at the back page 7. Provincial Treasurer's Office 8. Property Owner Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the frontline officer and inquires about the processing of tax declarations.	1. Interviews and issue routing slip (PAO 002)	None	30 minutes	<i>Admin Aide I Admin Unit</i>
2. Submits requirements to Local Assessment Operations Officer with duly accomplished routing slip	2. Checks the completeness of each document.	PHP 400 (PHP 250 - Transfer of Ownership Fee PHP 150- IT Fee)	2 hours	<i>Local Assessment Operations Officer I Assessment Division</i>



3. Proceed to the window of Provincial Treasurer's Office for the payment of Secretary's Fee and submit Official Receipt to LAOO.	3. Issues claim slip	None	5 minutes	<i>Local Assessment Operations Officer II Assessment Division</i>
None	3.1 Checks the correctness of documents and forward to Tax Mapper	None	3 days	<i>Local Assessment Operations Officer II Assessment Division</i>
None	3.2 Assigns new Property Identification Number (PIN) for subdivided Lots then forwards it to the Data Encoder.	None	3 days	<i>Tax Mapper III Tax Mapping Division</i>
None	3.3 Subdivides the Tax Declaration on PATAS and prints the Subdivided Tax Declaration, affixes initial on it then forwards the documents to the Tax Mapper.	None	5 days	<i>Bookbinder I Records Division</i>
None	3.4 Updates the Tax Mapping Control Roll (TMCR), updates/ plots the Title on the GIS Base Map, affixes initial on Tax Declaration then forwards the documents to the LAOO.	None	3 days	<i>Tax Mapper II Tax Mapping Division</i>
None	3.5 Checks the correctness of the data encoded, affixes initial on the tax declaration then forwards documents to the Assistant Provincial Assessor.	None	3 days	<i>Local Assessment Operations Officer III Assessment Division</i>
None	3.6 Affixes initial on Tax Declaration as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	30 minutes	<i>LAOO IV Assessment Division</i>



None	3.7 Affixes initial on Tax Declaration then forwards the documents to the Provincial Assessor.	None	20 minutes	<i>Assistant Department Head</i>
None	3.8 Signs the Tax Declaration, then forwards it to the Releasing Officer.	None	30 minutes	<i>Department Head</i>
None	3.9 Issues Owner's Copy of Tax Declaration to owner	None	30 minutes	<i>Admin Aide VI Records Division</i>
4. Receives Tax declarations.	4. Records the transaction.	None	30 minutes	<i>Admin Aide IV Records Division</i>
None	4.1 Forwards copies to Records division and Municipal Assessors Staff for filing.	None	1 day	<i>Admin Aide IV Records Division</i>
TOTAL:		PHP 400 per title/ improvement	18 days, 4 hours, 55 minutes	



10. Certified True Copy of Latest Tax Declaration

The Provincial Assessor's office provides Certified True Copy of Tax Declaration upon the request of the owner or his authorized representative, any government agency or private entities, for various reasons, the most common of which are for transfer-related transactions, as a requirement and many other legal purposes.

Office or Division:	Provincial Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following *Tax Declaration (1 photocopy) * Transfer Certificate of Title(1 photocopy) * Real Property Tax Receipt ("Amilyar")(1 photocopy) *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Assessor's Office 2. Registry of Deeds 3. Treasurer's Office 4. Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the receiving officer and submits the requirements.	1. Checks the requirements and searches on Property Assessment and Tax Administration System (PATAS),	None	5 minutes	Admin Aide I Admin Unit
None	1.1 Issues Order of Payment.	PHP 150 (PHP 100- Secretary's Fee PHP 50 - IT Fee)	5 minutes	Admin Aide I Admin Unit
2. Fills out Routing Slip (PAO 001) then proceed to the Office of the Provincial Treasurer for the payment of Secretary's Fee.	None	None		



3. Presents the Official receipt	3. Forwards the requirements together with the Official Receipt and Routing Slip to the Computer Operator.	None	2 minutes	<i>Assessment Clerk I Admin Unit</i>
None	3.1 Prints Certified True Copy of Tax Declaration, affixes initial on the Certified True Copy then forwards it to the Record's Officer.	None	5 minutes	<i>Assessment Clerk II Records Division</i>
None	3.2 Checks the correctness of its data with the existing data on the book of Tax Declaration, affixes initial on the certification, then forwards it to the Record's Officer.	None	5 minutes	<i>Admin Aide IV Records Division</i>
None	3.3 Reviews then signs Certified True Copy as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	3 minutes	<i>Administrative Officer III Records Division</i>
None	3.4 Approves then signs the Certified True Copy, then forward it to the Releasing Officer.	None	2 minutes	<i>Assistant Department Head</i>
None	3.5 Records the transaction on the Excel Log then releases the Certified True Copy.	None	3 minutes	<i>Assessment Clerk I Admin Unit</i>
TOTAL:		PHP 150 (PHP 100 - Secretary's Fee PHP 50 - IT Fee)	30 minutes	



11. Certified True Copy of Latest Tax Declaration with Annotation

Issuance of Certified True Copy of Tax declarations with Annotation of mortgage, other encumbrances or contracts.

Office or Division:	Provincial Assessor's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Any of the following</p> <ul style="list-style-type: none"> *Tax Declaration (1 photocopy) * Transfer Certificate of Title(1 photocopy) * Real Property Tax Receipt ("Amilyar")(1 photocopy) <p>*** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)</p>	<ol style="list-style-type: none"> 1. Assessor's Office 2. Registry of Deeds 3. Treasurer's Office 4. Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Checks the requirements and searches on Property Assessment and Tax Administration System (PATAS),	None	5 minutes	<i>Admin Aide I Admin Unit</i>
None	1.2 If no records found in PATAS, Checks in Tax Mapping (LARES) and/or calls in Municipal Assessor's Office where the property is located	None	15 minutes	<i>Tax mapper I Tax Mapping Division</i>
None	1.3 Issues Order of Payment.	PHP 150 (PHP 100 - Secretary's Fee PHP 50 - IT Fee)	5 minutes	<i>Tax mapper I Tax Mapping Division</i>



2. Fills out Routing Slip (PAO 001) then proceed to the Office of the Provincial Treasurer for the payment of Secretary's Fee.	None			
3. Presents the Official receipt	3.1 Forwards the requirements together with the Official Receipt and Routing Slip to the Computer Operator.	None	5 minutes	<i>Admin Aide I Admin Unit</i>
None	3.2 Searches the record on PATAS, prints Certified True Copy of Tax Declaration affixes initial on the Certified True Copy then forwards it to the Record's Officer.	None	15 minutes	<i>Assessment Clerk II Admin Unit</i>
None	3.3 Checks the correctness of its data with the existing data on the book of Tax Declaration, affixes initial on the certification, then forwards it to the Record's Officer.	None	5 minutes	<i>Admin Aide IV Records Division</i>
None	3.4 Reviews then signs Certified True Copy as to correctness and affixes initial on the Routing Slip then forwards the documents to the Assistant Provincial Assessor.	None	3 minutes	<i>Administrative Officer III Records Division</i>
None	3.5 Signs the Certified True Copy, affixes initial on Routing Slip then forward it to the Releasing Officer.	None	2 minutes	<i>Assistant Department Head</i>
None	3.6 Records the transaction on the Log Book then releases the Certified True Copy.	None	5 minutes	<i>Assessment Clerk I Admin Unit</i>
TOTAL		PHP 150 (PHP 100- Secretary's Fee PHP 50- IT Fee)	1 hour	



12. Certificate of Without Improvement/ No Property Holdings

The Provincial Assessor's Office provides Certificate of Property Holdings upon the request of the owner or his duly authorized representative/s, any government agency, or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes, and for other legal purposes, it may serve.

Issuance of certificate of with/without improvement is to provide the requesting party the list of improvements- building or machinery on a particular lot.

Office or Division:	Provincial Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following *Tax Declaration (1 photocopy) * Transfer Certificate of Title(1 photocopy) * Real Property Tax Receipt ("Amilyar")(1 photocopy) *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Assessor's Office 2. Registry of Deeds 3. Treasurer's Office 4. Provincial Treasurer's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements.	1. Checks the requirements and searches on Property Assessment and Tax Administration System (PATAS),	None	5 minutes	<i>Assessment Clerk I Admin Unit</i>
None	1.1 Issues Order of Payment.	PHP 150 (PHP 100- Secretary's Fee PHP 50 - IT Fee)	5 minutes	<i>Admin Aide I Admin Unit</i>
2. Fills out Routing Slip (PAO 001) then proceed to the Office of the Provincial Treasurer for the payment of Secretary's Fee.	None	None		
3. Presents the Official receipt	3. Forwards the requirements together with the Official Receipt and Routing Slip to the Computer Operator.	None	2 minutes	<i>Assessment Clerk I Admin Unit</i>



None	3.1 Prints certification affixes initial on the certification, then forward to verifier	None	5 minutes	<i>Assessment Clerk II Records Division</i>
None	3.2 Checks the correctness of its data with the existing data on the book of Tax Declaration, affixes initial on the certification, then forwards it to the Record's Officer.	None	5 minutes	<i>Admin Aide IV Records Division</i>
None	3.3 Reviews then signs certification, as to correctness then forwards the documents to Assistant Provincial Assessor	None	3 minutes	<i>Administrative Officer III Records Division</i>
None	3.4 Signs the Certification then forward it to the Releasing Officer.	None	2 minutes	<i>Assistant Department Head</i>
None	3.5 Records the transaction on the Log Book then releases the Certification	None	3 minutes	<i>Assessment Clerk I Admin Unit</i>
TOTAL:		PHP 150 (PHP 100- Secretary's Fee PHP 50 - IT Fee)	30 minutes	



13. Certificate of With Improvement

Issuance of certificate of with improvement is to provide the requesting party the list of improvements- building or machinery on a particular lot.

Office or Division:	Provincial Assessor's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following *Tax Declaration (1 photocopy) * Transfer Certificate of Title(1 photocopy) * Real Property Tax Receipt ("Amilyar")(1 photocopy) *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Assessor's Office 2. Registry of Deeds 3. Treasurer's Office 4. Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements.	1. Checks the requirements and searches on Property Assessment and Tax Administration System (PATAS),	None	5 minutes	<i>Admin Aide I Admin Unit</i>
2. Fills out Routing Slip (PAO 001) and submits to the Receiving Officer	2. Issues Order of Payment.	PHP 150 (PHP 100 - Secretary's Fee PHP 50 - IT Fee)	5 minutes	<i>Assessment Clerk I Admin Unit</i>
3. Proceeds to the Office of the Provincial Treasurer for the payment of Secretary's Fee.Presents the Official receipt	3. Recieves documents and forwards to Computer Operators	None	2 minutes	<i>Admin Aide I Admin Unit</i>
None	3.1 Prints certification, affixes initial on the certification, then forwards it to Verifier	None	15 minutes	<i>Assessment Clerk II Records Division</i>



None	3.2 Checks the correctness of its data with the existing data on the book of Tax Declaration, affixes initial on the certification, then forwards it to the Record's Officer.	None	8 minutes	<i>Admin Aide IV Records Division</i>
None	3.3 Reviews then signs certification, as to correctness then forwards the documents to Tax Mapping.	None	7 minutes	<i>Administrative Officer III Records Division</i>
None	3.4 Reviews then signs Certifications as to correctness of Property Identification Number and from the data in Tax Map Control Roll then forwards the documents to the Assistant Provincial Assessor.	None	5 minutes	<i>Tax Mapper II Tax Mapping Division</i>
None	3.5 Signs the Certification then forward it to the Releasing Officer.	None	5 minutes	<i>Assistant Department Head</i>
None	3.6 Records the transaction on the Log Book then releases the Certification	None	5 minutes	<i>Assessment Clerk I Admin Unit</i>
TOTAL:		PHP 150 (PHP 100- Secretary's Fee PHP 50- IT Fee) Additional PHP 20 for extra pages	57 minutes	



14. Certification of Property Holdings

The Provincial Assessor's Office provides Certificate of Property Holdings upon the request of the owner or his duly authorized representative/s, any government agency, or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes, and for other legal purposes, it may serve.

Office or Division:	Provincial Assessor's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following *Tax Declaration (1 photocopy) * Transfer Certificate of Title(1 photocopy) * Real Property Tax Receipt ("Amilyar")(1 photocopy) *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Assessor's Office 2. Registry of Deeds 3. Treasurer's Office 4. Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements.	1. Checks the requirements and forwards to the Records staff for preview	None	5 minutes	<i>Admin Aide I Admin Unit</i>
None	1.1 Searches and prints preview copy of property holdings then return to the client for confirmation.	None	5 minutes	<i>Assessment Clerk II Admin Unit</i>
2. Verifies and confirms the list of properties.	2. Issues order of payment.	PHP 150 (PHP 100 - Secretary's Fee PHP 50- IT Fee)	5 minutes	<i>Admin Aide I Admin Unit</i>
3. Proceeds to the Office of the Provincial Treasurer for the payment of Secretary's Fee.Presents the Official receipt	3. Prints certification, affixes initial on the certification, then forwards it to Verifier	None	15 minutes	<i>Assessment Clerk II Records Division</i>



None	3.1 Checks the correctness of its data with the existing data on the book of Tax Declaration, affixes initial on the certification, then forwards it to the Record's Officer.	None	10 minutes	<i>Admin Aide IV Records Division</i>
None	3.2 Reviews then signs certification, as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	5 minutes	<i>Administrative Officer III Records Division</i>
None	3.3 Signs the Certification then forward it to the Releasing Officer.	None	5 minutes	<i>Assistant Department Head</i>
None	3.4 Records the transaction on the Log Book then releases the Certification	None	5 minutes	<i>Assessment Clerk II Admin Unit</i>
TOTAL:		PHP 150 (PHP 100- Secretary's Fee PHP 50- IT Fee) Additional PHP 20 for extra pages	55 minutes	



15. Real Property Tax Order of Payment

The Provincial Assessor's Office provides Real Property Tax Order of Payment or commonly called as RPTOP is being issued as basis in computation of real property taxes (Amilyar).

Office or Division:	Provincial Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity			
Who may avail:	All property owners and/or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following *Tax Declaration (1 photocopy) * Transfer Certificate of Title(1 photocopy) * Real Property Tax Receipt ("Amilyar")(1 photocopy) *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)		1. Assessor's Office 2. Registry of Deeds 3. Treasurer's Office 4. Property Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Checks the requirements and searches on Property Assessment and Tax Administration System (PATAS)	None	8 minutes	<i>Assessment Clerk I Admin Unit</i>
None	1.1 Forwards the requirements to the Computer Operator.	None	2 minutes	<i>Admin Aide I Admin Unit</i>
None	1.2 Prints rptop, affixes initial on the RPTOP then forwards it to the Verifier	None	5 minutes	<i>Assessment Clerk II Records Division</i>



None	1. Checks the correctness of its data with the existing data on the book of Tax Declaration, affixes initial on the certification, then forwards it to the Record's Officer.	None	5 minutes	<i>Admin Aide IV Records Division</i>
None	1.3 Reviews then signs rptop as to correctness then forwards the documents to the Releasing Officer	None	3 minutes	<i>Administrative Officer III Records Division</i>
None	1.4 Records the transaction on the Log Book then releases the RPTOP	None	2 minutes	<i>Assessment Clerk I Admin Unit</i>
TOTAL:		None	25 minutes	



16. Issuance of Location Map/ Certification

Location map is a graphic presentation of the tax map that can be requested to identify the particular location of the property based on the latest record on Geographic Information System (GIS), and for other purposes. However, this particular certification cannot be used as evidence for setting boundaries.

Office or Division:	Provincial Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following *Tax Declaration (1 photocopy) * Transfer Certificate of Title(1 photocopy) * Real Property Tax Receipt ("Amilyar")(1 photocopy) *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Assessor's Office 2. Registry of Deeds 3. DENR/DAR 4. Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Receives requirements and forwards to Tax Mapping	None	5 minutes	<i>Admin Aide I Admin Unit</i>
None	1.1 Tax Mapper will plot the parcel based on the given reference, return to the owner for verification	None	30 minutes	<i>Tax Mapper I Tax Mapping Division</i>
2. Checks and confirms the draft location map/ certificate	2. Issues order of payment.	PHP 150 (PHP 100- Secretary's Fee PHP 50- IT fee)	5 minutes	<i>Tax Mapper I Tax Mapping Division</i>



3. Proceeds to the Office of the Provincial Treasurer for the payment of Secretary's Fee then Submits official receipt	3. Receives Official Receipt then prints the official location map/certification.	NONE	10 minutes	<i>Tax Mapper I Tax Mapping Division</i>
None	3.1 Signs location map/ certification as to correctness.	NONE	3 minutes	<i>Tax Mapper IV Tax Mapping Division</i>
None	3.2 Certifies location map/ certification	NONE	2 minutes	<i>Department Head, Assistant Department Head</i>
None	3.3 Releases location map/ certification	NONE	5 minutes	<i>Admin Aide I Admin Unit</i>
TOTAL:		PHP 150 (PHP 100- Secretary's Fee PHP 50- IT fee	1 hour	



17. Traceback of Tax Declaration History

Issuance of Tax Declaration History is one of the common services offered by the Provincial Assessor's Office. It is often used as basis for a more accurate collection of real property tax (settlement of delinquent taxes, estate tax by the time of death and other transactions)

Office or Division:	Provincial Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following *Tax Declaration (1 photocopy) * Transfer Certificate of Title(1 photocopy) * Real Property Tax Receipt ("Amilyar")(1 photocopy) *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Assessor's Office 2. Registry of Deeds 3. DENR/DAR 4. Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the requirements.	1. Receives requirements and forwards to Records staff	None	5 minutes	<i>Admin Aide I Admin Unit</i>
None	1.1 Searches and prints tax declarations for each revision year upto the requested date.	None	10 minutes	<i>Admin Assistant I Records Division</i>
None	1.2 Issues order of payment	PHP 100 (if Certified true copy) PHP 20 if not certified	5 minutes	<i>Admin Assistant I Records Division</i>



2. Proceeds to the Provincial Treasurer's Office for payment of Secretary's fee then submits official receipt.	2. Receives official receipt and puts a stamp on each tax declarations then forwards to Records Officer	None	5 minutes	<i>Admin Assistant I Records Division</i>
None	2.1 Reviews then signs Certified True Copy as to correctness then forwards the documents to the Assistant Provincial Assessor.	None	5 minutes	<i>Administrative Officer III Records Division</i>
None	2.2 Signs the Certified True Copy, then forward it to the Releasing Officer.	None	2 minutes	<i>Assistant Provincial Assessor</i>
None	2.3 Records the transaction on the Log Book then releases the Certified True Copy .	None	3 minutes	<i>Assessment Clerk I Admin Unit</i>
TOTAL:		PHP 100 (if Certified true copy) PHP 20 if not certified	35 minutes	



18. Demolition/Cancellation Of Tax Declaration

Tax declarations are issued for taxation purposes, in the same manner, that report of demolition/cancellation is submitted to cancel the same, for some reasons such as demolition, razed by fire, duplication, retirement of machinery, and others.

Office or Division:	Provincial Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen/ G2B- Government to Business Entity
Who may avail:	All property owners and/or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Report of Demolition/Cancellation (1 Original) 2. Official Receipt of Payment 3. Letter of Intent addressed to the Provincial Assessor(1 Original) 4. Picture (if available/needed) *** IF REPRESENTATIVE (with Special Power of Attorney and/or Authorization letter duly signed by the property owners with attached photocopy of identification cards)	1. Municipal Assessor's Office 2. Treasurer's Office 3. Property Owner 4. Property Owner 4. Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements.	1. Receives the requirements and verifies the existence of RPU in Property Assessment and Tax Administration System (PATAS)	NONE	5 minutes	<i>Assessment Clerk I Admin Unit</i>
None	1.1 Issues order of payment	PHP 400 (Secretary fee PHP 250 and IT fee of PHP 150)		<i>Admin Aide I Admin Unit</i>



2. Proceeds to the Provincial Treasurer's Office for payment of Secretary's fee then submits official receipt.	2. Receives official receipt and forwards to Tax Mapping	NONE	5 minutes	<i>Assessment Clerk I Admin Unit</i>
None	2.1 Retires the Property Identification Number (PIN) from the Manual and Digital Tax Map Control Roll, scan the documents then forwards to the Records division	NONE	20 minutes	<i>Draftsman III Tax Mapping Division</i>
None	2.2 Cancels tax declaration from the system (PATAS) and print cancelled tax declaration for binding.	NONE	15 minutes	<i>Administrative Officer III Records Division</i>
None	2.3 Cancels Tax declaration from the book and file the documents.	NONE	15 minutes	<i>Administrative Aide IV Records Division</i>
TOTAL:		PHP 400 (Secretary fee Php 250 and IT fee of PHP 150)	1 hour	



PROVINCIAL BUDGET OFFICE

EXTERNAL SERVICES



1. Budget Review -Review of the Approved Annual Budget of 11 Municipalities and 1 City

Budget Review is the third phase in the local budget process. Its primary purpose is to determine whether the Appropriation Ordinance has complied with the budgetary requirements and general limitations set forth in the Local Government Code of 1991, as well as provisions of other applicable laws. It starts from the time the reviewing authority receives the Appropriation Ordinance for review and ends with the issuance of the review action. (Budget Operations Manual, 2016 e.)

Office or Division:	Provincial Budget Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Sangguniang Panlalawigan, 1 Component City and 11 Municipalities of the Province of Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Endorsement letter from the Sangguniang Panlalawigan Chairman on Committee on Finance, Budget, Appropriations and Ways and Means 2. Transmittal Letter from the Secretary to the Sanggunian 3. Appropriation Ordinance duly signed by the Secretary to the Sanggunian, Presiding Officer and Local Chief Executive 4. Annual Investment Program, duly supported by: <ul style="list-style-type: none"> • DILG-endorsed GAD plan and budget; • Local Disaster Risk Reduction and Management Plan; • Climate Change Action Plan; • List of PPAs for the Local Council for the Protection of Children; • List of PPAs for Senior Citizens and Persons with Disabilities; and • List of PPAs to combat AIDS • Other documents issued in the DBM Local Budget Memorandum for the budget year. 	Sanggunian

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the LGU Annual Budget with endorsement letter	<ol style="list-style-type: none"> 1. Receive Appropriation Ordinance with corresponding attachments 1.2 Conduct initial assessment on the completeness of documents 	None	15 minutes per transaction	<i>Administrative Assistant I Provincial Budget Office</i>



2. None	<p>2. Attach and fill up Routing Slip</p> <p>2.1 Encode in excel file Monitoring of Budget Review, with details: LGU, Routing Slip Reference No. and Date received</p> <p>2.2 Check the completeness of documents, to wit:</p> <ul style="list-style-type: none"> • Endorsement letter from the Sangguniang Panlalawigan Chairman on Committee on Finance, Budget, Appropriations and Ways and Means • Transmittal Letter from the Secretary to the Sanggunian • Budget Message • Appropriation Ordinance duly signed by the Secretary to the Sanggunian, Presiding Officer and Local Chief Executive • Annual Investment Program <p>2.3 Accomplish Local Budget Review Form No. 1A: Checklist on Documentary and Signature Requirements for the Annual Budget</p>	None	1 hour per transaction	<i>Admin. Assistant II (JO) Provincial Budget Office</i>
3. None	<p>3. Pre-review and check the accuracy of computations and information for: <u>Appropriation Ordinance</u></p> <p>A. Receipts Program</p> <ul style="list-style-type: none"> • Local Sources; • External Sources; and • Non-Income Receipts <p>B. Expenditure Program</p> <ul style="list-style-type: none"> • Performance Information • Proposed New Appropriations by Object of Expenditure • Special Purpose Appropriations • General Provisions • Special Provisions • Summary of New Appropriations by Expense Class and By Sector • Summary of Statement of All Statutory and Contractual Obligations Due <p>C. Statement of Indebtedness (<i>if any</i>)</p> <p>D. <i>Plantilla of LGU Personnel</i></p> <p>E. <i>Annual Investment Program with corresponding attachments</i></p>	None	12 days per transaction	<i>Admin. Assistant II (JO) Provincial Budget Office</i>
4. None	<p>4. Compute for the Personal Services (PS) Limitation, fill up the following:</p> <ul style="list-style-type: none"> • Summary Worksheet No. 1: Total PS Cost for Waived Items • Summary Worksheet No. 2: Total Annual PS Budget <p>4.1 Deliberate pre-review findings to the Supervising Administrative Officer</p>	None	1 day per transaction	<i>Admin. Assistant II (JO) Provincial Budget Office</i>



5. NONE 5.1 Verify PBO concerns and provide necessary documents or replacement of page/s if necessary	5. Assess and validate the pre-review findings 5.1 Coordinate with the concerned Local Budget Officer for verifications and clarifications (<i>if necessary</i>)	None	1 day per transaction	Supervising Admin. Officer Provincial Budget Office
6. NONE	6. Conduct Technical Review based on existing budgetary issuances/ guidelines. 6.1 Countercheck accuracy of computations and prescribed format of Annual Budget 6.2 Encode on the Local Budget Review excel file: • Local Budget Review Form No. 3A: Summary of Worksheet - Receipts & Expenditures • Local Budget Review Form No. 3-B: Budgetary Requirements & Limitations	None	16 days per transaction	Supervising Admin. Officer Provincial Budget Office
7. NONE	7. Fill up Local Budget Review Form No. 2: Summary of Findings and Recommended Review Actions 7.1 Prepare draft of Preliminary Review Letter. Review Action may be: • Declare the Appropriation Ordinance operative in its entirety • Declare the Appropriation Ordinance operative in its entirety, subject to conditions • Declare the Appropriation Ordinance inoperative in its entirety • Declare the Appropriation Ordinance inoperative in part.	None	2 days per transaction	Supervising Admin. Officer Provincial Budget Office



8. None	8. Deliberate on technical review findings to the Provincial Budget Officer 8.1 Finalize and print the Preliminary Review Letter upon the approval of the Provincial Budget Officer	None	3 hours, 30 minutes per transaction	<i>Supervising Admin. Officer</i> <i>Provincial Budget Officer</i> <i>Provincial Budget Office</i>
9. None	9. Sign the Preliminary Review Letter	None	3 hrs per transaction	<i>Provincial Budget Officer</i> <i>Provincial Budget Office</i>
10. Receive Preliminary Review Letter	10. Transmit the Preliminary Review Letter to Sanggunian Panlalawigan.	None	15 minutes per transaction	<i>Administrative Assistant I</i> <i>Provincial Budget Office</i>
TOTAL:		NONE	33 Days	

Budget Review -Review of the Approved Annual Budget of 11 Municipalities and 1 City qualified for multi-stage processing.



2. Budget Review - Review of the Approved Supplemental Budget of 11 Municipalities and 1 City

Budget Review is the third phase in the local budget process. Its primary purpose is to determine whether the Appropriation Ordinance has complied with the budgetary requirements and general limitations set forth in the Local Government Code of 1991, as well as provisions of other applicable laws. It starts from the time the reviewing authority receives the Appropriation Ordinance for review and ends with the issuance of the review action. (Budget Operations Manual, 2016 e.)

Office or Division:	Provincial Budget Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Sangguniang Panlalawigan, 1 Component City and 11 Municipalities of the Province of Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement letter from the Sangguniang Panlalawigan Chairman on Committee on Finance, Budget, Appropriations and Ways and Means 2. Transmittal Letter from the Secretary to the Sanggunian 3. Appropriation Ordinance duly signed by the Secretary to the Sanggunian, Presiding Officer and Local Chief Executive 4. Local Budget Preparation Forms No. 8: Statement of Funding Sources 5. Local Budget Preparation Forms No. 9: Statement of Supplemental Appropriation 6. Local Budget Preparation Forms No. 3A: Plantilla of LGU Personnel (if applicable) 7. Supplemental AIP with approving Sanggunian Resolutions (if applicable) 8. Certification of Funding Source (if applicable)	Sanggunian



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the LGU Annual Budget with endorsement letter	1. Receives Appropriation Ordinance with corresponding attachments 1.2 Conducts initial assessment on the completeness of documents	None	15 minutes per transaction	<i>Administrative Assistant I Provincial Budget Office</i>
2. NONE	2. Attaches and fills up Routing Slip 2.1 Encodes in excel file Monitoring of Budget Review, with details: LGU, Routing Slip Reference No. and Date received 2.2 Checks the completeness of documents, to wit: • Endorsement letter from the Sangguniang Panlalawigan Chairman on Committee on Finance, Budget, Appropriations and Ways and Means • Transmittal Letter from the Secretary to the Sanggunian • Appropriation Ordinance duly signed by the Secretary to the Sanggunian, Presiding Officer and Local Chief Executive • Local Budget Preparation Forms No. 8: Statement of Funding Sources • Local Budget Preparation Forms No. 9: Statement of Supplemental Appropriation • Local Budget Preparation Forms No. 3A: Plantilla of LGU Personnel (if applicable) • Supplemental Annual Investment Program (if applicable) • Certification of Funding Source (if applicable) 2.3 Accomplish Local Budget Review Form No. 1B: Checklist on Documentary and Signature Requirements for the Supplemental Budget	None	1 hour per transaction	<i>Admin. Assistant II (JO) Provincial Budget Office</i>
3. NONE	3. Pre-reviews and checks the accuracy of computations and information in the Appropriation Ordinance with corresponding Statement of Funding Sources and Statement of Supplemental Appropriations. 3.1 Checks Local Budget Preparation Forms No. 3A: Plantilla of LGU Personnel with corresponding LBP Form 8 and 9 (if applicable). 3.2 Checks Supplemental AIP (if applicable)	NONE	5 days per transaction	<i>Admin. Assistant II (JO) Provincial Budget Office</i>



4. NONE	<p>4. Computes for the Personal Services (PS) Limitation, update the following: <i>(if applicable)</i></p> <ul style="list-style-type: none"> • <i>Summary Worksheet No. 1: Total PS Cost for Waived Items</i> • <i>Summary Worksheet No. 2: Total Annual PS Budget</i> <p>4.1 <i>Deliberate pre-review findings to the Supervising Administrative Officer</i></p>	NONE	2 hrs per transaction	Admin. Assistant II (JO) Provincial Budget Office
<p>5. NONE</p> <p>5.1 Verifies PBO concerns and provide necessary documents or replacement of page/s if necessary</p>	<p>5. Assesses and validates the pre-review findings</p> <p>5.1 Coordinate with the concerned Local Budget Officer for verifications and clarifications <i>(if necessary)</i></p>	None	1 day per transaction	Supervising Admin. Officer Provincial Budget Office
6. None	<p>6. Conducts Technical Review based on existing budgetary issuances/ guidelines.</p> <p>6.1 Counterchecks accuracy of computations and prescribed format of Supplemental Budget</p>	None	6 days per transaction	Supervising Admin. Officer Provincial Budget Office



7. None	<p>7. Fills- up Local Budget Review Form No. 2: Summary of Findings and Recommended Review Actions</p> <p>7.1 Prepares draft of Preliminary Review Letter. Review Action may be:</p> <ul style="list-style-type: none"> • Declares the Appropriation Ordinance operative in its entirety • Declares the Appropriation Ordinance operative in its entirety, subject to conditions • Declares the Appropriation Ordinance inoperative in its entirety • Declares the Appropriation Ordinance inoperative in part. 	None	2 days per transaction	<i>Supervising Admin. Officer Provincial Budget Office</i>
8. None	<p>8. Deliberates on technical review findings to the Provincial Budget Officer</p> <p>8.1 Finalizes and print the Preliminary Review Letter upon the approval of the Provincial Budget Officer</p>	None	2 hours, 30 minutes per transaction	<i>Supervising Admin. Officer Provincial Budget Officer Provincial Budget Office</i>
9. None	9. Signs the Preliminary Review Letter	None	2 hours per transaction	<i>Provincial Budget Officer Provincial Budget Office</i>
10. Receives Preliminary Review Letter	10. Transmits the Preliminary Review Letter to Sanggunian Panlalawigan.	None	15 minnutes per transaction	<i>Administrative Assistant I Provincial Budget Office</i>
TOTAL:		None	15 Days	



PROVINCIAL BUDGET OFFICE

INTERNAL SERVICES



1. Receiving and Checking of BAC documents

This administrative process involves receive and checking of incoming Bids and Awards (BAC) documents, i.e. Abstract of Quotations, Resolutions etc.

Office or Division:	Provincial Budget Office / Administrative Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Bids and Awards Committee

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BAC Documents		BAC Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards BAC Documents to Provincial Budget Office	1. Receives and attaches BAC Documents' Internal Routing Slip (AOQ/ RES-2023-00xx)	NONE	2 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>
2. None	2. Encodes in BAC Tracking and Monitoring System (BTMS); fill up BAC Documents' Internal Routing Slip (AOQ/ RES-2023-00xx)	NONE	3 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>
3. None	3. Checks BAC Documents; fill up BAC Documents' Internal Routing Slip (AOQ/ RES-2023-00xx); <i>(attach remarks slip if there is a discrepancy in the document subject for return)</i>	NONE	10 Minutes	<i>Administrative Officer II Provincial Budget Office</i>



4. None	4. Checks correctness and accuracy of all documents prior signature; Fill up BAC Documents' Routing Slip (AOQ/RES-2023-00xx)	NONE	8 Minutes	Provincial Budget Officer (BAC Member)
5. None	5. Scans signed BAC Documents; fill up BAC Documents' Internal Routing Slip (AOQ/RES-2023-00xx)	NONE	3 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
6. None	6. Prepares transmittal letter; fill up BAC Documents' Internal Routing Slip (AOQ/RES-2023-00xx)	NONE	2 Minutes	<i>Provincial Budget Officer PGB BAC Member</i>
7. None	7. Transmits BAC Documents; fill up BAC Documents' Internal Routing Slip (AOQ/RES-2023-00xx)	NONE	7 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>
8. None	8. Updates BAC Tracking and Monitoring System (BTMS); fill up BAC Documents' Internal Routing Slip (AOQ/RES-2023-00xx)	NONE	3 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>
TOTAL:		NONE	38 Minutes	



2. Checking of Appropriation and Appointment of PGB Job Order personnel (New, Replacement, Upgrade)

This administrative process involves checking the accuracy and appropriation of Job Order Appointment (under General Fund, Peace and Order, Sangguniang Panlalawigan, Covid Facilities, Special Education Fund and Engineering Supervision)

Office or Division:	Provincial Budget Office / Administrative Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Human Resource Management Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order appointment		1. PHRMO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PHRMO Staff forwards appointment to PBO	1. Receives appointment	None	5 Minutes	Administrative Officer II Provincial Budget Office
2. Checking of Appropriation and Appointment of PGB Job Order personnel (New, Replacement, Upgrade)	2. Checks and encodes appointment in PBO list of Job Order; <i>(Prepare return slip transmittal if there is a discrepancy in the appointment)</i>	None	8 Minutes	Administrative Officer II Provincial Budget Office
3. None	3. Fills up Admin's Internal Routing Slip (JO-2023-00xx); encode in PBO Job Order list and Administrative Document Monitoring System - Google Spreadsheet (ADMS-GS)	None	3 Minutes	Administrative Officer II Provincial Budget Office
4. None	4. Discusses with Provincial Budget Officer the findings in the appointment; <i>(Prepare return slip transmittal if needed)</i>	None	15 Minutes	Administrative Officer II Provincial Budget Office



5. None	5. Checks correctness and accuracy of appointment prior signature to certify the existence of Appropriation; Fill up Admin's Internal Routing Slip (JO-2023-00xx)	None	6 Minutes	<i>Provincial Budget Officer Provincial Budget Office</i>
6. None	6. Scans certified appointment; fill up Admin's Internal Routing Slip (JO-2023-00xx)	None	10 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
7. None	7. Prepares transmittal letter; fill up Admin's Internal Routing Slip (JO-2023-00xx)	None	3 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
8. None	8. Transmits Job Order appointment to PHRMO; fill up Admin's Internal Routing Slip (JO-2023-00xx)	None	7 Minutes	<i>Administrative Assistant I Administrative Aide III Provincial Budget Office</i>
9. None	9. Updates Administrative Document Monitoring System - Google Spreadsheet (ADMS-GS)	None	3 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
TOTAL:		None	1 Hour	



3. Checking of Appropriation and Renewal of PGB Job Order personnel

This administrative process includes checking of accuracy and appropriation of PGB Job Order Renewal (General Fund, Peace and Order, Sangguniang Panlalawigan, Covid facilities, Special Education Fund, and Engineering Supervision).

Office or Division:	Provincial Budget Office - Administrative Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Human Resource Management Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Renewal		PHRMO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PHRMO Staff forward renewal to PBO	1.1 Receives renewal and attach Admin's Internal Routing Slip (JO-2023-00xx); encode in Administrative Document Monitoring System - Google Spreadsheet (ADMS-GS)	None	10 Minutes	Administrative Officer II Provincial Budget Office
2. None	2. Checks accuracy of PGB Job Order Renewal vs PBO list of Job Order; fill up Admin's Internal Routing Slip (JO-2023-00xx); (Prepare return slip transmittal if there is a discrepancy in the renewal)	None	1 Day, 6 Hours	Administrative Officer II Provincial Budget Office
3. None	3. Discusses with Provincial Budget Officer the findings/ adjustments in the PGB Renewal	None	35 Minutes	Administrative Officer II Provincial Budget Office
4. None	4. Checks correctness and accuracy of PGB Renewal prior signature to certify the existence of Appropriation; Fill up Admin's Internal Routing Slip (JO-2023-00xx)	None	1 Day, 4 Hours	Provincial Budget Officer Provincial Budget Office



5. None	5. Photocopies PGB Job Order Renewal; fill up Admin's Internal Routing Slip (JO-2023-00xx)	None	15 Minutes	<i>Administrative Aide III Provincial Budget Office</i>
6. None	6. Prepares transmittal letter; fill up Admin's Internal Routing Slip (JO-2023-00xx)	None	6 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
7. None	7. Transmits PGB Job Order Renewal to PHRMO; fill up Admin's Internal Routing Slip (JO-2023-00xx)	None	15 Minutes	<i>Administrative Aide III Administrative Assistant I Provincial Budget Office</i>
8. None	8. Updates Administrative Document Monitoring System - Google Spreadsheet (ADMS-GS)	None	6 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
TOTAL:		None	3 days, 3 Hours, 27 minutes	



4. Budget Execution and Accountability- Revision of Project Procurement Management Plan (PPMP)

This pertains to client's request for the revision of their Project Procurement Management Plan.

Office or Division:	Provincial Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PGB Offices/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter duly signed by the requesting Department/Office (1 Original) 2. Revised PPMP (1 Original)		1. Requesting Office/Department		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request letter for the revision of PPMP	1. Receives letter request for Release of Allotment. 1.1 Conducts initial assessment 1.2 Attaches Routing slip for Revision of PPMP 1.3 Endorses to Officer in-charge by Sector	None	10 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>



2. None	2. Encodes in Google Sheet Monitoring for revision of PPMP 2.1 Forwards to Provincial Budget Officer for approval	None	10 Minutes	<i>Budget Officer I (General Public Sector) Administrative Officer IV (Social Services) Administrative Officer II (Economic Services) Provincial Budget Office</i>
3. None	3. Approves the request for the revision of PPMP	None	10 Minutes	<i>Provincial Budget Officer Provincial Budget Office</i>
4. None	4. Checks the revised PPMP 4.1 Encodes and updates the BDMS based on the revised PPMP 4.2 Files the revised PPMP to the appropriate folder	None	1 Hour	<i>Budget Officer I (General Public Sector) Administrative Officer IV (Social Services) Administrative Officer II (Economic Services) Provincial Budget Office</i>
TOTAL:		NONE	1 Hour , 30 Minutes	



5. Budget Execution and Accountability- Request for the Realignment of Funds thru Executive Order

Realignment of Funds pertain to the authority of the local chief executive or the presiding officer of the Sanggunian concerned may, by executive order/office order, be authorized to realign any item in the approved annual budget for their respective offices from savings in other items within the same expense class of their respective appropriations.

Office or Division:	Provincial Budget Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PGB Offices/Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter duly signed by the requesting Department/Office with approval/endorsement by the Provincial Governor's Authorized Representative (1 original copy) 2. Revised PPMP (1 original copy)	1. Requesting Office/Department

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request letter for the Realignment of Fund and Revised PPMP	1. Receives letter request for Release of Allotment. 1.1 Conducts initial assessment on completeness of the following: • Signature of Requesting Department/Office • Approval/endorsement from the Provincial Governor's Authorized Representative 1.2 Attach Routing slip for EO 1.3 Endorse to Officer in-charge	None	10 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>
2. NONE	2. Scans the request letter 2.1 Endorses to Officer in-charge by Sector	None	5 Minutes	<i>Administrative Officer II Provincial Budget Office</i>



3. NONE 3.1 Verify PBO concerns and queries regarding their request	3. Evaluates and verifies request based on Appropriation, Allotment, Balance of Allotment, Balance of Appropriation and Obligations. 3.1 Coordinates with the requesting Office for verifications and clarifications, as necessary 3.2 Encodes in Google Sheet Monitoring of request of realignment: particulars, amount and account charging. 3.3 Discusses with the Supervising Administrative Officer 3.4 Forwards to Provincial Budget Officer for approval	None	30 Minutes	Budget Officer I (General Public Sector) Administrative Officer IV-JO (Social Services) Administrative Officer II-JO (Economic Services) Supervising Administrative Officer Provincial Budget Office
4. NONE	4. Approves the request for realignment	NONE	10 Minutes	Provincial Budget Officer Provincial Budget Office
5. NONE	5. Encode in Google Sheet Monitoring of Executive Order 5.1 Prepare Executive Order. Encode Office, Class Expenses, Account Code, Amount in word and figure and date 5.2 Print two (2) copies of Executive Order 5.3 Forwards to Provincial Budget Officer for initial	NONE	30 Minutes	Supervising Administrative Officer Provincial Budget Office
6. NONE	6. Recommends to the Approval by attaching initial to the EO	None	10 Minutes	Provincial Budget Officer Provincial Budget Office
7. NONE	7. Encodes Executive Order in the BDMS	None	20 Minutes	Budget Officer I (General Public Sector) Administrative Officer IV-JO (Social Services) Administrative Officer II-JO (Economic Services) Provincial Budget Office



8. NONE	8. Encodes Executive Order in Real Time Budget Analytics database		15 Minutes	Administrative Aide IV Provincial Budget Office
9. NONE	9. Transmits to Provincial Governor's Office for signature of the Local Chief Executive	None	5 Minutes	Administrative Assistant I Provincial Budget Office
10. NONE	10. Receives the LCE approved/ signed Executive Order from the Provincial Governor's Office <i>Note: Timeframe for the signing of the Local Chief Executive may take 1 to 5 days</i>	None	5 Minutes	Administrative Assistant I Provincial Budget Office
11. NONE	11. Scans the signed Executive Order 11.1 Uploads to Google drive and link to Google Sheet Monitoring 11.2 Sends email of the Executive Order to the client/end-user 11.3 Photocopies four (4) copies of the signed Executive Order 11.4 Transmits the copies to PPDO, PAccO, PTO & PGO 11.5 Files Executive Order to appropriate folder	None	10 Minutes	Administrative Assistant I Administrative Officer II Provincial Budget Office
TOTAL:		None	2 Hours, 30 Minutes	



6. Budget Execution and Accountability - Request for the Cancellation of Obligation Request

This pertains to client's request for the cancellation of Obligation Request (ObR).

Office or Division:	Provincial Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PGB Offices/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter duly signed by the requesting Department/Office (1 Original) 2. Obligation Request (ObR) (1 Original - Approved ObR)		1. Requesting Office/Department		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request letter for the Realignment of Fund and Revised PPMP	1. Receives letter request for Release of Allotment. 1.1 Conducts initial assessment on completeness of the following: • Signature of Requesting Department/Office • Attach Obligation Request 1.2 Attaches Routing slip for cancellation 1.3 Endorses to Officer in-charge	None	10 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>
2. None	2. Scans the request letter 2.1 Endorses to Officer in-charge	None	5 Minutes	<i>Administrative Officer II Provincial Budget Office</i>



3. None	3. Reviews and assesses on the purpose/reason of cancellation 3.1 Forwards to Provincial Budget Officer for signature	None	10 Minutes	<i>Supervising Administrative Officer Provincial Budget Office</i>
4. None	4. Approves the request for the revision of PPMP	None	10 Minutes	<i>Provincial Budget Officer Provincial Budget Office</i>
5. None	5. Checks the Request letter 5.1 Updates record in the BDMS	None	20 Minutes	<i>Budget Officer I (General Public Sector) Administrative Officer IV-JO (Social Services) Administrative Officer II-JO (Economic Services) Provincial Budget Office</i>
6. None	6. Encodes in Google Sheet Monitoring of Request of Cancellation 6.1 Updates record in the Google Sheet Monitoring - BOSS Monitoring	None	10 Minutes	<i>Administrative Officer II (JO) Provincial Budget Office</i>
7. None	7. Encodes and updates in Google Sheet Monitoring - ObR Expenditure Monitoring 7.1 Updates in the database of Real Time Budget Analytics	None	10 Minutes	<i>Administrative Aide IV Provincial Budget Office</i>
8. None	8. Files the Request Letter to appropriate folder 8.1 Uploads the scanned copy to Google Drive 8.2 Updates and link to the Google Sheet Monitoring	None	15 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
TOTAL:		NONE	1 Hour, 30 Minutes	



7. Budget Execution and Accountability- Checking of Project Proposal

This is related to checking of Project Proposal as to Appropriation, Allotment, Balances, FPP, Funding Source and PPMP

Office or Division:	Provincial Budget Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	PGB Offices/Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal (3 Original Copy) 2. Routing slip (1 Original)		1. Requesting Office/Department 2. Provincial Accounting Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Project Proposal	1. Receives Project Proposal 1.1 Encodes in Google Sheet Monitoring - Project Proposal 1.2 Attaches appropriate routing slip 1.3 Endorses to Officer in-charge	None	10 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
2. NONE 2.1 Verifies PBO concerns and queries regarding their request	2. Evaluates and verifies the proposal based on Appropriation, Allotment and Balance of Allotment. 2.1 Coordinates with the requesting Office for verifications and clarifications, as necessary 2.2 Forwards to Provincial Budget Officer for initial and signature	None	30 Minutes	<i>Budget Officer I (General Public Sector) Administrative Officer IV-JO (Social Services) Administrative Officer II-JO (Economic Services) Provincial Budget Office</i>
3. NONE	3. Recommends to the Approval by attaching initial to the Project Proposal and Initial to the routing slip	None	10 Minutes	<i>Provincial Budget Officer Provincial Budget Office</i>
4. NONE	4. Scans the Project Proposal 4.1 Uploads the scanned copy to the Google Drive 4.2 Updates the Google Sheet Monitoring - Project Proposal 4.3 Transmits to PAccO	None	10 Minutes	<i>Administrative Officer II Provincial Budget Office</i>
TOTAL:		None	1 Hour	



8. Budget Preparation - Supplemental Budget

Changes in the annual budget may be done through supplemental budgets under the following circumstances:

- a. When supported by funds actually available as certified by the local treasurer;
- b. If covered by new revenue/sources; and c. In times of Public Calamity.

Office or Division:	Provincial Budget Office
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	PGB Offices/Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter duly signed by the requesting Department/Office with approval/endorsement by the Provincial Governor's Authorized Representative (1 original copy) 2. Sanggunian Resolution (if applicable) (1 photo copy) 3. Project Procurement Management Plan (PPMP) (if applicable) (1 original copy) 4. Project Proposal (if applicable) (1 original copy)	Not Applicable

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter with corresponding attachment (if necessary) 1.4 Verifies PBO concerns and queries regarding their request	1. Receives the letter requesting for Supplemental Budget. 1.1 Checks the approval/endorsement from the LCE's authorized representative; 1.2 Conducts initial assessment for the completeness of necessary supporting documents/ attachment based on the request; 1.3 Encodes in the excel file of Monitoring of Supplemental Requests. Attach Routing Slip; 1.4 Coordinates with concerned Office for verifications and clarifications (if necessary)	None	15 Minutes	<i>Administrative Assistant I</i> <i>Administrative Officer IV</i> <i>Supervising Admin. Officer</i> <i>Provincial Budget Office</i>



2. None	2. Endorses to the concerned staff of Execution and Accountability Division for validation on the reversion of accounts and amount <i>(if applicable)</i>	None	15 Minutes	<i>Budget Officer I, or Admin. Officer IV (JO), or Admin. Officer II (JO) Supervising Admin. Officer Provincial Budget Office</i>
3. None	3. Forwards the Supplemental Budget request to the Provincial Budget Officer for initial evaluation and recommendations	None	20 Minutes	<i>Supervising Admin. Officer Provincial Budget Officer Provincial Budget Office</i>
4. None	4. Encodes the request in the excel file of Local Budget Preparation No. 9: Statement of Supplemental Appropriations. 4.1 Checks the existence of AIP Code, encode in the Google Spreadsheet-AIP Monitoring maintained by PPDO and PBO for new program; 4.2 Encodes request in the excel file of Supplemental Annual Investment Program (AIP), <i>(if applicable)</i>	None	20 Minutes	<i>Administrative Officer IV Supervising Admin. Officer Provincial Budget Office</i>
5. None	5. Encodes the proposed reversion of account and amount in the Local Budget Preparation No. 8: Statement of Funding Sources 5.1 Updates the Local Budget Preparation Form No. 3A (Plantilla of LGU Personnel) <i>(if applicable)</i>	None	20 Minutes 1 Day	<i>Administrative Officer IV Supervising Admin. Officer Provincial Budget Office</i>



6. None	<p>6. Presents the draft of Supplemental Budget to the Local Finance Committee and Local Chief Executive</p> <p><i>Note: Submission of consolidated draft of Supplemental Budget may vary depending on the availability of Funding Sources</i></p>	None	6 Hours	Provincial Budget Officer Provincial Budget Office
7. None	7. Adjusts the draft of Supplemental Budget based on LFC and LCE discussions.	None	2 Days	Administrative Officer IV Supervising Admin. Officer Provincial Budget Office
8. None	<p>8. Prints 3 copies and route document for signature of the Local Finance Committee and Local Chief Executive:</p> <p>1st copy - Sangguniang Panlalawigan</p> <p>2nd copy - Provincial Budget Office</p> <p>3rd copy - Department of Budget and Management</p> <p>8.1 Prepare Urgent Request Letter signed by the LCE for transmittal to the Sanggunian Panlalawigan</p>	None	2 Days	Administrative Officer IV Supervising Admin. Officer Provincial Budget Office
9. Sangguniang Panlalawigan to receives the Urgent Request for Supplemental Budget	<p>9. Forwards 1 complete set of Supplemental Budget to the Sanggunian for enactment, to wit:</p> <ul style="list-style-type: none"> • Urgent Request Letter for Supplemental Budget • Local Budget Preparation No. 8 • Local Budget Preparation No. 9 • Local Budget Preparation No. 3A (if any) • Urgent Request Letter for Supplemental AIP • Supplemental Annual Investment Program 	None	30 Minutes	Administrative Officer IV Supervising Admin. Officer Provincial Budget Office
TOTAL:		None	6 Days	



9. Budget Preparation - Special Education Fund Annual Budget

Special Education Fund is one of the special funds that shall be maintained by every provincial, city and municipal treasury. Proceeds from the additional one percent (1%) tax on real property accruing to the SEF shall be released to the Local School Boards and shall be allocated to operation and maintenance of public schools, construction and repair of school buildings, facilities and equipment, educational research, purchase of books and periodicals and sports development as per Section 272 of RA 7160

Office or Division:	Provincial Budget Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Local School Board and/or DepEd Division Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Minutes of the Meeting of the Provincial School Board containing Proposed SEF Annual Budget 2. Project Procurement Management Plan (PPMP)		Local School Board		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnishes the Provincial Budget Office the copy of Minutes of the Meeting containing Proposed SEF Annual Budget	1. Receives PSB Minutes of the Meeting containing Proposed SEF Annual Budget	None	5 Minutes	Supervising Admin. Officer Provincial Budget Office
2. None 2.2 Verify PBO concerns and provide necessary supporting documents if necessary	2. Coordinates with the Provincial Treasurer for the submission of the Estimated Income for the Budget Year. 2.1 Conducts review on the Proposed Program/Project/ Activity based on allowable items in the Section 272 of RA No. 7160, such as: • Operation and Maintenance of Public Schools; • Construction and repair of school buildings; • Facilities and equipment; • Purchase of books and periodicals, and • Sports development 2.2 Coordinates with PSB Secretary for verifications and clarifications (<i>if necessary</i>)	None	1 Day	Supervising Admin. Officer Provincial Budget Officer Provincial Budget Office



3. None	<p>3. Assists the PSB by encoding the details of the Minutes of the Meeting in the excel file of the following forms:</p> <ul style="list-style-type: none"> • SEF Budget Authorization Form No. 01: Board Resolution; • SEF Budget Preparation Form No. 1: Income and Expenditure Estimates; • Local Budget Preparation Form No. 1: Budget of Expenditures and Sources of Financing <p>3.1 Print all documents.</p>	None	3 Days	<i>Supervising Admin. Officer Provincial Budget Office</i>
4. None	4. Organizes and ring bind for transmittal to the Local School Board for signature.	None	30 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>
TOTAL:		None	4 Days, 35 Minutes	



10. Preparation of Requested Technical Reports Pertaining to the Provincial Budget Office

The Provincial Budget Office prepares documents as requested by the Offices in the Provincial Government of Bataan, National Government Agencies, and Other entities

Office or Division:	Provincial Budget Office
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Offices in the Provincial Government of Bataan, National Government Agencies, and Other entities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly signed by the requesting Office		Not Applicable		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to Receiving Area	1. Receives letter request 1.1 Forwards the letter request to the Provincial Budget Officer for assessment	None	15 Minutes	<i>Administrative Assistant I Provincial Budget Office</i>
2. None	2. Verifies and assess the request and forwards the request to the Supervising Administrative Officer	None	1 Hour	<i>Provincial Budget Officer Provincial Budget Office</i>
3. None	3. Prepares the Requested technical report and provide supporting data as applicable: • For simple and complex transactions, the Budget Officer I may prepare report and forward to the Supervising Administrative Officer for review and evaluation. • For highly technical transactions, the Supervising Administrative Officer shall prepare report and forward to the Provincial Budget Officer for review and evaluation.	None	3 Days for Simple 7 Days for Complex 20 Days for Highly Technical	<i>Administrative Officer II Supervising Admin. Officer Provincial Budget Officer Provincial Budget Office</i>



4. None	4. The Provincial Budget Officer verifies and signs the document	None	1 Hour	<i>Provincial Budget Officer Provincial Budget Office</i>
5. None	5. Forwards the document to the requesting office or office concerned	None	15 Minutes	<i>Administrative Aide III Provincial Budget Office</i>
TOTAL for Simple Technical Reports:		None	3 days, 2 hours, 30 minutes	
TOTAL for Complex Technical Reports:		None	7 days, 2 hours, 30 minutes	
TOTAL for Highly Technical Reports:		None	20 days, 2 hours, 30 minutes	



PROVINCIAL TREASURE'S OFFICE

EXTERNAL SERVICES



1. Issuance of Certificate of Posting

Issues as compliance to Order of the Regional Trial Court

Office or Division: Provincial Treasurer's Office/ Fiscal Operations Review-Treasury Management Unit/Collection Division

Classification: Simple

Type of Transaction: G2C- Government to Citizen

Who may avail: All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order and or Petition (1 photocopy) Official Receipt (AF51) (1 original)		Trial Court Cash Receipts Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Treasury Management Personnel in counter 1 to 4, presents the order and or petition and waits to be called	1. Borrows the copy of order and or petition	None	1 minute	Computer Operator I Fiscal Operations Review-Treasury Management Unit
2. None	2. Finds the copy of order and or petition for verification of date received and posted * If there is a copy proceeds to next step * If there is no copy, informs the client that the order should be posted first for at least two weeks before the issuance of certificate of posting and reminds them to come back after two weeks	None	5 minutes	Supply Officer I Fiscal Operations Review-Treasury Management Unit
3. None	3. Informs the client to pay the certification fee in counter 2 to 4	None	1 minute	Computer Operator I Fiscal Operations Review-Treasury Management Unit



4. Proceeds to Collection Division, counter 2 to 4 and pays the corresponding fee and waits to be called again	4. Prepares the official receipt and gives to Admin Personnel (Accountable Form 51)	PHP 100	3 minutes	Revenue Collection Clerk III Collection Division
5. None	5. Encodes the details found in the order and in the Official Receipt in the format of certificate and prints the draft of Certificate	None	8 minutes	Computer Operator I Fiscal Operations Review-Treasury Management Unit
6. None	6. Checks the information and indicates initial	None	2 minutes	Administrative Officer III Fiscal Operations Review-Treasury Management Unit
7. None	7. Finalizes and prints the Certificate of Posting	None	1 minute	Computer Operator I Fiscal Operations Review-Treasury Management Unit
8. None	8. Checks the final print and indicates initial	None	1 minute	Administrative Officer III Fiscal Operations Review-Treasury Management Unit
9. None	9. Reviews the Certificate and indicates initial	None	2 minutes	Assistant Provincial Treasurer Provincial Treasurer's Office
10. None	10. Signs the Certificate of Posting	None	5 minutes	Provincial Treasurer Provincial Treasurer's Office
11. Receives the Certificate of Posting together with the Official Receipts and the borrowed Order and or Petition	11. Releases the Certificate of Posting together with the Official Receipts and the borrowed Order and or Petition	None	1 minute	Computer Operator I Fiscal Operations Review-Treasury Management Unit
TOTAL:		PHP 100	30 minutes	

Issuance of Certificate of Posting is covered under Bataan Revenue Code of 2014 Article L Section 80



2. Issuance of certified photocopied of office document/s

Ensuring that all photocopies of documents requested are true and correct

Office or Division:	Provincial Treasurer's Office/ Fiscal Operations Review-Treasury Management Unit/Collection Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopied document/s		All Divisions in the Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for certified photocopy of document in counter 1 to 6	1. Gets, photocopies the requested document and forwards to Treasury Management Unit * Revenue Operations Document * Collection Document * Treasury Mgmt. Unit Document * Fiscal Analysis Document * Disbursement Document	None	3 minutes	<i>Bookbinder II</i> <i>Revenue Operations Division</i> <i>Computer Operator I</i> <i>Collection Division</i> <i>Supply Officer I</i> <i>Fiscal Operations Review-Treasury Management Unit</i> <i>Local Treasury Operation Officer III</i> <i>Fiscal Operations Review-Fiscal Analysis</i> <i>Cashier III</i> <i>Disbursement Division</i>



2. None	2. Checks and signs the photocopy of document	None	2 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
3. None	3. Informs the client to pay the corresponding fee in the Collection Division counter 2 to 4 * Revenue Operations Document * Collection Document * Treasury Mgmt. Unit Document * Fiscal Analysis Document * Disbursement Document	None	1 minute	<i>Bookbinder II Revenue Operations Division Computer Operator I Collection Division Supply Officer I Fiscal Operations Review-Treasury Management Unit Local Treasury Operation Officer III Fiscal Operations Review-Fiscal Analysis Cashier III Disbursement Division</i>
4. Proceeds to Collection Division counter 2 to 4 and pays the corresponding fee	4. Prepares the official receipt and gives to Treasury Mgmt Personnel (Accountable Form 51).	PHP 100 per document and additional PHP20.00 for the second page and every succeeding pages	3 minutes	<i>Revenue Collection Clerk III Collection Division</i>
5. Receives the certified photocopy of document together with the Official Receipts	5. Releases the certified photocopy of document together with the Official Receipts	None	1 minute	<i>Revenue Collection Clerk III Collection Division</i>
TOTAL:		PHP 100 per document and additional PHP20.00 for the second page and every succeeding pages	10 minutes	

Issuance of Certified Photocopy of Document is covered under Bataan Revenue Code of 2014 Article L Section 80



3. Preparation of Requisition and Issue Voucher, Invoice and Receipt for the Issuance of Accountable Forms

This involves the issuance of the accountable forms and certificate of tax clearance to the Municipal Treasurer's Office, National Government Agencies and Provincial Treasurer's Office collectors.

Office or Division:	Provincial Treasurer's Office/ Fiscal Operations Review-Fiscal Analysis Review
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Treasurer's Office / Municipal Treasurer's Office / National Government Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Voucher (4 original)		Provincial Treasurer's Office		
Invoice and Receipt of Accountable Forms (4 original)		Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Municipal Treasurer's Office (MTO) / National Government Agencies (NGA) - sends the accomplished Requisition and Issue Voucher (RIV) and Invoice and Receipt of Accountable Forms (IRAF) in excel file through email. 1.2 Provincial Treasurer's Office (PTO) collectors - requests accountable forms	1.1 MTO or NGA -Processes and sends back the RIV and IRAF. 1.2 PTO collectors -Processes the RIV for signature by the Provincial Treasurer and IRAF.	None	15 minutes	<i>Local Treasury Operations Officer II Fiscal Operations Review- Fiscal Analysis Review</i>
2. None	2. Signs the RIV for PTO collectors.	None	5 minutes	<i>Provincial Treasurer Fiscal Operations Review- Fiscal Analysis Review</i>
3. Signs the logbook of accountable forms	3. Issues the requested accountable forms.	None	10 minutes	<i>Local Treasury Operations Officer III Fiscal Operations Review- Fiscal Analysis Review</i>
TOTAL:		None	30 minutes	



4. Conduct of Technical Supervisory Visit and Inspection of the 11 Municipal Treasurer's Office and Preparation of the Local Treasury Operations Evaluation Report and Local Treasury Operations Post-Evaluation Report

Pursuant to Section 470 paragraph E of RA 7160 and Section 18 paragraph B of the Local Treasury Operations Manual, the Provincial Treasurer or his/her designated officers shall conduct treasury operations evaluation of the municipal treasury offices.

Office or Division:	Provincial Treasurer's Office/ Fiscal Operations Review-Fiscal Analysis Review
Classification:	Complex
Type of Transaction:	G2G -Government to Government
Who may avail:	Municipal Treasurer's Offices within the Province

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Manual Evaluation of Local Treasury Operation (MELTO) Forms (original copies) Financial Statements (1 photocopy) Bank Reconciliation (1 photocopy) Snapshots (1 photocopy) Report of Accountability for Accountable Forms (1 photocopy) Report of Checks Issued (1 photocopy)	Provincial Treasurer's Office (PTO) Municipal Treasurer's Office (MTO), Municipal Accountant's Office Municipal Treasurer's Office (MTO), Municipal Accountant's Office Municipal Treasurer's Office (MTO), Municipal Accountant's Office Municipal Treasurer's Office (MTO), Municipal Accountant's Office Municipal Treasurer's Office (MTO), Municipal Accountant's Office Municipal Treasurer's Office (MTO), Municipal Accountant's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the MELTO forms and prepares the Financial Statements, Bank reconciliation, Snapshots, Report of Accountability for Accountable Forms, Report of Checks Issued	1. Sends the MELTO forms and the letter of inspection notice to the MTO to be evaluated via e-mail and list of supporting documents to be prepared	None	5 minutes	<i>Local Treasury Operations Officer III Fiscal Operations Review-Fiscal Analysis Review</i>
2. Prepares additional documents requested	2. Conducts the technical visit and inspection of the Municipal Treasurer's Office and requests the additional documents if needed	None	2 days	<i>Local Treasury Operations Officer III Fiscal Operations Review-Fiscal Analysis Review Local Treasury Operations Officer IV, Fiscal Operations Review-Fiscal Analysis Review</i>



4. None	4. Reviews the prepared LTOE report	None	4 hours	<i>Local Treasury Operations Officer IV Fiscal Operations Review- Fiscal Analysis Review</i>
5. None	5. Reviews the prepared LTOE report	None	30 minutes	<i>Assistant Provincial Treasurer Provincial Treasurer's Office</i>
6. None	6. Approves and signs the LTOE report	None	10 minutes	<i>Provincial Treasurer Provincial Treasurer's Office</i>
7. Acknowledges the receipt of the LTOE Report	7. Submits the LTOE report to the MTO	None	5 minutes	<i>Local Treasury Operations Officer III Fiscal Operations Review- Fiscal Analysis Review</i>
8. Submits a reply letter indicating the actions taken / to be taken by the Municipal Treasurer's Office in relation to the recommendations and observations in the previously submitted Local Treasury Operations Evaluation Report	8. Prepares the Local Treasury Operations Post-Evaluation (LTOPE) Report based on the actions taken / to be taken by MTO	None	1 day	<i>Local Treasury Operations Officer III Fiscal Operations Review- Fiscal Analysis Review</i>
9. None	9. Reviews the prepared LTOPE report	None	3 hours	<i>Local Treasury Operations Officer IV Fiscal Operations Review- Fiscal Analysis Review</i>
10. None	10. Reviews the prepared LTOPE report	None	30 minutes	<i>Assistant Provincial Treasurer Provincial Treasurer's Office</i>
11. None	11. Approves and signs the LTOPE report	None	10 minutes	<i>Provincial Treasurer Provincial Treasurer's Office</i>
12. Acknowledges the receipt of the LTOPE Report	12. Submits the LTOPE report to the MTO	None	5 minutes	<i>Local Treasury Operations Officer III Fiscal Operations Review- Fiscal Analysis Review</i>
	TOTAL:	None	6 days, 35 minutes	



5. Preparation and encashment of cash advances, payment of various obligations to clients, preparation of Replenishment of Cash Advance report and disbursement voucher

Obligations of the Provincial Government of Bataan that are paid in cash. These obligations are mostly donations, reimbursements, refunds, or first salaries. They either have designated funds, or are compiled and included in cash advances. Checks are issued for the cash advances and establishment/replenishment of funds which will then be encashed.

Office or Division:	Provincial Treasurer's Office/ Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2G -Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indigent Valid government issued identification card (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Employees Provincial Government of Bataan issued identification card (1 original)		Provincial Government of Bataan		
Representatives Valid government issued identification card of the representative (1 original) Letter of Authorization (1 original) Valid government issued identification card of client being represented (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG Client being represented BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares attachments for cash advance: * Others: Statement of cash advance, and payroll * Petty cash: Petty cash replenishment report * Indigents: Summary of Donations to Indigents	None	2 minutes	<i>Bookbinder II</i> <i>Disbursement Division</i> <i>Local Treasury</i> <i>Operations Officer I</i> <i>Disbursement Division</i> <i>Local Treasury</i> <i>Operations Officer II</i> <i>Disbursement Division</i>



<p>2. None</p>	<p>2. Encashes the cash advance:</p> <ul style="list-style-type: none"> * Other cash advances * Revolving fund for indigents * Petty cash advance 	<p>None</p>	<p>2 minutes</p>	<p><i>Bookbinder IV Disbursement Division</i></p> <p><i>Local Treasury Operations Officer II Disbursement Division</i></p> <p><i>Cashier III Disbursement Division</i></p>
<p>3. States name of client, provides one valid ID and one copy of authorization letter along with client's ID if applicable</p>	<p>3. Verifies identity of client:</p> <ul style="list-style-type: none"> * Other cash advances * Revolving fund for indigents * Petty cash advance 	<p>None</p>	<p>2 minutes</p>	<p><i>Bookbinder IV Disbursement Division</i></p> <p><i>Local Treasury Operations Officer II Disbursement Division</i></p> <p><i>Cashier III Disbursement Division</i></p>



<p>4. Signs required document and receives payment</p> <p>* Other cash advances: Payroll</p> <p>* Revolving fund for indigents: Receipt slip</p> <p>* Petty cash: petty cash voucher</p>	<p>4. Pays obligations to client:</p> <p>* Other cash advances</p> <p>* Revolving fund for indigents</p> <p>* Petty cash advance</p>	None	2 minutes	<p><i>Bookbinder IV</i> <i>Disbursement Division</i></p> <p><i>Local Treasury Operations Officer II</i> <i>Disbursement Division</i></p> <p><i>Cashier III</i> <i>Disbursement Division</i></p>
5. None	<p>5. Liquidates cash advance, if applicable:</p> <p>* Other cash advances: Once all obligations are paid. Payroll as attachment</p> <p>* Revolving fund for indigents: At year end. Summary of Donations as attachment</p> <p>* Petty cash advance: At the year end. Summary of Petty Cash Vouchers Paid as attachment</p>	None	2 minutes	<p><i>Bookbinder IV</i> <i>Disbursement Division</i></p> <p><i>Local Treasury Operations Officer II</i> <i>Disbursement Division</i></p> <p><i>Cashier III</i> <i>Disbursement Division</i></p>
	TOTAL	None	10 minutes	



6. Release checks to clients, payment of statutory remittances, utilities, and other suppliers. Write the control number, stamp "PAID" and date paid and prepare list of paid disbursement vouchers

Obligations of the Provincial Government of Bataan that are paid in checks. These obligations vary from payment of goods and services, subsidies to other government agencies, financial assistances, employees salaries, employee allowances, tax refunds, and cash advances. The first two obligations require the issuance of an official receipt from the payee.

Office or Division:	Provincial Treasurer's Office/ Disbursement Division
Classification:	Simple
Type of Transaction:	G2C -Government to Client / G2B - Government to Business Entity / G2G -Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Financial Assistance Valid government issued identification card (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Employee-related obligations Identification card issued by the organization they belong to (1 original)	Provincial Government of Bataan, the organization they belong to
Financial Assistance or employee representative Valid government issued identification card of the representative (1 original) Letter of Authorization (1 original) One photocopy of valid government issued identification card of client being represented	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG Client being represented BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Supplier / Service Provider / Government Agencies Identification card issued by the organization being represented (1 original) Official receipt with the name of the organization being represented (1 original)	Organization being represented Organization being represented



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides name of client, valid ID, and copy of authorization letter if applicable	1. Receives ID and verifies client's identity	None	2 minutes	<i>Administrative Assistant I Disbursement Division</i>
2. None	2. Searches for client's disbursement voucher	None	1 minute	<i>Administrative Assistant I Disbursement Division</i>
3. Receives disbursement voucher	3. Verifies check details and transfers to client if correct	None	1 minute	<i>Cashier IV Disbursement Division</i>
4. Issues official receipt, if applicable	4. Verifies that the details of the official receipt is correct and attaches receipt to the disbursement voucher	None	2 minutes	<i>Cashier IV Disbursement Division</i>
5. Fills up the 'Payment' part of the voucher monitoring form, write their signature over printed name and date in box E of the disbursement voucher	5. Verifies that the client's signature on the disbursement voucher matches their signature in their provided ID.	None	2 minutes	<i>Cashier IV Disbursement Division</i>
6. Fills up the check release log with their signature over printed name and date	6. Verifies if the client's signature on the log check release log matches their signature in their provided ID	None	2 minutes	<i>Cashier IV Disbursement Division</i>
7. Receives check	7. Writes control number and date of check issuance on the disbursement voucher	None	2 minutes	<i>Cashier IV Disbursement Division</i>
8. None	8. Prepares/updates list of released checks	None	2 minutes	<i>Local Treasury Operations Officer I Disbursement Division</i>
9. None	9. Stamps "PAID" and date paid on the disbursement voucher and its attachments * Financial Assistance * Other Transactions	None	8 minutes	<i>Administrative Assistant I Disbursement Division</i> <i>Bookbinder II Disbursement Division</i>
	TOTAL	None	22 minutes	



7. Payment of Tax on Sand and Gravel and other Quarry Resources

Tax on 10% of fair market value per cubic meter of ordinary stones, earth and other quarry resources, such as but not limited to marble, granite, volcanic cinders, basalt, tuff and rock phosphate extracted from public land or from the beds of seas, lakes, rivers, streams, creeks and other public water within the territorial jurisdiction of the Province of Bataan, sand and gravel and other quarry resources used on the construction of infrastructure and projects within the Province.

Office or Division:	Provincial Treasurer's Office/ Collection Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Any corporations, partnership or associations including general engineering construction work within the Province of Bataan as well as those engaged in dealing, handling, delivering or hauling sand, gravel, stones, earth and other construction materials

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program of works (1 certified photocopy)		Provincial Government-Environment and Natural Resources Office (PG-ENRO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Order of Payment to counter 2 - 5	1. Receives the order of payment and prepares the official receipt (Accountable Form 51)	None	3 minutes	Revenue Collection Clerk III Collection Division
2. Pays the corresponding fee and receives the official receipt	2. Receives payment and issues the official receipt (AF 51)	10% of the total cost of sand, gravel and other quarry resources	2 minutes	Revenue Collection Clerk III Collection Division
TOTAL:		10% of the total cost of sand, gravel and other quarry resources	5 minutes	

Payment of Sand and Gravel and other quarry resources is covered under Bataan Revenue Code of 2014 Article E, Section 40



8. Payment of Professional Tax

Tax to be collected on each person engaged in the exercise or practice of his profession requiring government examination, except school teachers. It shall be payable annually on or before the 31st day of January, if not paid within the prescribed time, there shall be added a surcharge of 25%.

Office or Division:	Provincial Treasurer's Office/ Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Professionals exercise or practice their profession

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRC License (1 original)		PRC License Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office Payment Presents the PRC License to counter 2 to 5 and waits to be called Field Payment Presents the PRC License to field collectors	1. Prepares the official receipt (Accountable Form 51).	None	2 minutes	<i>Revenue Collection Clerk III Collection Division</i> <i>Revenue Collection Clerk III Collection Division-Field</i>
2. Pays the corresponding fee.	2. Receives payment and issues the official receipt (AF 51)	on or before January 31: PHP 330 after January 31: PHP 412	2 minutes	<i>Revenue Collection Clerk III Collection Division</i> <i>Revenue Collection Clerk III Collection Division-Field</i>
TOTAL:		PHP 330 PHP 412	4 minutes	



Payments thru Fund Transfer 1. Sends the copy of PRC License to pto@bataan.gov.ph or Provincial Treasurer's Office - Bataan FB Page	1. Sends the instructions for payment to the taxpayer	None	1 minute	<i>Computer Operator / Collection Division</i>
2. Pays the corresponding fee and sends the transaction receipt / validated deposit slip to pto@bataan.gov.ph or Provincial Treasurer's Office - Bataan FB Page	2. Requests snapshot or report of transactions to verify that the amount has been credited to PGB account.	None	1 minute	<i>Computer Operator / Collection Division</i>
3. None	3. Prepares the official receipt (Accountable Form 51)	on or before January 31: PHP 330 after January 31: PHP 412	1 minute	<i>Computer Operator / Collection Division</i>
4. None	4. Scans the official receipt and sends the copy to the taxpayer. Asks the taxpayer if he will pick-up the official receipt or will request the office to send it via LBC and shoulder the courier fee	For pick-up: None For LBC: PHP 155	1 minute	<i>Computer Operator / Collection Division</i>
TOTAL:		PHP 330 PHP 412	4 minutes	

Payment of Professional Tax is covered under Bataan Revenue Code of 2014 Article F, Section 47



9. Payment of Amusement Tax

Tax to be collected from the proprietors, lessees or operators of amusement places.

Office or Division:	Provincial Treasurer's Office/ Collection Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Proprietors, lessees and operators of amusement places

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered admission tickets (1 original)		Amusement places		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the issued admission tickets to field collectors and waits for the official receipt.	1. Counts the total number of admission tickets issued to patrons	None	3 minutes	<i>Administrative Assistant I Collection Division-Field</i>
2. None	2. Prepares the official receipt (Accountable Form 51).	None	2 minutes	<i>Administrative Assistant I Collection Division-Field</i>
3. Pays the corresponding fee.	3. Receives payment and issues the official receipt (AF 51)	11% of the gross receipts from admission tickets	2 minutes	<i>Administrative Assistant I Collection Division-Field</i>
TOTAL:		11% of the gross receipts from admission tickets	7 minutes	

Payment of Amusement Tax is covered under Bataan Revenue Code of 2014 Article G, Section 53



10. Payment of Annual Fixed Tax

Tax to be collected to every truck, van used by the manufacturers, producers, wholesalers, dealers or retailers in delivery or distribution of distilled spirit, fermented liquors, soft drinks, cigars and cigarettes, meat, dairy products and other products as may be determined by the Sanguuniang Panlalawigan (SP), to sales outlets or consumers, whether directly or indirectly, within the province. The tax and fee shall be due and payable on or before 20th of January, annually, if not paid within the time specified, 25% surcharge is imposed.

Office or Division: Provincial Treasurer's Office/ Collection Division

Classification: Simple

Type of Transaction: G2B - Government to Business Entity

Who may avail: Deliver Truck/Van Owners

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Certificate of Vehicle (1 original)		Deliver Truck/Van Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the vehicle's Registration Certificate to counter 2 to 5 and waits to be called. (for office payment) * Presents the vehicle's Registration Certificate to field collector (for field payment)	1. Checks the previous year's payment in the records of payment maintained by the collection division	None	5 minutes	Computer Operator I Collection Division Revenue Collection Clerk III Collection Division-Field
2. None	2. Prepares the official receipt (Accountable Form 51).	None	3 minutes	Computer Operator I Collection Division Revenue Collection Clerk III Collection Division-Field



3. Pays the corresponding fee.	3. Receives payment and issues the official receipt (AF 51)	<p>on or before 20th day of January: PHP 550 - for 6 wheeler trucks and below PHP 1,000 - for other kind of trucks after 20th day of January PHP 687.50 - for 6 wheeler trucks and below PHP 1,250 - for other kind of trucks</p>	2 minutes	<p><i>Computer Operator I Collection Division</i></p> <p><i>Revenue Collection Clerk III Collection Division-Field</i></p>
TOTAL:		<p>on or before 20th day of January: PHP 550 - for 6 wheeler trucks and below PHP 1,000 - for other kind of trucks after 20th day of January PHP 687.50 - for 6 wheeler trucks and below PHP 1,250 - for other kind of trucks</p>	10 minutes	
Payment of Annual Fixed Tax is covered under Bataan Revenue Code of 2014 Article H, Section 61				



11. Payment of Service Charge for Prosecutor's Clearance

Fee for the Issuance of Prosecutor's Clearance

Office or Division:	Provincial Treasurer's Office/ Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All persons required by Prosecutor's Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid Identification Card (1 original)		Agencies issued valid Identification Card (Private and Public)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the valid Identification Card to counter 2 to 5 and waits to be called.	1. Prepares the official receipt (Accountable Form 51).	None	2 minutes	Revenue Collection Clerk III Collection Division
2. Pays the corresponding fee.	2. Receives payment and issues the official receipt (AF 51)	PHP 100	2 minutes	Revenue Collection Clerk III Collection Division
TOTAL:		PHP 100	4 minutes	

Payment of Service Charge for Prosecutor's Clearance is covered under Bataan Revenue Code of 2014 Article I, Section 67



12. Payment of Provincial Permit Fee

Fee to be collected to all persons engaged in business shall pay an Annual Provincial Permit Fee within first 20 days of January. If the fee is not paid within the prescribed period there shall be added a surcharge of 25%.

Office or Division:	Provincial Treasurer's Office/ Collection Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	All persons engaged in business subject to tax and/or fee under any Article of the Bataan Revenue Code

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business License (1 photocopy) Official Receipt for the Current Year (1 original)		Business Owner Business Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Business License to counter 2 to 5 and wait to be called. * Presents the Business License to field collector (for field payment)	1. Determines: a. If the Applicant has no unsettled obligations whatsoever to the Provincial Government - asks the previous OR from the taxpayer b. If the Applicant is not disqualified under any provisions of the law to establish, maintain and operate the business establishment - checks on files and records if paid or not.	None	3 minutes	<i>Computer Operator I Collection Division</i> <i>Revenue Collection Clerk III Collection Division-Field</i>
2. None	2. Prepares the official receipt (Accountable Form 51).	None	2 minutes	<i>Computer Operator I Collection Division</i> <i>Revenue Collection Clerk III Collection Division-Field</i>



3. Pays the corresponding fee.	3. Receives payment and issues the official receipt (AF 51)	PHP 100 - if paid on or before January 20 PHP 125 - if paid after January 20	2 minutes	<i>Computer Operator I Collection Division</i> <i>Revenue Collection Clerk III Collection Division-Field</i>
TOTAL:		PHP 100 - if paid on or before January 20 PHP 125 - if paid after January 20	7 minutes	
Payment of Provincial Permit Fee is covered under Bataan Revenue Code of 2014 Article N, Section 87				



13. Payment of Speed Limit Violation

Fine for all kinds of motor vehicles that violate speed limit within the Bataan Highways .

Office or Division:	Provincial Treasurer's Office/ Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Speed limit violators

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citation Ticket (1 original) Order of Payment - for No Contact Apprehension Program (NoCap) (1 original)		Metro Bataan Development Authority (MBDA) 1BOSSCO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Speed-limit Violation through MBDA 1. Presents the citation ticket to counters 2 to 5 and waits to be called. (for office payment) * Presents the citation ticket to field collector (for field payment)	1. Informs the taxpayer of the amount to be paid and prepares the official receipt (Accountable Form 51).	None	2 minutes	<i>Administrative Assistant I Collection Division-Field</i>
2. Pays the corresponding fee.	2. Receives payment and issues the official receipt (AF 51)	PHP 2,078	2 minutes	<i>Administrative Assistant I Collection Division-Field</i>
TOTAL:		PHP 2,078	4 minutes	

Payment of Speed Limit Violation is covered under SP Resolution No. 228, Section 5A



Speed-limit Violation (NoCAP) I. Through 1BOSSCO (walk-in) 1. Presents the order of payment from 1BOSSCO to counter 5 and wait to be called.	1. Prepares the official receipt (Accountable Form 51).	1st Offense: PHP 2,000 2nd Offense: PHP 3,000 3rd and succeeding Offense: PHP 4,000	2 minutes	<i>Computer Operator / Collection Division</i>
2. Pays the corresponding fee.	2. Receives payment and issues the official receipt (AF 51)	None	2 minutes	<i>Computer Operator / Collection Division</i>
TOTAL:		1st Offense: PHP 2,000 2nd Offense: PHP 3,000 3rd and succeeding Offense: PHP 4,000	4 minutes	



<p>Speed-limit Violation (NoCAP)</p> <p>II. Through Online Payment</p> <p>A. through Paynamics</p> <p>1. Visits nocap.bataanprovince.net to check if there is an existing violation, settles the offense via Paynamics and sends the proof of payment to pto@bataan.gov.ph</p>	<p>1. Requests a snapshot of transactions from UCPB to verify that the amount has been credited to PGB UCPB account.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Computer Operator I Collection Division</i></p>
<p>2. None</p>	<p>2. Prepares the official receipt (Accountable Form 51).</p>	<p>1st Offense: PHP 2,000 2nd Offense: PHP 3,000 3rd and succeedin g Offense: PHP 4,000</p>	<p>2 minutes</p>	<p><i>Computer Operator I Collection Division</i></p>
<p>3. None</p>	<p>3. Scans the official receipt and sends the copy to Paynamics via email. Files the official receipts to be picked up by Paynamics</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Computer Operator I Collection Division</i></p>
<p>TOTAL:</p>		<p>1st Offense: PHP 2,000 2nd Offense: PHP 3,000 3rd and succeedin g Offense: PHP 4,000</p>	<p>6 minutes</p>	



<p>Speed-limit Violation (NoCAP) II. through Online Payment B. through bank transfer/ direct bank deposit to PGB's UCPB Account 1. Sends a copy of the Notice of Violation to pto@bataan.gov.ph</p>	1. Requests for an order of payment from 1BOSSCO.	None	1 minute	<i>Computer Operator / Collection Division</i>
2. None	2. Sends the order of payment and the instructions for payment to the violator.	None	1 minute	<i>Computer Operator / Collection Division</i>
3. Pays the corresponding fee and sends the transaction receipt/validated deposit slip to pto@bataan.gov.ph	3. Requests snapshot of transactions from UCPB to verify that the amount has been credited to PGB UCPB account.	None	1 minute	<i>Computer Operator / Collection Division</i>
4. None	4. Prepares the official receipt (Accountable Form 51)	1st Offense: PHP 2,000 2nd Offense: PHP 3,000 3rd and succeeding Offense: PHP 4,000	2 minutes	<i>Computer Operator / Collection Division</i>



5. For safekeeping of the collecting officer Requests for a scanned copy of Official Receipt	5. Scans the official receipt and sends the copy to violator via email.	None	1 minute	<i>Computer Operator I Collection Division</i>
5.1 For mailing Requests to have the Official Receipt delivered and provides the details of the recipient	5.1 Sends the instructions for payment of the courier fee to the violator	None	2 minutes	<i>Computer Operator I Collection Division</i>
6. None	6. Prepares the official receipt (Accountable Form 51)	PHP 155	2 minutes	<i>Computer Operator I Collection Division</i>
7. None	7. Scans the official receipt and sends the copy to violator via email.	None	1 minute	<i>Computer Operator I Collection Division</i>
TOTAL:		1st Offense: PHP 2,000 2nd Offense: PHP 3,000 3rd and succeeding: PHP 4,000 LBC: PHP 155	10 minutes	
Payment of Speed Limit Violation (NoCAP) is covered under SP Ordinance No. 08 s. 2021				



14. Payment of Material Testing Fee, Compressive Test, Coring Machine Rental, Tension and Field Density Test, Cylinder Rental, Beam Rental, BID Documents, Certification fee for Declaration, Certificate of No Improvements, Annotation of Mortgage and Other Encumbrances or Contracts

Fee to be collected from Contractors, Bidders and Real Property Owners for the Material Testing, Compressive Test, Coring Machine Rental, Tension and Field Density Test, Cylinder Rental, Beam Rental, BID Documents, Certification fee for Declaration, Certificate of No Improvements, Annotation of Mortgage, Other Encumbrances or Contracts

Office or Division:	Provincial Treasurer's Office/ Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Contractors, Bidders, Real Property Owners

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment for Material Testing Fee, Compressive Test, Coring Machine Rental, Tension and Field Density Test, Cylinder Rental, Beam Rental (1 original) Order of Payment for BID Documents (1 original) Order of Payment for Certification fee for Declaration, Certificate of No Improvements, Annotation of Mortgage and Other Encumbrances or Contracts (1 original)		Provincial Engineer's Office Bids and Awards Committee Provincial Assessor's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Order of Payment to Collection Division counter 2 to 5 and waits to be called.	1. Receives the order of payment and prepares the official receipt (Accountable Form 51).	None	2 minutes	Revenue Collection Clerk III Collection Division



2. Pays the corresponding fee.	2. Receives payment and issues the official receipt (AF 51)	Material Testing-PHP 260 Compressive - PHP 120/piece Coring Machine - PHP 450/ use; PHP 800/hole Tension and Field - PHP 450 Cylinder - PHP 100/piece Beam - PHP 120/piece BID - PHP 5,000 Certificaton fee for Declaration, Cert of No Improvements, Annotation of Mortgage and Other Encumbrances or Contracts - PHP 250 plus ITT - PHP 150	2 minutes	Revenue Collection Clerk III Collection Division
TOTAL:		Material Testing-PHP 260 Compressive - PHP 120/ piece Coring Machine - PHP 450/ use; PHP 800/hole Tension and Field - PHP 450 Cylinder - PHP 100/piece Beam - PHP 120/piece BID - PHP 5,000 Certificaton fee for Declaration, Cert of No Improvements, Annotation of Mortgage and Other Encumbrances or Contracts - PHP 250 plus ITT - PHP 150	4 minutes	

Payments are covered under Bataan Revenue Code of 2014 Article E, Section 45



15. Issuance of official receipts to Hospital Collections

Payment of District Hospital Fees and Charges

Office or Division: Provincial Treasurer's Office/ Collection Division

Classification: Simple

Type of Transaction: Government to Citizen

Who may avail: Patients from District Hospitals

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip from different departments (1 original)		J.C. Payumo Medical Hospital Orani District Hospital		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Charge Slip to the cashier	1. Prepares the official receipt (Accountable Form 51).		2 minutes	Revenue Collection Clerk III Collection Division-District Hospital
2. Pays the corresponding fees	2. Receives payment and issues the official receipt (AF 51)	Birth Certificate - PHP 20 Death Certificate - PHP 20 Medical Certificate for Local Use - PHP 20 Medical Certificate for Foreign Purpose - PHP 50 Medico Legal - PHP 30 Medical Record - PHP 20 Certificate for Insurance Claims - PHP 20 OPD Card - PHP 10 Statement of Account - PHP 20 Ward / Charity - PHP 100 per day Pay Ward - PHP 400 per day Ambulance - PHP 250 or more depending on the distance Delivery Room (Charity) - PHP 100 Delivery Room (Pay Ward) - PHP 1,140 Surgical / Normal Delivery Package with Professional Fee (Pay Ward) - PHP 2,000 Medical Professional Fee (Pay Ward) - PHP 300 per day	2 minutes	Revenue Collection Clerk III Collection Division-District Hospital



		<p>FBS/RBS/2PPBS - PHP 85</p> <p>BUN - PHP 85</p> <p>Cholesterol - PHP 85</p> <p>Creatinine - PHP 85</p> <p>Blood Uric Acid - PHP 85</p> <p>Triglycerides - PHP 150</p> <p>HDL/LDL - PHP 150</p> <p>SGPT - PHP 150</p> <p>SGOT - PHP 150</p> <p>CBC (manual) - PHP 85</p> <p>CBC with Platelet count (manual) - PHP 100</p> <p>CBC with platelet count (automated) - PHP 155</p> <p>Platelet Count - PHP 85</p> <p>WBC and Diff Count - PHP 35</p> <p>Hgb - PHP 35</p> <p>Hct - PHP 35</p> <p>CT, BT - PHP 80</p> <p>Peripheral Smear - PHP 80</p> <p>ESR - PHP 120</p> <p>Urinalysis - PHP 50</p> <p>Urine Sugar - PHP 30</p> <p>Urine Albumin - PHP 30</p> <p>Fecalysis - PHP 50</p> <p>Occult Blood Test - PHP 100</p> <p>Pregnancy Test - PHP 100</p>		
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		<p>Malarial Smear - PHP 75</p> <p>ABO Typing - PHP 85</p> <p>RH Typing - PHP 85</p> <p>Cross Matching - PHP 250</p> <p>Gram Stain - PHP 75</p> <p>Wet Smear - PHP 50</p> <p>Syphilis Rapid Test (RPR) - PHP 175</p> <p>Widal Test - PHP 175</p> <p>HbSAg (Screening) - PHP 160</p> <p>HCV (Screening) - PHP 400</p> <p>HIV (Screening) - PHP 400</p> <p>Typhidot - PHP 500</p> <p>Dengue NSI - PHP 750</p> <p>New Born Screening - PHP 600</p> <p>Anti HAV - PHP 300</p> <p>Bacteriological Test - MTFT (Total coli, Fecal coli) - PHP 250 per sample</p> <p>Heterotrophic Plate Count - HPC - PHP 150 per sample</p> <p>Extraction - PHP 150</p> <p>Permanent Filling - PHP 200</p> <p>Temporary Filling - PHP 200</p> <p>Prophylaxis - PHP 300</p> <p>Humerus Apl Xray - PHP 200</p> <p>Forearm Apl Xray - PHP 200</p> <p>Shoulder Apl Xray - PHP 200</p> <p>Elbow Xray - PHP 200</p>		
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		Abdomen Xray - PHP 370 Towne's View Xray - PHP 180 Water's View Xray - PHP 180 Nasal Bone R & L - PHP 200 Mandible Xray - PHP 320 Skull APL Xray - PHP 320 Mastoid Xray - PHP 420 Para Nasal Sinuses - PHP 380 Maxilla Bilateral Xray - PHP 320 Baby Gram/Fetus Xray - PHP 320 Cervical Spine APL - PHP 320 Thoracic APL - PHP 320 Sacrum APL - PHP 320 Chest PA Xray - PHP 160 Upper GI Series - PHP 1,000 Chole GI Series - PHP 1,250 Oral Chole - PHP 500 KUB - IVP - PHP 980 Barium Enema - PHP 1,250 Esophagram - PHP 510 Small Intestine - PHP 800		
	TOTAL:	Varies depending on all incurred charges	4 minutes	



16. Payment of Real Property Tax (RPT) and Socialized Housing Tax (SHT) (Walk-in and Online)

Tax of one percent (1%) on the assessed value of real properties, such as land, building, machinery and other improvement, located in the Province of Bataan, except those within the City of Balanga and those which are by law specifically exempted. For Special Education Fund (SEF) tax, there is hereby imposed an additional levy on real property for the Special Education Fund (SEF) an annual tax of one percent (1%) on the assessed value of real property which shall be in addition to the basic real property tax. Furthermore, a Socialized Housing Tax is hereby imposed at the rate of 0.5% of the assessed value of all lands in urban areas in excess of Fifty Thousand Pesos (Php 50,000.00)

Office or Division:	Provincial Treasurer's Office/ Revenue Operations Division-Real Property Tax Section/ Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen/ G2B- Government to Business
Who may avail:	Real Property Owners in Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Current Year Real Property Tax Order of Payment (RPTOP) (1 original) and/or Latest Accountable Form 56 (Official Receipt - OR) (1 original or photocopy) if any, and/or Issued Notices/Warrant of Levy (1 original or photocopy)	Provincial Assessor's Office Real Property Owner Real Property Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits RPTOP and/or Original or Photocopy of the latest O.R (if available) and/or Original or Photocopy of issued Notices/Warrant of Levy to Counter 6 and waits to be called	1. Receives the Original or Photocopy of RPTOP and/or Original or Photocopy of the latest OR (if available) and/or Original or Photocopy of issued Notices/Warrant of Levy, logs in the logbook and attaches RPT routing slip *If the Official Receipt/s is/are (a) for last year full payment, (b) original copy, (c) PTO issued receipt, and (4) without Erasure, skip the step 2 & 3 and proceeds to step 4	None	2 minutes	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>



2. None	2. Verifies the RPT Payments	None	5 minutes per property	Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section
3. None	<p>3. Verifies if with or without issued warrant of levy and public auction sale.</p> <p>*If without Warrant of Levy/ Public Auction Sale Status, proceeds to Step 4</p> <p>* If with Warrant of Levy, proceed to cancellation of Warrant of Levy.</p> <p>* If with Public Auction Sale Status, returns the submitted requirement and informs the taxpayer to:</p> <p>(a) secure a certificate of redemption or</p> <p>(b) submits the necessary documents to Provincial Legal Office to secure a notice of approval to pay</p>	None	5 minutes per property	Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section
4. Receives the returned documents, proceeds to Provincial Assessor, submits again the documents in Counter 6 and waits to be called	<p>4. Prepares the statement of account.</p> <p>* If the last payment is for:</p> <p>(a) previous year or the property is delinquent for a less than three (3) calendar years and</p> <p>(b) without Warrant of Levy/Public Auction Sale Status = prepares the statement of account. (3 minutes per property)</p> <p>* If the property is:</p> <p>(a) delinquent for a more than three (3) calendar years and</p> <p>(b) without Warrant of Levy/Public Auction Sale Status.</p> <p>Requests the taxpayer to proceeds in the Provincial Assessor's Office to write down the assessed values of the delinquent years in case of RPTOP or reverify the Assessed Values using the Office file or PATAS and prints the corresponding tax declaration/s if needed in case of taxpayer submitted an issued Notices/Warrant of Levy.</p>	None	10 minutes per property	Local Revenue Collection Officer I Revenue Operations Division-Real Property Tax Section



5. None	5. Reviews the Realty Tax Statement of Account	None	2 minutes per property	Local Treasury Operation Officer IV Revenue Operations Division-Real Property Tax Section
6. Receives the Statement of Account at Counter 6, fills out the fill-up form seen in the Statement Of Account and proceed to step 7 * Fills out the fill-up form and receives the photocopy of Statement of Account if non-payment	6. Issues the Statement of Account to taxpayer for payment and ask the taxpayer to fills out the fill up form for record purposes. * If non-payment photocopies the statement and issues to taxpayer	None	1 minute	Local Revenue Collection Officer I Revenue Operations Division-Real Property Tax Section
7. Gets number to counter 6, waits to be called, proceeds to Collection Division and submits the Statement of Account together with the RPTOP and/or latest OR (if available) to counter 2 to 4	7. Calls the number, receives the statement of accounts together with their attachments and prepares the official receipt (Accountable Form 56)	None	3 minutes per property	Revenue Collection Clerk III Collection Division



8. Pays the corresponding tax	8. Issues the official receipt (AF 56)	2% of the Assessed Value plus/less the applicable penalty/ discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)	1 minute	Revenue Collection Clerk III Collection Division
TOTAL:		<p>* 2% of the Assessed Value plus/less the applicable penalty/discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)</p> <p>*It should be noted that the additional 0.5% tax is based on the assessed value of all lands in urban areas whose assessed value is greater than Fifty Thousand Pesos (PHP 50,000) (except Agricultural properties).</p> <p>* PHP 155 for LBC</p>	29 minutes	



Office or Division:	Provincial Treasurer's Office/ Revenue Operations Division-Real Property Tax Section/ Collection Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen & Government to Business			
Who may avail:	Real Property Owners in Bataan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Real Property Tax Order of Payment (RPTOP) (1 scan copy) and/or Tax Declaration (TD) (1 scan copy) and/or Latest Accountable Form 56 (Official Receipt -OR), (1 scan copy) if any, and/or Issued Notices/Warrant of Levy (1 scan copy)		Provincial Assessor's Office Provincial Assessor's Office/Municipal Assessor's Office Real Property Owner Real Property Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Through Online Payment 1. Sends the RPTOP/ latest OR/ TD/ Notices/Warrant of Levy to pto@bataan.gov.ph	1. Acknowledges and prints the received RPTOP/latest OR/TD/ Notices/ Warrant of Levy	None	1 minute	<i>Local Treasury Operation Officer I Revenue Operations Division-Real Property Tax Section</i>
2. None	2. Records the real property details and attaches RPT routing slip	None	2 minutes	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
3. None	2. Verifies the RPT Payments	None	5 minutes per property	<i>Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section</i>



4. Secures certificate of cancellation of warrant of levy/ redemption/ repurchase	<p>3. Verifies if with or without issued warrant of levy and public auction sale.</p> <p>*If without Warrant of Levy/ Public Auction Sale Status, proceeds to Step 5</p> <p>* If with Warrant of Levy, proceed to cancellation of Warrant of Levy.</p> <p>* If with Public Auction Sale Status, returns the submitted requirement and informs the taxpayer to: (a) secure a certificate of redemption or (b) submits the necessary documents to Provincial Legal Office to secure a notice of approval to pay</p>	None	5 minutes per property	<i>Revenue Collection Clerk III Revenue Operations Division -Revenue Generation Planning Section</i>
5. None	5. Requests the needed assessed value in the Provincial Assessor's Office and prepares the statement of account. Prints the corresponding tax declaration/s using the PATAS if needed.	None	10 minutes per property	<i>Local Revenue Collection Officer I Revenue Operations Division -Real Property Tax Section</i>
6. None	6. Checks the Realty Tax Statement of Account	None	2 minutes per property	<i>Local Treasury Operation Officer IV Revenue Operations Division -Real Property Tax Section</i>
7. None	7. Sends the scanned statement of account to the requesting taxpayer along with the instructions on how to Pay Online thru Gcash, Maya, Landbank Linkbiz Portal and Bank Deposit and the ways of sending the official receipt	None	2 minutes	<i>Local Revenue Collection Officer I Revenue Operations Division -Real Property Tax Section</i>



8. Pays the real property tax due and sends the copy of deposit slip/payment confirmation to pto@bataan.gov.ph	8. Acknowledges and prints the deposit slip/ payment confirmation for the issuance of Official Receipt	2% of the Assessed Value plus/less the applicable penalty/discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)	1 minute	Local Revenue Collection Officer I Revenue Operations Division-Real Property Tax Section
9. None	9. Prepares the official receipt (Accountable Form 56).	None	3 minutes per property	Revenue Collection Clerk III Collection Division
10. None	10. Sends the scanned Official Receipt to the taxpayer	None	5 minutes	Local Revenue Collection Officer I Revenue Operations Division-Real Property Tax Section
11. None	11. Prepares Acknowledgement Letter	None	7 minutes per property	Local Revenue Collection Officer I Revenue Operations Division-Real Property Tax Section
12. None	12. Checks the Acknowledgement Letter	None	2 minutes per property	Local Revenue Collection Officer I Revenue Operations Division-Real Property Tax Section
13. None	13. Informs the taxpayer if they wish to send their original Official Receipt via snail mail or via LBC and forwards the prepared acknowledgement letter with envelope to the Administrative Division for mailing	For registered mail: None For LBC: PHP 155	2 minutes	Local Revenue Collection Officer I Revenue Operations Division-Real Property Tax Section



14. None	14. Receives the registry receipt from Administrative Division, scans together with the acknowledgement letter and sends to taxpayer	None	3 minutes	Local Revenue Collection Officer I Revenue Operations Division-Real Property Tax Section
TOTAL:		<p>* 2% of the Assessed Value plus/less the applicable penalty/discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)</p> <p>*It should be noted that the additional 0.5% tax is based on the assessed value of all lands in urban areas whose assessed value is greater than Fifty Thousand Pesos (Php50,000.00) (except Agricultural properties).</p> <p>* P155 for LBC</p>	50 minutes	

Payment of Real Property Tax is covered by Bataan Revenue Code of 2014 article A Section 4 & 5 .



17. Payment of Transfer Tax

Tax on the transfer of ownership of real property imposed on the Sale, Donation, Barter, or any other mode of transferring ownership or title of real property at the rate of 55% of 1% of the total consideration involved in the acquisition of the property or fair market value or the zonal value, whichever is higher.

Office or Division: Provincial Treasurer's Office/ Revenue Operations Division-Other Taxes and Fees Section/ Collection Division

Classification: Simple

Type of Transaction: G2C - Government to Citizen/ G2B- Government to Business

Who may avail: Property owner, Seller, Buyer, Donor, Donee, Heirs, individual with authorization & valid Identification Card (ID)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Original & (1) clear photocopy of the following:</p> <ol style="list-style-type: none"> 1. BIR form 2313-R Certified True Copy of Electronic Certificate Authorizing Registration (ECAR) 2. Notarized deed affecting the transfer (Deed of Sale/Deed of Donation/Reconveyance or Exchange/Certificate of Sheriff's Sale/ Consolidation of Ownership/ Extrajudicial Settlement of Estate/Self Adjudication etc.) 3. Certified True Copy of Title 4. Certified True Copy of latest Tax Declaration of the properties 5. Provincial Assessor's Certification of no improvements / with improvements 6. Realty Tax receipts for the current year / Certification of Tax Clearance 7. Special Power of Attorney / Secretary's Certificate / Board Resolution 8. If subdivided, approved subdivision plan / partition agreement & technical description 9. Valid ID of the transacting party/presenter 10. Certificate of authentication if the document was executed abroad <p>Additional requirements for Extrajudicial Settlement of Estate/Self Adjudication:</p> <ol style="list-style-type: none"> 1. Death Certificate 2. Birth Certificate of Heirs 3. Property Holdings from the Provincial Assessor's Office 4. Certified true copy of Tax Declaration of the properties at the time of death 	<p>Bureau of Internal Revenue (BIR)</p> <p>Law Offices</p> <p>Property Owner/Land Registration Authority</p> <p>Provincial Assessor's Office/Municipal Assessor's Office</p> <p>Provincial Assessor's Office</p> <p>Property Owner/Provincial Treasurer's Office/ Municipal Treasurer's Office</p> <p>Property Owner/ Business Entity</p> <p>Property Owner/Geodetic Engineer</p> <p>Presenter/Government Agencies</p> <p>Nearest Philippine Consulate</p> <p>Heirs/Municipal Civil Registry Office/PSA</p> <p>Heirs/Municipal Civil Registry Office/PSA</p> <p>Provincial Assessor's Office</p> <p>Provincial Assessor's Office/Municipal Assessor's Office</p>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits the required documents to counter 6 and wait to be called. Original and (1) clear photocopy of the following:</p> <ul style="list-style-type: none"> * BIR form 2313-R Certified True Copy of Electronic Certificate Authorizing Registration (ECAR) * Notarized deed affecting the transfer (Deed of Sale/Deed of Donation/Reconveyance or Exchange/Certificate of Sheriff's Sale/Consolidation of Ownership/ Extrajudicial Settlement of Estate/ Self Adjudication etc.) * Certified True Copy of Title * Certified True Copy of latest Tax Declaration of the properties * Provincial Assessor's Certification of no improvements / with improvements * Realty Tax receipts for the current year / Certification of Tax Clearance * Special Power of Attorney / Secretary's Certificate / Board Resolution * If subdivided, approved subdivision plan / partition agreement & technical description * Valid ID of the transacting party/ presenter * Certificate of authentication if the document was executed abroad <p>Additional requirements for Extrajudicial Settlement of Estate/ Self Adjudication:</p> <ul style="list-style-type: none"> * Death Certificate * Birth Certificate of Heirs * Property Holdings from the Provincial Assessor's Office * Certified true copy of Tax Declaration of the properties at the time of death <p>* Proceeds to BIR to secure a copy of ONETT and submits again the required documents to counter 6.</p> <p>* Waits to be called if complete.</p>	<p>1. Receives and checks the required documents and logs in the logbook.</p> <ul style="list-style-type: none"> * if the Electronic - Certificate Authorizing Registration (E-CAR) form is not available the taxpayer/ client must secure a copy of ONETT computation sheet from Bureau of Internal Revenue (BIR) in lieu of E-CAR and it will be subject to adjustment upon submission of E-CAR otherwise the office personnel can't receive and registers the transaction if the required documents are not completed. * if the required documents are complete proceed to next step 	None	3 minutes	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>



<p>2. None</p> <p>* Pays the latest RPT and submits to counter 6.</p>	<p>2. Verifies the latest RPT Payments</p> <p>* If paid, proceeds to step 3</p> <p>* If not, informs the taxpayer to settle the latest RPT</p>	<p>2% of the Assessed Value plus/less the applicable penalty/ discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)</p>	<p>5 minutes</p>	<p>Revenue Collection Clerk III</p> <p>Revenue Operations Division-Revenue Generation Planning Section</p>
<p>3. *None</p> <p>if without issued warrant of levy and public auction sale</p> <p>*Receives the documents if with issued warrant of levy and public auction sale and signed the registered documents on counter 6 to be cancelled.</p>	<p>3. Verifies if with or without issued warrant of levy and public auction sale.</p> <p>* Proceeds to step 4 if without issued warrant of levy and public auction sale</p> <p>* If with issued warrant of levy and public auction sale, transaction will be cancelled, documents will be returned to taxpayer & informs him/her to secure cancellation of warrant / certificate of redemption or repurchase.</p>	<p>None</p>	<p>5 minutes</p>	<p>Revenue Collection Clerk III</p> <p>Revenue Operations Division-Revenue Generation Planning Section</p>
<p>4. None</p>	<p>4. Examines the documents and prepares the order of payment</p>	<p>None</p>	<p>25 minutes</p>	<p>Computer Operator III</p> <p>Revenue Operations Division-Other Taxes and Fees Section</p>
<p>5. None</p>	<p>5. Reviews the prepared order of payment</p>	<p>None</p>	<p>5 minutes</p>	<p>Local Treasury Operation Officer IV</p> <p>Revenue Operations Division-Real Property Tax Section</p>



6. Submits original documents for verification	6. Receives and verifies the photocopies of documents if the same from the original copies	None	4 minutes	<i>Computer Operator III Revenue Operations Division-Other Taxes and Fees Section</i>
7. Receives the Order of Payment & original documents	7. Issues the order of payment and gives the original documents to client/ taxpayer for payment	None	1 minute	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
8. Gets number to counter 6, waits to be called, proceeds to Collection Division and submits the order of payment to counter 2 - 5	8. Calls the number, receives the order of payment and prepares the official receipt (Accountable Form 51) and certificate of transfer tax payment	None	6 minutes	<i>Revenue Collection Clerk III Collection Division</i>
9. None	9. Reviews and signs the prepared official receipt (Accountable Form 51) and certificate of transfer tax payment	None	5 minutes	<i>Local Revenue Collection Officer II Collection Division</i>



10. Pays the corresponding fees and receives the Official receipt and Certificate of transfer tax payment. Proceeds to the Registry of Deeds.	10. Issues the official receipt (AF 51) and certificate of transfer tax payment	55% of 1% of which ever is higher on: selling price, zonal value, market value, if not paid on or before the expiration periods additonal 25% surcharge and 2% interest of the total amount due for each month of delinquency plus PHP 100 per certificate	1 minute	<i>Revenue Collection Clerk III Collection Division</i>
TOTAL		<p>* 2% of the Assessed Value plus/less the applicable penalty/ discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)</p> <p>* 55% of 1% of which ever is higher on: selling price, zonal value, market value, if not paid on or before the expiration periods additonal 25% surcharge and 2% interest of the total amount due for each month of delinquency plus PHP 100 per certificate</p>	1 Hour	



Office or Division:	Provincial Treasurer's Office/ Revenue Operations Division-Other Taxes and Fees Section/ Collection Division
Classification:	Complex
Type of Transaction:	Government to Citizen / Government to Business Entity
Who may avail:	Property owner, Seller, Buyer, Donor, Donee, Heirs, individual with authorization & valid Identification Card (ID)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Original & (1) clear photocopy of the following:</p> <ol style="list-style-type: none"> 1. BIR form 2313-R Certified True Copy of Electronic Certificate Authorizing Registration (ECAR) 2. Notarized deed affecting the transfer (Deed of Sale/Deed of Donation/Reconveyance or Exchange/Certificate of Sheriff's Sale/Consolidation of Ownership/ Extrajudicial Settlement of Estate/ Self Adjudication etc.) 3. Certified True Copy of Title 4. Certified True Copy of latest Tax Declaration of the properties 5. Provincial Assessor's Certification of no improvements / with improvements 6. Realty Tax receipts for the current year / Certification of Tax Clearance 7. Special Power of Attorney / Secretary's Certificate / Board Resolution 8. If subdivided, approved subdivision plan / partition agreement & technical description 9. Valid ID of the transacting party/presenter 10. Certificate of authentication if the document was executed abroad <p>Additional requirements for Extrajudicial Settlement of Estate/Self Adjudication:</p> <ol style="list-style-type: none"> 1. Death Certificate 2. Birth Certificate of Heirs 3. Property Holdings from the Provincial Assessor's Office 4. Certified true copy of Tax Declaration of the properties at the time of death 	<p>Bureau of Internal Revenue (BIR)</p> <p>Law Offices</p> <p>Property Owner/Land Registration Authority</p> <p>Provincial Assessor's Office/Municipal Assessor's Office</p> <p>Provincial Assessor's Office</p> <p>Property Owner/Provincial Treasurer's Office/ Municipal Treasurer's Office</p> <p>Property Owner/ Business Entity</p> <p>Property Owner/Geodetic Engineer</p> <p>Presenter/Government Agencies</p> <p>Nearest Philippine Consulate</p> <p>Heirs/Municipal Civil Registry Office/PSA</p> <p>Heirs/Municipal Civil Registry Office/PSA</p> <p>Provincial Assessor's Office</p> <p>Provincial Assessor's Office/Municipal Assessor's Office</p>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits the required documents to counter 6 and wait to be called. Original and (1) clear photocopy of the following:</p> <ul style="list-style-type: none"> * BIR form 2313-R Certified True Copy of Electronic Certificate Authorizing Registration (ECAR) * Notarized deed affecting the transfer (Deed of Sale/Deed of Donation/Reconveyance or Exchange/Certificate of Sheriff's Sale/Consolidation of Ownership/ Extrajudicial Settlement of Estate/ Self Adjudication etc.) * Certified True Copy of Title * Certified True Copy of latest Tax Declaration of the properties * Provincial Assessor's Certification of no improvements / with improvements * Realty Tax receipts for the current year / Certification of Tax Clearance * Special Power of Attorney / Secretary's Certificate / Board Resolution * If subdivided, approved subdivision plan / partition agreement & technical description * Valid ID of the transacting party/ presenter * Certificate of authentication if the document was executed abroad <p>Additional requirements for Extrajudicial Settlement of Estate/ Self Adjudication:</p> <ul style="list-style-type: none"> * Death Certificate * Birth Certificate of Heirs * Property Holdings from the Provincial Assessor's Office * Certified true copy of Tax Declaration of the properties at the time of death <p>* Proceeds to BIR to secure a copy of ONETT and submits again the required documents to counter 6.</p> <p>* Waits to be called if complete.</p>	<p>1. Receives and checks the required documents and logs in the logbook.</p> <ul style="list-style-type: none"> * if the Electronic - Certificate Authorizing Registration (E-CAR) form is not available the taxpayer/client must secure a copy of ONETT computation sheet from Bureau of Internal Revenue (BIR) in lieu of E-CAR and it will be subject to adjustment upon submission of E-CAR otherwise the office personnel can't receive and registers the transaction if the required documents are not completed. * if the required documents are complete proceed to next step 	None	5 minutes	Bookbinder II Revenue Operations Division-Other Taxes and Fees Section



2. None	2. Verifies the latest RPT Payments * If paid or not, proceeds to step 3	None	5 minutes	Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section
3. None	3. Verifies if with or without issued notices, warrant of levy and public auction sale. * If with, proceeds to step 4	None	5 minutes	Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section



4. Settles the following:	4. Informs the taxpayers to settle the following and proceeds to next step:	None	25 minutes	Local Revenue Collection Officer III Revenue Operations Division-Other Taxes and Fees Section
* Requests for computation of realty tax to counter 6.	* With notices, the taxpayer can requests for the updated computation of realty tax and pays it together with transfer tax due.	2% of the Assessed Value plus/less the applicable penalty/discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)		
* Requests for certificate of cancellation of warrant of levy from Administrative Aide IV (counter 6).	* If with warrant of levy the taxpayer will proceed to RPT section of the Revenue Operation Division to secure certificate of cancellation of warrant of levy from the Administrative Aide IV.	PHP 100 for certificate		
* Requests for certificate of redemption / repurchase from Administrative Aide IV (counter 6).	* If with auction the taxpayer will proceed to RPT section of the Revenue Operation Division to secure certificate of redemption / repurchase from Administrative Aide IV.	PHP 100 for certificate		



5. None	5. Examines the documents and prepares the order of payments	None	3 days	<i>Local Revenue Collection Officer III Revenue Operations Division-Other Taxes and Fees Section</i>
6. None	6. Reviews the prepared order of payments	None	1 Hour	<i>Local Treasury Operation Officer IV Revenue Operations Division-Real Property Tax Section</i>
7. Submits original documents for verification	7. Receives and verifies the photocopies of documents if the same from the original copies	None	15 minutes	<i>Local Revenue Collection Officer III Revenue Operations Division-Other Taxes and Fees Section</i>
8. Receives the Order of Payments & original documents	8. Issues the order of payments and gives original documents to client/taxpayer if they already provide other requirements (payment of notice, cancellation of warrant of levy, certificate of redemption/repurchase) for payment. If not, keeps the order of payments	None	3 minutes	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
9. Gets number to counter 6, waits to be called, proceeds to Collection Division and submits the order of payment to counter 2 - 5	9. Calls the number, receives the order of payments and prepares the official receipt (Accountable Form 51) and certificates of transfer tax payment	None	35 minutes	<i>Revenue Collection Clerk III Collection Division</i>



10. None	10. Reviews and signs the prepared official receipts (Accountable Form 51) and certificates of transfer tax payment	None	25 minutes	<i>Local Revenue Collection Officer II Collection Division</i>
11. Pays the corresponding fees and receives the Official receipt and Certificate of transfer tax payment. Proceeds to the Registry of Deeds.	11. Issues the official receipts (AF 51) and certificates of transfer tax payment	55% of 1% of which ever is higher on: selling price, zonal value, market value, if not paid on or before the expiration periods additional 25% surcharge and 2% interest of the total amount due for each month of delinquency plus PHP 100 per certificate	2 minutes	<i>Revenue Collection Clerk III Collection Division</i>
TOTAL:		<p>* 2% of the Assessed Value plus/less the applicable penalty/ discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)</p> <p>* PHP 200 for certificate (warrant/ redemption/ repurchase)</p> <p>* 55% of 1% of which ever is higher on: selling price, zonal value, market value plus PHP 100 per certificate</p>	3 days, 3 hours	
Payment of Transfer Tax is covered by Bataan Revenue Code of 2014 Chapter 2 Article B Section 30 .				



18. Issuance of Certificate of Exemption on Transfer Tax - Certificate of Land Ownership Award (CLOA)/Comprehensive Agrarian Reform Properties (CARP)

The sale, transfer or other disposition of real property pursuant to R.A. No. 6657 shall be exempt from transfer tax

Office or Division:	Provincial Treasurer's Office/ Revenue Operations Division-Revenue Generation Planning/ Collection Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Real Property Owners in Bataan which title is under R.A. No. 6657 CLOA (Certificate of Land Ownership Award)/(CARP (Comprehensive Agrarian Reform Properties)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>CLOA Title (1 original and photocopy) - if subject to previous transfer tax</p> <p>Certificate of Coverage (1 photocopy) - if subject to previous transfer tax</p> <p>Title series: a. Republic of the Philippines b. Title of property covered by CARP (1 photocopy)</p> <p>Tax Declaration series: Tax Declaration of property covered by CARP from first declaration up to present (1 photocopy)</p> <p>Certificate of complete record of payment: a. Property covered by CARP prior to transfer tax to Republic of the Philippines (<i>mother lot</i>) b. <i>Lot covered by CARP - (CLOA portion - In case of none payment - Certification of no record of payment) (1 photocopy)</i></p> <p>Valid Identification Card of transaction party with active contact number (1 photocopy)</p> <p>Certified true copy of Tax Declaration (1 photocopy)</p> <p>Certification of no Improvement (1 photocopy)</p> <p>Valid Proof of Identification as person having legal interest (1 photocopy)</p>	<p>Department of Agrarian (DAR)/ Register of Deeds (RD)</p> <p>Department of Agrarian (DAR) Register of Deeds (RD)</p> <p>Provincial Assessor's Office/Municipal Assessor's Office</p> <p>Municipal Treasurer's Office (MTO) - where the property is located</p> <p>Client/Government Agencies</p> <p>Provincial Assessor's Office Provincial Assessor's Office Necessary Agency</p>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the photocopy of the required documents below to counter 6 and wait to be called a. CLOA Title b. Certificate of Coverage c. Title series: a. Republic of the Philippines b. Title of property covered by CARP d. Tax Declaration series: Tax Declaration of property covered by CARP from first declaration up to present e. Certificate of complete record of payment: a. Property covered by CARP prior to transfer tax to Republic of the Philippines (mother lot) b. Lot covered by CARP - (CLOA portion - In case of none payment - Cerification of no record of payment) f. Valid Identification Card of transaction party with active contact number g. Certified true copy of Tax Delaration h. Certification of no Improvement i. Other documents as found necessary	1. Receives and checks all the applicable requirements. * If the document is complete, proceeds to step 2. * If the not, returns to client and informs him to complete the documents first.	None	3 minutes	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
2. None	2. Verifies the RPT Payments: * If the real property tax is fully paid, proceeds to next step. * If the property is unpaid, uses RPT Complex procedures	None	5 minutes	<i>Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section</i>



3. None	3. Verifies the RPT Status such as if with or without warrant of levy and public auction sale: * If with Warrant of Levy/Public Auction Sale Status, the client needs to secure a cancellation of Warrant of Levy or certificate of redemption/repurchase before it will proceed to next step	None	5 minutes	<i>Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section</i>
4. None	4. Examines all applicable documents * If previous transfer tax is paid, proceeds to next step. * If previous transfer tax is not paid, informs the taxpayer to proceeds to transfer tax section to pays the transfer tax before it will proceed to next step.	None	30 minutes	<i>Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section</i>
5. None	5. Prepares summary of documents	None	30 minutes	<i>Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section</i>



6. None	6. Reviews summary of required documents	None	5 minutes	Assistant Provincial Treasurer Provincial Treasurer's Office
7. Presents the Original Cloa title and receives the unofficial copy Certificate of Tax Exemption for payment	7. Prepares Certificate of Tax Exemption and issues the unofficial copy of certificate to client for payment	None	5 minutes	Reproduction Machine Operator II Revenue Operations Division-Revenue Generation Planning Section
8. Gets number to counter 6, waits to be called, proceeds to Cash Receipt Division and presents the unofficial copy Certificate of Tax Exemption for payment to counter 2 - 5	8. Receives the unofficial copy of certificate, prepares and issues the official receipt	PHP 100	5 minutes	Computer Operator I Provincial Treasurer's Office
9. Submits the copy of official receipt and the unofficial copy of certificate of exemption to counter 6	9. Signs the Certificate of Tax Exemption	None	1 minute	Provincial Treasurer Provincial Treasurer's Office
10. Receives the issued Certificate of Tax Exemption and submits to Provincial Assessors Office	10. Releases the Certificate of Tax Exemption together with the submitted official receipt	None	1 minute	Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section
TOTAL:		PHP 100	1 hour, 30 minutes	

Issuance of Certificate of Exemption is covered by RA No. 6657 and Bataan Revenue Code of 2014 Article L Section 80



19. Payment of Tax on Sand and Gravel and other quarry resources

Tax on 10% of fair market value per cubic meter of ordinary stones, earth and other quarry resources, such as but not limited to marble, granite, volcanic cinders, basalt, tuff and rock phosphate extracted from public lands or from the beds of seas, lakes, rivers, streams, creeks and other public water within the territorial jurisdiction of the Province of Bataan, sand and gravel and other quarry resources used on the construction of infrastructure and projects within the Province.

Office or Division:	Provincial Treasurer's Office/ Revenue Operations Division-Other Taxes and Fees Section/ Collection Division
Classification:	Simple
Type of Transaction:	G2B- Government to Business entity
Who may avail:	Any corporations, partnership or associations including general engineering construction work within the Province of Bataan as well as those engaged in dealing, handling, delivering or hauling sand, gravel, stones, earth and other construction materials

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program of works (1 certified photocopy)		Provincial Engineering's Office (PEO)/ Municipal Engineering's Office (MEO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the certified photocopy of program of works to counter 6 and waits to be called.	1. Receives the program of works.	None	1 minute	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
2. Proceeds to PEO/MEO if incomplete and/or not certified and submits again the complete and certified photocopy of program of works to counter 6, waits to be called if complete and certified.	2. Checks the program of works, * if the program of works is incomplete and/or not certified, informs the taxpayer to proceed to PEO/ MEO and secure complete program of works * if complete and certified, prepares order of payment.	None	10 minutes	<i>Local Revenue Collection Officer III Revenue Operations Division-Other Taxes and Fees Section</i>



3. None	3. Reviews and checks the prepared order of payment	10% of the total cost of sand, gravel and other quarry resources plus 25% surcharge if not paid in advance and extraction has been made	3 minutes	<i>Local Treasury Operation Officer IV Revenue Operations Division-Real Property Tax Section</i>
4. Receives the order of payment.	4. Issues the Order of payment to client/ taxpayer for payment	None	1 minute	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
5. Proceeds to Collection Division and presents the order of payment to counter 2 - 5	5. Receives the order of payment and prepares the official receipt (Accountable Form 51)	None	3 minutes	<i>Revenue Collection Clerk III Collection Division</i>
6. Pays the corresponding fee and receives the official receipt.	6. Issues the official receipt (AF 51)	10% of the total cost of sand, gravel and other quarry resources plus 25% surcharge if not paid in advance and extraction has been made	2 minutes	<i>Revenue Collection Clerk III Collection Division</i>
TOTAL:		10% of the fair market value per cubic meter of ordinary stones, earth and other quarry resources, plus 25% surcharge if not paid in advance	20 minutes	

Payment of Sand And Gravel Tax is covered by Bataan Revenue Code of 2014 Chapter 2 Article E Section 40 .



20. Payment of Franchise Tax and Business of Printing and Publication

Tax to be collected to business enjoying a franchise and business of persons engaged in the printing and or publication of books, cards, poster and other similar nature. At a rate of 55% of 1% of the gross annual receipt and 1/20 of 1% of capital investment for the newly started business.

Office or Division: Provincial Treasurer's Office/ Revenue Operations Division-Other Taxes and Fees Section/ Collection Division

Classification: Simple

Type of Transaction: G2B- Government to Business Entity

Who may avail: Persons engaged in franchise business and in the printing and/or publication business

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Income Tax Return(ITR) for old business only (1 photocopy) Financial Statement (FS) properly signed by the accountant for old and newly started business (1 photocopy) Business Registration Certificate for new business only (1 photocopy)		Bureau of Internal Revenue Business Owner/Bookkeeper Department of Trade and Industry (DTI)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the ITR and FS if old business, FS and business registration certificate for newly started business to counter 2 to 5 and wait to be called.	1. Receives the documents.	None	1 minute	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
2. None	2. Prepares the order of payment	None	10 minutes	<i>Local Revenue Collection Officer III Revenue Operations Division-Other Taxes and Fees Section</i>
3. None	3. Reviews and checks the prepared order of payment	55% of 1% of gross annual receipt or 1/20 of 1% of the capital investment of the business, if not paid within specified time, additional 25% surcharge and additional 2% interest for tax on printing	3 minutes	<i>Local Treasury Operation Officer IV Provincial Treasurer's Office</i>



4. Receives the order of payment.	4. Issues the Order of payment to client/ taxpayer for payment	None	1 minute	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
5. Proceeds to Collection Division and submits the order of payment to counter 2 - 5	5. Receives the order of payment and prepares the official receipt (Accountable Form 51)	None	3 minutes	<i>Revenue Collection Clerk III Collection Division</i>
6. Pays the corresponding fee and receives the official receipt.	6. Issues the official receipt (AF 51)	55% of 1% of gross annual receipt or 1/20 of 1% of the capital investment of the business, if not paid within specified time, additional 25% surcharge and additional 2% interest for tax on printing	2 minutes	<i>Revenue Collection Clerk III Collection Division</i>
TOTAL:		55% of 1% of gross annual receipt or 1/20 of 1% of the capital investment of the business, if not paid within specified time, additional 25% surcharge and additional 2% interest for tax on printing	20 minutes	
Payment of Franchise Tax is covered by Bataan Revenue Code of 2014 Chapter 2 Article D Section 37 .				



21. Cancellation/Withdrawal of Issued Warrant of Levy

To assist the declared owner, or his heir/s, or party-in-interest to cancel the annotated warrant of levy on its tax declaration and/or title, and to collect delinquent realty taxes and cost there from

Office or Division:	Provincial Treasurer's Office/ Revenue Operations Division-Revenue Generation Planning/ Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen/ G2B- Government to Business
Who may avail:	Real Property Owners in Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Real property Tax order of Payment (RPTOP) (1 original)</p> <p>Current year Tax Declaration and/or Tax declaration at the time the property is warranted (1 photocopy)</p> <p>Title (1 photocopy)</p> <p>Certificate of complete record of payment up to present/Official receipt of RPT payment (In case of none payment - Certification of no record of payment) . (1 photocopy)</p> <p><i>Official receipt of cost of warrant of Levy (1 photocopy)</i></p> <p><i>Valid Identification Card of transacting party with active contact number (1 photocopy)</i></p> <p><i>Valid Proof of Identification as person having legal interest (1 photocopy)</i></p>	<p>Provincial Assessor's Office</p> <p>Provincial Assessor's Office</p> <p>Register of Deeds</p> <p>Municipal Treasurers Office (MTO) - where the property is located</p> <p>Provincial Treasurer's Office (PTO)</p> <p>Client/Government Agencies</p> <p>Necessary Agency</p>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the photocopy of the required documents below to counter 6 and wait to be called a. Real property Tax order of Payment (RPTOP) b. Current year Tax Declaration and/or Tax declaration at the time the property is warranted c. Title d. Certificate of complete record of payment up to present (In case of none payment - Certification of no record of payment) / Official receipt of RPT payment. e. Official receipt of cost of warrant of Levy f. Valid Identification Card of transacting party with active contact number g. Valid Proof of Identification as person having legal interest (1 photocopy)	1. Receives and checks all the applicable requirements. * If the document is complete proceeds to step 2. * If the not, returns to client and informs him to complete the documents first.	None	3 minutes per property	<i>Bookbinder II Revenue Operations Division-Other Taxes and Fees Section</i>
2. None	2. Verifies the RPT Payments * Paid or not, proceeds to step 3	None	5 minutes per property	<i>Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section</i>
3. None	3. Verifies the issuance of warrant of levy (Print copy of warrant of Levy) * With or without print copy of warrant of levy, proceeds to step 4	None	5 minutes per property	<i>Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section</i>



4. None	<p>4. Examines all applicable documents</p> <p>* If the realty tax and the cost of warrant is paid, proceeds to step 7.</p> <p>If the realty tax and/or cost of warrant is not paid, proceed to next step.</p>	None	15 minutes per property	<p><i>Local Treasury</i> <i>Operation Officer II</i> <i>Revenue Operations</i> <i>Division-Revenue</i> <i>Generation Planning</i> <i>Section</i></p>
5. None	5. Prepares the Statement of account for the taxes due and/or cost of warrant of levy and issues the SOA to the clients	None	3 minutes per property	<p><i>Local Treasury</i> <i>Operation Officer II</i> <i>Revenue Operations</i> <i>Division-Revenue</i> <i>Generation Planning</i> <i>Section</i></p>
6. Receives the SOA, proceeds to Collection Division counter 2 to 5 and pays the taxes due and/or cost of warrant	<p>6. Receives the SOA, prepares and issues the official receipt</p> <p>* Accountable Form 51 for cost of expenses</p> <p>* Accountable Form 56 for taxes due</p>	cost or expenses of issued warrant 2% of the Assessed Value plus/less the applicable penalty/discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)	3 minutes per property	<p><i>Revenue Collection</i> <i>Clerk III</i> <i>Collection Division</i></p>



7. Receives the official receipts and submits to Local Treasury Operation Officer II	7. Receives the official receipts and prepares the cancellation/ withdrawal of warrant of Levy	None	5 minutes per property	Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section
8. None	8. Reviews the cancellation/ withdrawal of warrant of Levy	None	2 minutes per property	Assistant Provincial Treasurer Provincial Treasurer's Office
9. None	9. Signs the cancellation/ withdrawal of warrant of Levy	None	1 minutes per property	Provincial Treasurer Provincial Treasurer's Office
10. Receives the issued cancellation/withdrawal of warrant of Levy and official receipts and proceeds to the Provincial Assessors/ Register of Deeds	10. Releases the cancellation/ withdrawal of warrant of Levy together with the submitted official receipts	None	1 minute per property	Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section
TOTAL:		Cost or expenses of issued warrant 2% of the Assessed Value plus/ less the applicable penalty/ discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)	43 minutes	

Cancellation/Withdrawal of Issued Warrant of Levy is covered under Chapter 6 of LGC - RA 7160



22. Repurchase of Auctioned Real Properties

To assist the declared owner, or his heir/s, or party-in-interest to re-acquire the auctioned property/ies through repurchase, and to collect repurchase price there from

Office or Division:	Provincial Treasurer's Office/ Revenue Operations Division-Revenue Generation Planning/ Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen/ G2B- Government to Business
Who may avail:	Real Property Owners in Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Real property Tax order of Payment (RPTOP) (1 original) Tax declaration series from 1st declaration to present (1 photocopy) Title of auctioned lot (1 photocopy) Certificate of complete record of payment up to present (1 photocopy) (In case of none payment - Certification of no record of payment- 1 original) . Letter Request to repurchase address to the Provincial Governor (1 original) Valid Identification Card of transacting party with active contact number (1 photocopy) Valid Proof of Identification as person having legal interest (1 photocopy) Notice of Approval to pay (1 original)		Provincial Assessor's Office Provincial Assessor's Office Register of Deeds Municipal Treasurers Office (MTO) - where the property is located Client Client/Government Agencies Necessary Agency Provincial Legal Office through Provincial Repurchase Committee		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the photocopy of the required documents below to counter 6 and waits to be called a. Real property Tax order of Payment (RPTOP) b. Tax declaration series from 1st declaration to present c. Title d. Certificate of complete record of payment up to present (In case of none payment - Certification of no record of payment) . e. Letter Request to repurchase address to the Provincial Governor f. Valid Identification Card of transacting party with active contact number g. Valid Proof of Identification as person having legal interest (1 photocopy) h. Notice of Approval to pay (1 original)	1. Receives and checks the submitted requirements * If the document is complete , proceeds to next step * If the document is not complete, returns to the client	None	10 minutes per property	<i>Local Treasury Operation Officer II Revenue Operations Division- Revenue Generation Planning Section</i>



2. None	2. Verifies the RPT Payments * Paid or not, proceeds to step 3	None	5 minutes per property	Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section
3. None	3. Verifies and furnishes the documents of the auctioned properties * With or without print copy of auction documents proceeds to step 4	None	60 minutes per property	Revenue Collection Clerk III Revenue Operations Division-Revenue Generation Planning Section
4. None	4. Examines all applicable documents	None	60 minutes per property	Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section
5. None	5. Prepares summary/checklist of documents	None	60 minutes per property	Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section
6. None	6. Prepares the repurchase computation * If the Assessed Values for the delinquent years are already available, proceeds for computation. * If the Assessed Values for the delinquent years are not available, asks the Provincial Assessor's Office to write down the assessed values of the delinquent years in the RPTOP then proceeds for computation.	None	15 minutes per property	Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section



7. Receives the Statement of Account (SOA) and proceeds to Collection Division counter 2 to 5 for payment	7. Issues the Statement of Account (SOA) for payment	None	5 minutes per property	Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section
8. Submits the SOA to counter 2 to 5, pays and receives the official receipts	8. Receives the SOA, prepares and issues the official receipt * Accountable Form 51- repurchase computation * Accountable Form 56 - RPT	Delinquent taxes including interest & charges due thereon and the expenses of sale, plus 2% interest per month on the purchase price from the date of sale to the date of repurchase 2% of the Assessed Value plus/less the applicable penalty/ discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)	6 minutes per property	Revenue Collection Clerk III Collection Division
9. Presents the copy of official receipts and waits for the Certificate of Repurchase to be issued by the Provincial Legal Office	9. Prepares letter informing payment to Legal Office for Issuance of Certificate of Repurchase	None	15 minutes per property	Local Treasury Operation Officer II Revenue Operations Division-Revenue Generation Planning Section



10. None	10. Reviews letter informing payment to Legal Office for Issuance of Certificate of Repurchase	None	2 minutes per property	Assistant Provincial Treasurer Provincial Treasurer's Office
11. None	11. Signs letter informing payment to Legal Office for Issuance of Certificate of Repurchase	None	1 minute per property	Provincial Treasurer Provincial Treasurer's Office
12. Receives the Certificate of Repurchase	12. Receives the Certificate of Repurchase from Provincial Legal Office and issues to client	None	1 day per property	Local Treasury Operation Officer II Revenue Operations Division- Revenue Generation Planning Section
TOTAL:		Delinquent taxes including interest & charges due thereon and the expenses of sale, plus 2% interest per month on the purchase price from the date of sale to the date of repurchase 2% of the Assessed Value plus/less the applicable penalty/discount depends on the time of payment and tax delinquency for RPT and .5% of the Assessed Value depends on the time of payment and tax delinquency for SHT (if any)	1 day ,4 hours	
Repurchase of Auctioned Real Properties is covered under Bataan Revenue Code of 2014 Article Q, Section 102				
Redemption of Auctioned Real Properties is covered under Chapter 6 of LGC - RA 7160				



PROVINCIAL TREASURE'S OFFICE

INTERNAL SERVICES



1. Preparation of Condemnation Report of Unserviceable Office Equipment Process

This involves the preparation of condemnation report for all unserviceable office equipment and the submission to Provincial General Services Office

Office or Division:	Provincial Treasurer's Office/ Fiscal Operations Review-Fiscal Analysis Review
Classification:	Simple
Type of Transaction:	G2G -Government to Government
Who may avail:	Provincial Treasurer's Office, Provincial General Services Office, Provincial Information and Technology Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Condemnation Report of Unserviceable Office Equipment (1 original) Inspection Report (1 original)		Provincial Treasurer's Office Provincial Information and Technology Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspects and assesses the office equipment	1. Requests the PITO for the inspection and assessment of the office equipment.	None	40 minutes	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>



2. Advises the user whether the office equipment is for repair or replacement. If found to be unserviceable, PITO issues Inspection Report.	2. Prepares the Condemnation Report for unserviceable office equipment and the transmittal letter to PGSO for the exclusion of the said items in the inventory list of PTO.	None	3 hours	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
3. None	3. Approves and signs the Condemnation Report.	None	15 minutes	<i>Provincial Treasurer Provincial Treasurer's Office</i>
4. Acknowledges receipt of the Condemnation Report	4. Submit the Condemnation Report to PGSO.	None	5 minutes	<i>Utility Worker II Fiscal Operations Review-Treasury Management Unit</i>
	TOTAL:	None	4 hours	



2. Appraisal of Properties and Equipment purchased or donated by/to Provincial Government of Bataan Process

This involves all transactions regarding the procurement or donation of any real properties and equipment by/to the PGB

Office or Division:	Provincial Treasurer's Office/ Fiscal Operations Review-Fiscal Analysis Review
Classification:	Complex
Type of Transaction:	G2G -Government to Government
Who may avail:	Provincial Government of Bataan (PGB) Offices/ National Government Agencies and Clients/Appraisal Team

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request and complete attachments (1 photocopy of each document) Appraisal Report (1 original)		PGB - Appraisal Committee PGB - Appraisal Committee		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete attachments together with their letter of request and purpose to the chairman of Appraisal Committee.	1. Receives the documents for the properties to be appraised from the Appraisal Committee.	None	10 minutes	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
2. Requests the Technical Working Group (TWG) for the schedule on ocular inspection to make an evaluation report.	2. Conducts the ocular inspection.	None	1 day	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
3. Submits the Appraisal Report.	3. Receives and reviews the Appraisal Report and prepares other pertinent documents	None	2 days, 4 hours	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>



4. None	4. Reviews and evaluates the documents.	None	1 day, 3 hours	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i> <i>Provincial Treasurer Provincial Treasurer's Office</i>
5. None	5. Signs the Appraisal Report.	None	20 minutes	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
6. None	6. Reviews and signs the Appraisal Report.	None	20 minutes	<i>Provincial Treasurer Provincial Treasurer's Office</i>
7. Receives the Appraisal Report.	7. Submits the Appraisal Report to the concerned office.	None	10 minutes	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
	TOTAL:	None	5 days	



3. Preparation of Checklist Requirements for Repurchase of Auctioned Properties

This involves the gathering of all kinds of documents used in the auctioned properties subject to repurchase

Office or Division:	Provincial Treasurer's Office/ Fiscal Operations Review-Fiscal Analysis Review			
Classification:	Complex			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Provincial Treasurer's Office, Provincial Legal Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request to Repurchase received by Provincial Legal Office (1 photocopy) Records of Payment (1 photocopy) Title (1 photocopy)			Provincial Legal Office Provincial Treasurer's Office/ Municipal Treasurer's Office Registry of Deeds	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs and submits to the PTO the auctioned properties that are subject of repurchase.	1. Prepares all the necessary documents used in auction of the subject property for repurchase.	None	2 days	<i>Local Treasury Operations Officer II Fiscal Operations Review-Fiscal Analysis Review</i>
2. None	2. Prepares a summary report of the auctioned properties based on the gathered documents.	None	1 day	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
3. None	3. Discusses the observation and action to be taken	None	4 hours	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
4. None	4. Approves and signs the report.	None	1 hour	<i>Provincial Treasurer Provincial Treasurer's Office</i>
5. Sets a meeting and discuss the auctioned property and make the final decision whether to approve or deny the request of repurchase of the auction property.	5. Discusses in the meeting the pros and cons whether to approve or deny the request of repurchase of the auctioned properties.	None	3 hours	<i>Provincial Treasurer Provincial Treasurer's Office</i>
TOTAL:		None	4 days	



4. Preparation of the Governance Reform Accomplishments in 2018-2022 and Quarterly comparative report in Locally Source - LRNDP

This pertains to the budget, revenue generation and expenditure management in the Local Road Network Development Plan

Office or Division:	Provincial Treasurer's Office/ Fiscal Operations Review-Fiscal Analysis Review
Classification:	Simple
Type of Transaction:	G2G -Government to Government
Who may avail:	Provincial Treasurer's Office, Provincial Engineering Office, Department of Interior Local Government

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Financial Data		Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends a link to fill out the required data of the concerned offices	1. Prepares the latest comparative report of the Locally Sourced Revenue	None	2 hours	<i>Management and Audit Analyst IV Fiscal Operations Review</i>
2. None	2. Analyzes and interprets the locally sourced revenue for what are the factors in hindering the targets	None	4 hours	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>



3. None	3. Discusses the comments and action to be taken	None	1 hour, 40 minutes	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
4. None	4. Prepares the report and accomplishes the templates based on the observations.	None	4 hours	<i>Local Treasury Operations Officer IV Fiscal Operations Review-Fiscal Analysis Review</i>
5. None	5. Approves and signs the report and templates	None	15 minutes	<i>Provincial Treasurer Provincial Treasurer's Office</i>
6. Acknowledges receipt of the report	6. Submits the report to the concerned office.	None	5 minutes	<i>Utility Worker II Fiscal Operations Review-Treasury Management Unit</i>
	TOTAL:	None	1 day, 4 hours	



5. Preparation, Registration, Submission and Payment of Fidelity Bond of Accountable officers

This involves application and payment of fidelity bond of accountable public officer

Office or Division: Provincial Treasurer's Office/ Fiscal Operations Review-Treasury Management Unit

Classification: Complex

Type of Transaction: G2G - Government to Government

Who may avail: Accountable public officers in the Provincial Government of Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (1 photocopy) Old Confirmation Letter (1 certified photocopy) Office Order and/or Latest Appointment (1 certified photocopy) Picture (3 passport size)		Office with Accountable public officer Office with Accountable public officer Office with Accountable public officer Office with Accountable public officer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accountable Public Officer from PTO 1. None	1. Collates the necessary documents	None	5 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
2. None	2. Registers the bonded employees or officials in the Online Fidelity Bond System	None	1 hour	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
3. Checks, signs the 57A and returns to Administrative Officer	3. Prints the 57 A and forwards to Accountable Public Officer for checking and signing	None	10 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
4. None	4. Prints the List of Bonded Accountable Public Officers and 57A Signs the List of Bonded Accountable * Prepared by * Reviewed by * Certified and Approved by and Approver in 57A	None	15 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i> <i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i> <i>Assistant Provincial Treasurer Provincial Treasurer's Office</i> <i>Provincial Treasurer Provincial Treasurer's Office</i>



4. None	<p>4. Prints the List of Bonded Accountable Public Officers and 57A Signs the List of Bonded Accountable</p> <p>* Prepared by</p> <p>* Reviewed by</p> <p>* Certified and Approved by and Approver in 57A</p>	None	15 minutes	<p><i>Administrative Officer III Fiscal Operations Review- Treasury Management Unit</i></p> <p><i>Administrative Officer III Fiscal Operations Review- Treasury Management Unit</i></p> <p><i>Assistant Provincial Treasurer Provincial Treasurer's Office</i></p> <p><i>Provincial Treasurer Provincial Treasurer's Office</i></p>
5. None	5. Notarizes the 57A	PHP150	10 minutes	<i>Utility Worker II Fiscal Operations Review- Treasury Management Unit</i>
6. None	6. Prepares the OBR and DV and processes the payment	None	5 days	<i>Administrative Officer III Fiscal Operations Review- Treasury Management Unit</i>
7. None	7. Scans the documents, emails to Bureau of Treasury and waits for the electronic Authority to Accept Payment (eATAP)	None	20 minutes	<i>Administrative Officer III Fiscal Operations Review- Treasury Management Unit</i>
8. None	8. Prepares the Oncoll Payment Slip	None	5 minutes	<i>Administrative Officer III Fiscal Operations Review- Treasury Management Unit</i>
9. None	9. Pays the bond thru auto debit	for Cash Accountability: 75% of their total cash accountability for Property and Accountable Forms Accountability: 1.5%	30 minutes	<i>Utility Worker II Fiscal Operations Review- Treasury Management Unit</i>



10. None	10. Scans the validated eATAP, list of accountable officer and Authority to debit and sends to Bureau of Treasury and waits for the Confirmation letter	None	20 minutes	<i>Administrative Officer III Fiscal Operations Review- Treasury Management Unit</i>
11. None	11. Files the documents in the Folder 1-9	None	5 minutes	<i>Administrative Officer III Fiscal Operations Review- Treasury Management Unit</i>
TOTAL:		PHP 150 for notarial fee for Cash Accountability : 75% of their total cash accountability for Property and Accountable Forms Accountability : 1.5%	5 days and 3 hours	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accountable Public Officer from Other Offices of PGB 1. Submits PDS, certified photocopy of latest appointment or office order, certified photocopy of old confirmation letter and 3 pcs. passport ID	1. Receives and Checks the necessary documents	None	10 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
2. None	2. Registers the bonded employees or officials in the Online Fidelity Bond System	None	1 hour	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
3. None	3. Prints the List of Bonded Accountable Public Officers and 57A Signs the List of Bonded Accountable * Prepared by * Reviewed by * Certified and Approved by and Approver in 57A	None	15 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i> <i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i> <i>Assistant Provincial Treasurer Provincial Treasurer's Office</i> <i>Provincial Treasurer Provincial Treasurer's Office</i>
4. Checks, signs, notarized the 57A and returns to PTO together with other requirements, CAFOA and DV	4. Forwards the 57A to Accountable Public Officer for checking, signing and notarizing together with the List of Bonded Accountable Public Officers, Certified photocopy of old confirmation, and appointment for preparation of OBR and DV	None	1 day and 20 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>



5. Forwards to Budget Office for processing of payment	5. Receives the documents, indicates initial and returns to Accountable Public Officer for processing of payment	None	5 days	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
6. None	6. Scans the documents, emails to Bureau of Treasury and waits for the electronic Authority to Accept Payment (eATAP)	None	20 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
7. None	7. Prepares the Oncoll Payment Slip	None	5 minutes	<i>Administrative Officer III Fiscal Operations Review-Treasury Management Unit</i>
8. None	8. Pays the bond thru auto debit	PHP 150 for notarial fee for Cash Accountability: 75% of their total cash accountability for Property and Accountable Forms Accountability: 1.5%	15 minutes	<i>Utility Worker II Fiscal Operations Review-Treasury Management Unit</i>



9. None	9. Scans the validated eATAP, list of accountable officer and Authority to debit and send to Bureau of Treasury and waits for the Confirmation letter	None	30 minutes	<i>Administrative Officer III Fiscal Operations Review -Treasury Management Unit</i>
10. None	10. Files the documents in the Folder 1-9	None	5 minutes	<i>Administrative Officer III Fiscal Operations Review -Treasury Management Unit</i>
TOTAL:		PHP 150 for notarial fee for Cash Accountability : 75% of their total cash accountability for Property and Accountable Forms Accountability : 1.5%	6 days and 3 hours	

Payment of Fidelity Bond is covered under Treasury Circular No. 02-2009



1. Job Seeker Registration

The Public Employment Service Office registers active job seekers in order to build a reliable database of competent pool of applicants for a better overview of the skill-set present in the province.

Office or Division:	Public Employment Service Office/Labor Market Information (LMI) Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All active Bataeno job applicants seeking local or overseas employment at least 18 years old

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume with 2x2 colored picture (1 original copy)		Applicant/Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For walk-in clients:</u> 1. Inquires at the Job Assistance Desk at 1Bataan One-Stop Service Center for OFWs (1BOSSCO) and signs on the Job Seekers' Logsheet	1. Determines if the client has already registered in PESO ➤ If not, ask the client to fill-up the Bataan Manpower Registry System (BMRS) Form ➤ If yes (a year ago), ask the client to fill-up the form to update the data on file ➤ If yes (within the year), skip the registration	NONE	2 minutes	Bookbinder III/Clerk II Labor Market Information Division
2. Fills-out the Bataan Manpower Registry System (BMRS) form	2. Reviews the form and ensures that all mandatory fields are filled-out ➤ If the client updated his/her data or if the client is not yet registered, encode the newly provided data on the DOLE PEIS	NONE	10 minutes	Clerk II Labor Market Information Division
TOTAL:			12 minutes	



2. Job Vacancy Solicitation and Posting

The Public Employment Service Office (PESO) encourages employers to submit on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information between job seekers and employers by providing employment information services to job seekers, both for local and overseas employment, and recruitment assistance to employers

Office or Division:	Public Employment Service Office (PESO)/Labor Market Information (LMI) Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Local businesses, companies and establishments and local and overseas recruitment agencies with active job vacancies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For employers requesting for the first time:</u> <i>Letter of intent (1 original or 1 electronic copy)</i>	Company requesting for job posting
Company profile	Company requesting for job posting
Business & DOLE permit/s (1 photocopy or 1 electronic copy)	Mayor's Office/Department of Labor and Employment (DOLE)
TIN (1 photocopy or 1 electronic copy)	Bureau of Internal Revenue (BIR)
Job vacancy/ies with complete qualifications and requirements, number of needed manpower & closing date (in MS Word format)	Company requesting for job posting
Contact person with designation & contact number and email address	Company requesting for job posting
<u>For employers requesting regularly</u>	
Job vacancy/ies with complete qualifications and requirements, number of needed manpower & closing date (in MS Word format)	Company requesting for job posting
Contact person with designation & contact number and email address	Company requesting for job posting



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For walk-in clients:</u> 1. Inquires at the front desk and signs on the Visitors' Logsheet</p> <p><u>For online clients:</u> 1. Sends a request for job posting through email at peso@bataan.gov.ph</p>	<p><u>For walk-in clients:</u> 1. Receives the client and determines if the establishment/client is requesting for the first time or not based on the registry of employers</p> <p><u>For online clients:</u> 1. Acknowledges the email/request and determines if the establishment/client is requesting for the first time or not based on the registry of employers</p> <p>➤If first time, asks for the list of requirements listed above</p> <p>➤If not, proceeds to Step 2</p>	NONE	5 minutes	Computer Operator II/ Administrative Aide IV Labor Market Information Division
<p><u>2. For walk-in and online clients:</u> Submits the complete set of requirements listed above</p>	2. Receives the submitted documents, checks the validity of the requirements and reviews the details of the job vacancy	NONE	10 minutes	Computer Operator II/ Administrative Aide IV Labor Market Information Division
3. NONE	3. Posts the job vacancy/ies with complete qualifications and requirements, number of needed manpower & closing date on the official Facebook account of PESO (PESO Capitol Bataan)	NONE	15 minutes	Computer Operator II/ Administrative Aide IV Labor Market Information Division
4. Reviews and confirms the posted job vacancy online at the official Facebook account of PESO (PESO Capitol Bataan)	4. Advises/encourages the client to submit on a regular basis lists of job vacancies in their establishment	NONE	2 minutes	Computer Operator II/ Administrative Aide IV Labor Market Information Division
TOTAL:			32 minutes	



3. Referral and Placement

The PESO shall provide referral and placement services for local and overseas as well as private and public employment in accordance with existing policies, rules and regulations. Referral is a process of directing pre-screened jobseekers to employers with vacancies matching their qualifications, while placement is the result of a successful referral.

Office or Division:	Public Employment Service Office/Referral and Placement Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business
Who may avail:	All active job applicants seeking local or overseas employment at least 18 years old

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/Personal Data Sheet (PDS) with 2x2 picture (1 original copy)		Applicant/Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For walk-in clients:</u> 1. Inquires at the front desk, signs on the Job Seekers' Logsheet (separate sheet for male and female)</p> <p><u>For online clients:</u> 1. Sends a request for referral through email at peso@bataan.gov.ph</p>	<p><u>For walk-in clients:</u> 1. Receives the client and determines if the job seeker has registered or not</p> <p><u>For online clients:</u> 1. Acknowledges the email/request and determines if the job seeker has registered or not</p> <p>➤ If not, follows the steps for Job Seeker Registration first. Once registered, then proceed to Step 2</p> <p>➤ If yes, proceeds to Step 2</p>	NONE	2 minutes	Bookbinder III/Clerk II Labor Market Information Division



2. <u>For walk-in and online clients:</u> <i>Submits the complete set of requirements listed above and attends/participates in the preliminary screening/matching process</i>	2. Receives the submitted documents and performs preliminary screening/matching process	NONE	20 minutes	Clerk II Clerk II Senior Labor and Employment Officer
3. NONE	3. Determines which PESO service should be provided ➤ If the client is not prepared to apply to a job vacancy or is not yet occupationally set, refers to the Training and Counseling Division ➤ If the client is interested in livelihood programs, not in training programs or local and overseas jobs, refers to the Special Projects Division ➤ If the client is occupationally set, offers active job vacancies that matches client's skills	NONE	5-10 minutes	Clerk II Referral and Placement Division
4. Accepts the referral to the Division/employer/establishment/agency	4. Refers the qualified applicant to the employer/establishment/agency via email	NONE	5 minutes	Computer Operator III Referral and Placement Division
5. Updates PESO on the status of application on own accord	5. Files for monitoring/follow-up and updates on the status of application for report purposes	NONE	7 days	Computer Operator III Referral and Placement Division
TOTAL:			7 days, 37 minutes	



4. Job Fair

Job Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers. Several agencies are invited to provide self-employed and training assistance.

Office or Division:	Public Employment Service Office/Referral and Placement Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All active Bataeno job applicants seeking local or overseas employment at least 18 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For local employment:	
Resume with 2x2 colored picture (1 original copy)	Applicant/client
Transcript of Records/Diploma (1 photocopy)	High school/College/University
Certificate of Employment (if any) (1 photocopy)	Previous employer
License for those applying security guard and driver (1 photocopy)	Applicant/client
For overseas employment:	
Resume with 2x2 colored picture (1 original copy)	Applicant/client
Certificate of Employment (if any) (1 photocopy)	Previous employer
Valid passport (1 photocopy)	Department of Foreign Affairs



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For walk-in clients:</u> 1. Inquires at the registration desk and registers on the Job Seekers' Logsheet (separate sheets for male and female)	<u>For walk-in clients:</u> 1. Receives the client and asks if the client is seeking for local or overseas employment ➤If the client is seeking for local employment, asks the job seeker to prepare the requirements listed above for local ➤If the client is seeking for overseas employment, asks the job seeker to prepare the requirements listed above for overseas	NONE	5 minutes	Computer Operator II Referral and Placement Division
2. Presents the requirements listed above and undergoes preliminary interview/s with employer/s	NONE	NONE	10 minutes	
NONE	3. Supervises and monitors the recruitment process of local and overseas employers	NONE	6 hours	Senior Administrative Assistant Referral and Placement Division
NONE	4. Acknowledges and records the applicants who are hired-on-the-spot (HOTS) if any	NONE	15 minutes	Computer Operator III Referral and Placement Division
TOTAL:			6 hours, 20 minutes	



5. Local and Special Recruitment Activities

Local Recruitment Activity (LRA) is exclusively designed for the recruitment of only one requesting local company without any fee while the Special Recruitment Activity (SRA) is for the recruitment of overseas agencies to be deployed abroad. PESO provides a venue for the recruitment activity and shall help with the facilitation and invitation of applicants.

Office or Division:	Public Employment Service Office/Referral and Placement Division
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
Who may avail:	Local and overseas recruitment agencies/employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For local recruitment agencies:</u>	
Letter of request with specified date and venue of the recruitment activity addressed to PESO Manager (1 original copy or 1 electronic copy)	Recruitment agency/client
Terminal Report (1 photocopy)	PESO
<u>For overseas recruitment agencies:</u>	
Letter of request with specified date and venue of the recruitment activity addressed to PESO Manager (1 original copy or 1 electronic copy)	Recruitment agency/client
Certificate of accreditation and confirmed and authenticated job vacancy from principal employer abroad	Department of Migrant Workers (DMW)
No Objection Certificate (NOC) (1 original copy)	PESO
Terminal Report (1 photocopy)	PESO



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For walk-in clients:</u> 1. Inquires at the front desk, signs on the Visitors' Logsheets and submits the letter of intent and other requirements listed above</p> <p><u>For online clients:</u> 1. Sends a letter of intent and other requirements listed above to conduct an LRA/SRA through email at peso@bataan.gov.ph</p>	<p><u>For walk-in clients:</u> 1. Receives the client and the letter of intent, reviews and validates submitted requirements</p> <p><u>For online clients:</u> 1. Acknowledges the email/request and reviews and validates submitted requirements</p>	NONE	20 minutes	Bookbinder III/ Senior Administrative Assistant Referral and Placement Division
NONE	<p>2. Endorses to PESO Manager for approval and issuance of the (NOC) No Objection Certificate (for SRAs only)</p> <p>➤ If approved, notifies the requesting agency via email with the approved date of the LRA/SRA</p>	NONE	15 minutes	Senior Administrative Assistant Provincial PESO Manager Referral and Placement Division
3. Receives the NOC (for SRAs only) and provide promotional materials for information dissemination (e.g. posters, tarpaulins, flyers)	3. Receives promotional materials and posts job vacancies/order on the official PESO Facebook account/page and assists in other information	NONE	7 days	Reproduction Machine Operator II, Bookbinder II Referral and Placement Division
4. Conducts the LRA/SRA proper	4. Facilitates and supervises the conduct of the LRA/SRA	NONE	6 hours	Bookbinder III Senior Administrative Assistant Referral and Placement Division
5. Submits Terminal Report to indicate the status of the application of each job seeker	5. Receives Terminal Report for monitoring, follow-up and report purposes	NONE	30 minutes	Senior Administrative Assistant Computer Operator III Referral and Placement Division
TOTAL:			7 days, 7 hours, 5 minutes	



6. Special Program for Employment of Students (SPES)

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

Office or Division:	Referral and Placement Division	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	High school or college students, out-of-school youth (OSY) and dependents of displaced or would-be displaced workers at least 15 but not more than 30 years of age	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
(3) passport-sized pictures		Client
(1) photocopy of birth certificate or baptismal certificate		Philippine Statistics Authority (PSA)
(1) photocopy of Form 138 (for Senior High School students)		Highschool
(1) photocopy of report of grades or Certified True Copy of class cards of previous semester/school year (for Vocational and College students)		College/University
Any of the following to attest to parents' income: (1) Certified true copy of the latest Income Tax Return (ITR) or Certificate of Tax Exemption issued by BIR		Bureau of Internal Revenue (BIR)
(1) Photocopy of proof of enrolment (e.g. Official receipt or Scholarship certification)		Highschool/College/University



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires at the front desk, signs on the Visitors' Logsheet and submits the complete set of requirements listed above	1. Receives the client and asks the client to fill-out the SPES application form	NONE	3 minutes	Computer Operator II Computer Operator III Referral and Placement Division
2. Fills-out and submits the SPES application form together with the other requirements listed above	2. Evaluates submitted documents and determines if the applicant is qualified ➤ If the client is qualified, encodes the applicant's information and matches to the municipal office related to education	NONE	20 minutes	Computer Operator II Computer Operator III Referral and Placement Division
3. Attends SPES Orientation and signs the employment contract	3. Conducts SPES Orientation and presents places of assignments and work plan to students	NONE	4 hours	Computer Operator III Senior Labor and Employment Officer Referral and Placement Division
4. Fulfills the 20 days stated on the contract and submits DTRs and accomplishment reports	4. Validates Daily Time Records (DTRs) and accomplishment reports and processes the 60% counterpart of payroll of students with complete attendance	NONE	10 days	Computer Operator II Computer Operator III Referral and Placement Division
5. Receives the 60% salary from PGB	5. Conducts SPES payout for the release of the 60% PGB counterpart	NONE	5 minutes	Computer Operator II Computer Operator III Referral and Placement Division
TOTAL:			10 days, 4 hours, 28 minutes	



7. Government Internship Program (GIP)

Government Internship Program (GIP) provides three to six (3-6) month's internship opportunity for high school, technical-vocational, or college graduates who wants to pursue a career in public service in either local or national government

Office or Division:	Referral and Placement Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	At least High School Graduate or Voc-Tech Graduate between 18-30 years old; No work experience; and Individuals up to 35 years old may be accommodated as beneficiaries under exceptional circumstances, specifically in areas that are hardly-hit or stricken by disasters and natural calamities, such as typhoon, earthquake, and the like, including those man-made calamities.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) photocopy of Transcript of Records (TOR) or Diploma for college students or Certificate of Graduation in case of voc-tech graduates		College/University		
(1) Original copy of Certificate of Indigency from the Barangay		Barangay Hall		
(1) GIP Application Form		PESO/DOLE		
(2 pcs) 2x2 recently taken pictures		Client		
(1) Photocopy of valid ID		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires at the front desk, states intention to apply in GIP and signs on the Visitors' Logsheet	1. Receives the client and asks the client to fill-out the GIP application form	NONE	2 minutes	Clerk II Referral and Placement Division
2. Fills-out and submits the GIP application form together with the other requirements listed above	2. Evaluates submitted documents and determines if the applicant is qualified ➤ If the client is qualified, matches the education to the municipal/provincial/national offices or agencies and encodes the information provided on the GIP Form	NONE	10 minutes	Clerk II/ Administrative Aide IV Referral and Placement Division



3. Attends GIP Orientation and signs the internship agreement	3. Conducts GIP Orientation and distributes referral letters to interns and municipal/provincial/national offices or agencies	NONE	3 hours	Clerk II Senior Labor and Employment Officer Referral and Placement Division
4. Fulfills the total number of days stated on the contract (at least 66 days or 3 months), submits DTRs and accomplishment reports every cut-off and receives salary after 10 days from submission of DTR	4. Validates Daily Time Records (DTRs) and accomplishment reports and coordinates with DOLE for the preparation and processing of payroll every cut-off	NONE	3 days	Clerk II/ Administrative Aide IV Referral and Placement Division
5. Attends GIP Commencement Exercises and receives certificate of completion	5. Conducts GIP Commencement Exercises, recognizes outstanding interns and distributes certificates of completion	NONE	3 hours	Clerk II/ Administrative Aide IV Senior Labor and Employment Officer Referral and Placement Division
TOTAL:			3 days, 6 hours, 12 minutes	



8. Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD)

Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD) is a community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not to exceed a maximum of 30 days, depending on the nature of work to be performed.

Office or Division:	Referral and Placement Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Displaced workers, underemployed, seasonal workers and special groups (e.g. solo parents)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
Community tax certificate/cedula (if applicable)		Barangay Hall		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires at the front desk, states purpose and signs on the Visitors' Logsheet	1. Receives the client and asks the client to fill out the Bataan Manpower Registry System (BMRS) Form	NONE	10 minutes	Bookbinder III Clerk II Referral and Placement Division
2. Fills-out the Bataan Manpower Registry System (BMRS) Form and submits the requirements listed above	2. Evaluates submitted documents and encodes the information on the OSEC Form provided by DOLE	NONE	15 minutes	Bookbinder III Senior Administrative Assistant Referral and Placement Division



3. Attends/participates in the TUPAD Orientation and signs employment contract	3. Conducts the TUPAD Orientation, together with DOLE Bataan, and distributes PPEs	NONE	3 hours	<i>Bookbinder III Senior Administrative Assistant Referral and Placement Division</i>
4. Fulfills the 10-day work plan	4. Monitors attendance and daily accomplishments of all TUPAD beneficiaries	NONE	10 calendar days	<i>Bookbinder III Senior Administrative Assistant Referral and Placement Division</i>
5. Submits daily attendance sheets and narrative report/s	5. Validates and endorses the documentation reports and coordinates with DOLE for the preparation and processing of payroll	NONE	7 days	<i>Bookbinder III Referral and Placement Division</i>
6. Receives 10-day salary	6. Conducts TUPAD payout, together with DOLE Bataan, for the release of 10-day salary to all beneficiaries	NONE	2 hours	<i>Bookbinder III Senior Administrative Assistant Referral and Placement Division</i>
TOTAL:			17 days, 5 hours, 25 minutes	

9. Career Guidance and Employment Coaching

The Public Employment Service Office (PESO) provides career guidance to private and public high schools and pre-employment orientation seminars to private and public colleges and universities as employment facilitation inter mediation services for the youth to provide them relevant information that could guide them in making informed career choices.

Office or Division:	Labor Market Information (LMI) Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Guidance counselors/designates, school principals/administrators, advisers, Grade 9 & 10 junior high school students, Grade 11 & 12 senior high school students and college graduating students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to Provincial PESO Manager	Requesting school/guidance counselor
Programme of activities	Requesting school/guidance counselor
Attendance sheets of student participants	Requesting school/guidance counselor
Certificates for resource speaker/s	Requesting school/guidance counselor
<u>For SHS only:</u>	
List of tracks and strands offered by requesting school	Requesting school/guidance counselor

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For walk-in clients:</u> 1. Inquires at the front desk, signs on the Visitors' Logsheet and submits the letter of request and programme of activities <u>For online clients:</u> 1. Send a request for a resource speaker through email at peso@bataan.gov.ph	<u>For walk-in clients:</u> 1. Receives the client and the letter of request and verifies the details on the request <u>For online clients:</u> 1. Acknowledges the email/request and review and verifies the details on the request	NONE	5 minutes	Administrative Aide IV/ Computer Operator II/ Training and Counseling Division



2. <u>For walk-in and online clients:</u> <i>Confirms the following important details: date, venue, schedule/ programme, target audience, tracks and strands, etc.</i>	2. Confirms the attendance of the PESO and provide the names and designations of the PESO resource speakers	NONE	5 minutes	<i>Labor and Employment Officer II/ Senior Labor and Employment Officer Training and Counseling Division</i>
3. Gathers the students at venue and prepares the necessary equipment (e.g. laptop, projector, etc.)	3. Conducts and facilitates the career guidance activity	NONE	3 hours	<i>Labor and Employment Officer II/ Senior Labor and Employment Officer Training and Counseling Division</i>
4. Submits the attendance sheet/s and awards certificates to speakers	4. Receives the attendance sheet/s and certificate/s for report purposes	NONE	5 minutes	<i>Administrative Aide IV Training and Counseling Division</i>
TOTAL:			3 hours, 15 minutes	



10. Facilitation of Skills Training

The Public Employment Service Office (PESO) undertakes skills development trainings or seminars for former OFWs, beneficiaries of active OFWs, officers and members of OFW Family Circles, and those seeking to upgrade their skills

Office or Division:	Public Employment Service Office (PESO)/Labor Market Information (LMI) Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Former OFWs, beneficiaries of active OFWs, officers and members of OFW Family Circles, and those seeking to upgrade their skills

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to Provincial PESO Manager		Client		
Training proposal (if any)		Client		
Programme of activities		Client		
Attendance Sheets				
Pre-test and post-test				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For walk-in clients:</u> 1. Approach the front desk and sign on the Visitors' Logsheets <u>For online clients:</u> 1. Send a request for training through email at peso@bataan.gov.ph	<u>For walk-in clients:</u> 1. Receives the client and the letter and verifies the details on the request <u>For online clients:</u> 1. Acknowledges the email/request and reviews and verifies the details on the request	NONE	2 minutes	Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division



<p>2. <u>For walk-in and online clients:</u> <i>Confirm the specific details on the request such as date, venue, schedule/ programme, target audience, training objectives, etc.</i></p>	<p>2.1 Forwards the request to the PESO Manager for review and approval</p> <p>2.2 Coordinates with partner/attached agencies offering the requested training and arrange the venue, materials or equipment needed</p>	<p>NONE</p>	<p>15 minutes</p>	<p><i>Senior Administrative Assistant/ PESO Manager Special Projects and Administrative Division</i></p>
<p>3. Attends and participates in the training provided</p>	<p>3. Conducts and facilitates the requested training</p>	<p>NONE</p>	<p>4 hours</p>	<p><i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i></p>
<p>4. Submits the attendance sheet/s, pre-tests and post-tests, and pictures/videos</p>	<p>4. Receives the attendance sheet/s, pre-tests and post-tests, and pictures/videos for record and documentation purposes</p>	<p>NONE</p>	<p>5 minutes</p>	<p><i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i></p>
<p>TOTAL:</p>			<p>3 hours, 15 minutes</p>	



11. Assistance to Bataeno OFWs

In coordination with the Overseas Workers Welfare Administration (OWWA), the PESO shall assist in providing re-integration assistance services to returning Overseas Filipino Workers (OFW's)

Office or Division:	Public Employment Service Office/Special Projects and Administrative Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Active and inactive Bataeno overseas Filipino workers (OFWs), OFW family members or beneficiaries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of OWWA Membership		Client		
Valid ID		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires at the OFW/OWWA Help Desk and signs on the OFW and Beneficiaries Sheet	1. Receives the client and the initial concern/request for assistance	NONE	2 minutes	<i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i>
2. Fills-out the Intake Form	2. Verifies client's information and determines if OWWA membership and status in the system If OWWA member, prints Members Personal Profile (MPS) generated through the OWWA website at mps.owwa.gov.ph If not, prints the OFW Information generated through the POEA Verification System	NONE	10 minutes	<i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i>



3. Submits documents or requirements listed above and provide details of request/concern/issue	<p>3. Validates submitted documents or requirements, evaluates client's request/concern/issue and determines which service should be provided</p> <p>If the client is an active OWWA member, educates client about the benefits and service they can avail from OWWA to address the client's concern</p> <p>If the client is inactive or not an OWWA member, recommends course of actions to be undertaken by the client or other services/remedies available to the client</p> <p>If the request/concern/issue or case is complex, refers to POEA Regional Office III</p>	NONE	30 minutes	<i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i>
4. Acknowledges instructions or accepts referral to POEA Regional Office III	4. Encodes and document client's consultation with PESO, files the printed and accomplished forms for recordkeeping and conducts follow-up with the client after 5-7 days if desired/requested services were provided	NONE	7 days	<i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i>
TOTAL:			7 days, 42 minutes	



12. Assistance to Municipal PESO

The Public Employment Service Office networks with municipal and nearby provincial and city PESOs on employment for job exchange purposes

Office or Division:	Special Projects and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Municipal, city and nearby provincial PESOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to Provincial PESO Manager		Requesting municipal, city and nearby provincial PESOs		
Programme of activities		Requesting municipal, city and nearby provincial PESOs		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For walk-in clients:</u> 1. Inquires at the front desk and signs on the Visitors' Logsheet <u>For online clients:</u> 1. Sends a letter of request through email at peso@bataan.gov.ph	<u>For walk-in clients:</u> 1. Receives the client and the letter of request and verifies the details on the request <u>For online clients:</u> 1. Acknowledges the email/request and reviews and verifies the details on the request	NONE	5 minutes	Computer Operator II/ Bookbinder III Special Projects and Administrative Division
<u>2. For walk-in and online clients:</u> Confirms the requested assistance from PESO and the specific details of the request such as date, venue, schedule/ programme, etc.	2. Forwards the request to the PESO Manager for review and approval ➤ If approved, confirms the attendance of PESO and provide the names and designations of the PESO personnel who will participate in/supervise the activity	NONE	15 minutes	Senior Administrative Assistant/ PESO Manager Special Projects and Administrative Division



PUBLIC EMPLOYMENT SERVICE OFFICE

INTERNAL SERVICES



3. Gathers attendees/ participants at the venue and prepares the necessary equipment (e.g. laptop, projector, etc.)	3. Attends/Supervises the activity in coordination with the municipal PESO Manager	NONE	4 hours	Bookbinder III/ Senior Administrative Assistant <i>Special Projects and Administrative Division</i>
4. Submits the attendance sheets and minutes of the meeting fo reco	4. Receives the attendance sheets and minutes of the meeting for record and documentation purposes	NONE	5 minutes	Bookbinder III/ <i>Special Projects and Administrative Division</i>
TOTAL:			4 hours, 22 minutes	



13. Request for Employment Data

The Public Employment Service Office (PESO) provide internal clients with adequate information on employment and labor market situation in the province that could serve as references for decision or policy making and formulation of employment plan, initiatives and strategies

Office or Division:	Public Employment Service Office (PESO)/Labor Market Information
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Offices/Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to Provincial PESO Manager		Requesting office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For walk-in clients:</u> 1. Inquires at the front desk, signs on the Visitors' Logsheet (separate sheet for male and female) and submits the letter of request</p> <p><u>For online clients:</u> 1. Sends a letter of request thru email at peso@bataan.gov.ph</p>	<p><u>For walk-in clients:</u> 1. Receives the client and letter of request and verifies the specific data for request</p> <p><u>For online clients:</u> 1. Acknowledges the email/request and verifies the specific data the client requires</p>	NONE	3 minutes	Administrative Assistant Labor Market Information Division



NONE	<p>2. Forwards the letter of request to Provincial PESO Manager for review and approval</p> <p>➤ If approved, the request will be forwarded to the Labor and Employment Officer (LEO) I</p> <p>➤ If not approved or if the requested data are not available in PESO, notifies the requesting office and refers to other office or national agency that can provide the requested data</p>	NONE	5 minutes	Administrative Assistant PESO Manager Labor Market Information Division
NONE	3. Processes and prepares the requested data/report and forwards to PESO Manager for final review and approval	NONE	3 hours	Administrative Assistant PESO Manager Labor Market Information Division
<p><u>4. For walk-in and online clients:</u></p> <p><i>Receives and reviews the data provided</i></p>	4. Logs and files the receiving copy for record and documentation purposes	NONE	2 minutes	Administrative Assistant PESO Manager Labor Market Information Division
TOTAL:			3 hours, 10 minutes	



PROVINCIAL PLANNING AND DEVELOPMENT OFFICE

EXTERNAL SERVICES



1. Provision of Sectoral Information and Data About the Province and its Development Plans

Sectoral information and data about a province and its development plans is crucial for effective planning and decision-making. It includes statistics on key sectors like economy, infrastructure, social services, natural resources, and more. Access to this information helps policymakers and stakeholders develop evidence-based policies, identify growth opportunities, and assess the impact of development plans.

Office or Division:	Provincial Planning and Development Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government/ G2B - Government to Business Entity/ G2C- Government to Citizen
Who may avail:	Developers, Business Sector, Private Individuals, Students, Professionals, NGAs, NGOs, POs, Public Officials

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter from School/Office/ Agency, ID Card, Flash Drive or Email Address (2 copies) (for those who are requesting electronic copies).		School/Office/Agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides an endorsement or request letter that clearly indicates the intended purpose.	1.1 Receives documents from internal / external clients and endorse to division in charge	None	2 minutes	<i>Computer Operator Admin Division</i>
2. Processes and evaluates the request.	2.1 Provides technical data and information for SEP and AAE	None	15 minutes	<i>Statistician III Research Division</i>
	2.2 Provides technical data and information for sectoral programs & projects & development plans of the Provincial Government	None	30 minutes	<i>Project Development Officer IV Plans and Program Division</i>
	2.3 Provides electronic copy of PDPFP and AIP	None	10 minutes	<i>Computer Operator III Admin Division</i>



	2.4 Provides technical data and information for NRC, BMDP, BTDP, CMGP and other Pipeline PPAs	None	30 minutes	<i>Project Development Officer IV</i>
	2.5 Provides technical data and information for GIS graphical presentation, interpretation of data and useful to mapping puposes	None	30 minutes	<i>Project Development Officer IV Special Project Division</i>
	2.6 Provides technical data and information for PRDP and DOE	None	30 minutes	<i>Supervising Administrative Officer Admin Division</i>
	2.7 Provides technical data and information for convergence Programs (Roll-IT, TRIPPC, TIKAS and Others)	None	30 minutes	<i>Project Development Officer II Plans and Program Division</i>
	2.8 Provides technical data and information for PPA's Proposed under NGA's Funding	None	30 minutes	<i>Project Development Officer II Plans and Program Division</i>
3. Receives the requested copy of information, data or pertinent development plans of the province	3. Provides copy (Electronic / Physical) of requested information, data and pertinent development plans of the province	None	10 minutes	<i>Computer Operator III Admin Division</i>
TOTAL:		None	3 hours, 37 minutes	



2. Preparation of Indorsement Letter for Additional Priority Projects and Additional Appropriation for Program, Project, Activity of Different Offices for Inclusion in the Approved Annual Investment Program and 20% Dev't. Fund

Involves the preparation of an endorsement letter for additional priority projects and appropriations for different programs, projects, and activities of various offices. The purpose of the endorsement letter is to include these additional items in the approved Annual Investment Program and 20% Development Fund Listing it also involves coordination between different departments or offices within an organization or government agency.

Office or Division:	Provincial Planning and Development Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Capitol Departments/Offices; LGUs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from the Requestors, Listing of PPA's for inclusion & revision (1 copy)		Respective Department		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request letter for additional/revision and realignment of priority PPA's of different offices for inclusion in the approved AIP and 20% Dev't Fund List	1.1 Verifies, Review & Validate request for additional/ revision and realignment of priority PPA's of different offices for inclusion in the approved AIP and 20% Dev't Fund	None	2 days	<i>Project Development Officer II Plans and Program Division</i>
	1.2 Prepares and encode Indorsement Letter	None	30 minutes	<i>Project Development Officer II Plans and Program Division</i>
	1.3 Signs and release the documents	None	15 minutes	<i>Provincial Planning and Development Coordinator Department Head</i>
TOTAL:		None	2 days, 45 minutes	



PROVINCIAL INFORMATION OFFICE

INTERNAL SERVICES



1a. Coverage/ Documentation (Full Coverages)

Governor Joet Garcia and Congressman Abet Garcia (FB, Tiktok)

Provide relevant, accurate, adequate and timely materials for information dissemination through **Full Coverages** different platforms of 1Bataan

Office or Division:	Provincial Information Office/ Multimedia Production Division and Communication Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Provincial Government of Bataan Departments, NGAs, NGOs, and Partner Corporations/ Companies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requesting Letter for Coverage/ Documentation (1 original copy) 2. Job Order Form (1 original copy) 3. Feedback Form (1 original copy)		1. Requesting department/Agencies 2. Provincial Information Office 3. Provincial Information Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends Request letter for coverage through E-Mail or Hardcopy letter	1. Receives the letter from the requesting department and provide Job Order Form	None	3 Minutes	<i>Administrative Officer IV/ Administrative Division</i>
2. Fills out Job Order Form	2. Receives Job Order Form	None	1 minute	<i>Administrative Officer IV/ Administrative Division</i>
None	3. Assigns Photographer, Videographer and Writer	None	15 Minutes	<i>Community Affairs Officer I/ Communication Division & Multi-Media Production Division</i>
None	4. Travels to destination where coverage will be done	None	1.5 hours	<i>Driver II Administrative Division</i>



None	5. Conducts the event Coverage Proper	None	8 hours	Administrative Assistant VI Communication Division Administrative Assistant VI Multi-Media Division Community Affairs Officer III Multi-Media Division
None	6. Packs up the equipment used	None	1 hour	Administrative Assistant VI Multi-Media Division
None	7. Travels back to the office	None	1.5 hours	Driver II Administrative Division
None	8. Archives the Files, Selection and water marking (Photos and Videos)	None	1.5 hour	Admin. Asst. VI, Administrative Assistant VI Multi-Media Division & Administrative Division
None	9. Captions and writes Article - Congressman Abet Garcia - Governor Joet Garcia - Tiktok - Youtube	None	1 hour	Administrative Officer IV Communication Division & Administrative Division
None	10. Edits the article	None	30 minutes	Communication Consultant
None	11. Posts and publishes the pictures / videos / articles	None	10 Minutes	Administrative Officer IV Administrative Division
TOTAL:		None	1 day, 7 hours, 29 mins	



1b. Coverage/ Documentation (Live Streaming) Governor Joet Garcia and Congressman Abet Garcia (FB, Tiktok)				
Provide relevant, accurate, adequate and timely materials for information dissemination through Live Streaming on different platforms of 1Bataan				
Office or Division:	Provincial Information Office/ Multimedia Production Division and Communication Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All Provincial Government of Bataan Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requesting Letter for Coverage/ Documentation (1 original copy) 2. Job Order Form (1 original copy) 3. Feedback Form (1 original copy)		1. Requesting department 2. Provincial Information Office 3. Provincial Information Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter for coverage through E-mail or hardcopy letter	1. Receives the letter from the requesting department and provide Job Order Form	None	3 Minutes	<i>Administrative Officer IV Administrative Division</i>
2. Fills out Job order form	2. Receives Job Order form	None	1 Minute	<i>Administrative Officer IV Administrative Division</i>
None	3. Conducts Internal/ External coordination meeting	None	3 hrs	<i>Department Head</i>
None	4. Travels to destination where coverage will be done	None	1.5 hours	<i>Driver II Administrative Division</i>



None	5. Oculars the venue	None	1 hour	<i>Community Affairs Officer III Multi-Media Production Division & Communication Division</i>
None	6. Tests the sound system, LED and other equipment to be used for the coverage	None	1 hour	<i>Computer Programmer II Multi-Media Production Division</i>
None	7. Conducts coordination with counterpart agency/ department	None	4 hrs	<i>Community Affairs Officer III Communications Division & Administrative Division</i>
None	8. Travels back to the office	None	1.5 hours	<i>Driver II Administrative Division</i>
None	9. Set-ups/conducts Dry run (on the day of the event)	None	2 hrs	<i>Computer Programmer II Multi-Media Production Division</i>
None	10. Travels to destination where coverage will be done	None	1.5 hours	<i>Driver II Administrative Division</i>
None	11. Conducts Live Streaming & monitors Social media platforms	None	3 hours	<i>Computer Programmer II Multi-Media Production Division</i>
None	12. Packs up the equipment used	None	1 hour	<i>Administrative Assistant VI Multi-Media Production Division</i>
TOTAL:		None	2 days, 3 hours, 34 minutes	



2a. Print Media (Messages)

Messages of the Governor/Congressmen in print (Messages) to reach audiences with limited or

Office or Division:	Provincial Information Office/ Multimedia Production Division
Classification:	Simple
Type of Transaction:	G2G -Government to Government/ G2C - Government to Citizen/ G2B- Government to Business
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requesting Letter for Coverage/ Documentation (1 original copy) 2. Job Order Form (1 original copy) 3. Feedback Form (1 original copy)		1. Requesting department 2. Provincial Information Office 3. Provincial Information Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter for request of speeches and messages through E-Mail or Hardcopy letter	1. Receives the letter from the requesting department and provide Job Order Form	None	3 minutes	Administrative Officer IV Administrative Division
2. Fills out Job order form	2. Receives Job Order Form	None	1 minute	Administrative Officer IV Administrative Division
None	3. Approves the request	None	10 minutes	Department Head
None	4. Conducts Coordination/ Meeting for details with the requesting department	None	1 hour	Administrative Officer IV Administrative Division
None	5. Researches for the topic or other references for the speech	None	2 hours	Administrative Officer IV Communications Division
None	6. Composes and Writes the Speech	None	4 hours	Communication Consultant
None	7. Layouts and approves the speech	None	1 hour	Computer Operator I Multi-Media Production Division
None	8. Approves and revises the speech / message	None	1 hour	Department Head
None	9. Prints / publishes the speech / message requested	None	10 minutes	Administrative Officer IV Administrative Division
TOTAL:		None	1 day, 1 hour, 24 minutes	



2b. Print Media (Tarpaulin)

Deliver developmental, timely, accurate news in print (Tarpaulin) to reach audiences with limited or no internet access

Office or Division:	Provincial Information Office/ Multimedia Production Division			
Classification:	Complex			
Type of Transaction:	G2G -Government to Government			
Who may avail:	PGB Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requesting Letter for Coverage/Documentation (1 original copy) 2. Job Order Form (1 original copy) 3. Feedback Form (1 original copy)		1. Requesting department 2. Provincial Information Office 3. Provincial Information Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends Request letter for the layout of the tarpaulin through E-Mail or Hardcopy letter	1. Receives the letter from the requesting department and provide Job Order Form	None	3 Minutes	<i>Administrative Officer IV Adminstrative Division</i>
2. Provides data for the content	2.1 Conducts coordination/ Meeting for details with the requesting department	None	2 hours	<i>Department Head</i>
	2.2 Researches for the topic or other references for title and slogan	None	4 hours	<i>Community Affairs Officer III Communication Division</i>
	2.3 Brainstorms for title and slogan	None	2 hours	<i>Community Affairs Officer I Communication Division</i>
	2.4 Copywrites the title and slogan	None	1 hour	<i>Administrative Officer IV Communication Division</i>



None	3. Collects pegs for the Tarpaulin	None	1 hour	Community Affairs Officer I Communication Division
None	4. Illustrates the Tarpaulin	None	8 hours	Computer Programmer III Multi-Media Production Division
None	5. Scales/Resizes the Tarpaulin	None	4 hours	Computer Programmer III Multi-Media Production Division
None	6. Converts Artboard	None	4 hours	Computer Programmer III Multi-Media Production Division
None	7. Proofreads the slogan / title	None	5 minutes	Administrative Officer IV Multi-Media Production Division
None	8. Revises for copy	None	1 hours	Computer Programmer III Communication Division
None	9. Revises for layout	None	4 hours	Computer Programmer III Multi-Media Production Division
None	10. Proofreads the revised copy / layout	None	10 minutes	Administrative Officer IV Communication Division
None	11. Approves the copy /	None	30 minute	Department Head
None	12. Prints the copy / Tarpaulin	None	40 hours	Administrative Officer IV Adminstrative Division
	TOTAL:	None	4 days, 1 hour, 28 minutes	



3. Audio/ Visual Presentations - Governor Joet Garcia (FB, Tiktok, Twitter, IG, Youtube) - 1Bataan (FB, Website, Tiktok, IG, Youtube, IG) - Congressman Abet Garcia (FB, Tiktok) - Dito sa Bataan				
Provide relevant, accurate, adequate and timely audio-visual presentation for information dissemination through different platforms of the PGB				
Office or Division:	Provincial Information Office/ Multimedia Production Division			
Classification:	Simple			
Type of	G2G -Government to Government			
Who may avail:	All PGB Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requesting Letter for Coverage/Documentation (1 Original Copy or 1 Electronic Copy)		Requesting department		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends Request letter for coverage through E-Mail or Hardcopy letter	1. Receives the letter from the requesting department and provide Job Order Form	None	3 Minutes	<i>Administrative Officer IV Administrative Division</i>
2. Fills-out Job order form	2. Receives Job Order Form	None	1 minute	<i>Administrative Officer IV Administrative Division</i>
None	3. Brainstorms/ conducts Pre-Production Meeting	None	2 hours	<i>Department Head</i>
None	4. Does the Scriptwriting	None	16 hours	<i>Administrative Officer IV Administrative Division</i>
None	5. Conducts Coordination Meeting with concerned department	None	2 hours	<i>Department Head</i>
None	6. Requests for vehicle	None	10 minutes	<i>Administrative Officer IV Administrative Division</i>
None	7. Selects Talent/s	None	8 hours	<i>Administrative Officer IV Administrative Division</i>
None	8. Prepares Props and wardrobe	None	8 hours	<i>Community Affairs Officer I Communication Division</i>
None	9. Prepares Food for the shooting	None	3 hours	<i>Administrative Officer IV Administrative Division</i>



None	10. Prepares Equipment to be used	None	2 hours	<i>Administrative Assistant VI Multi-Media Production Division</i>
None	11. Oculars the venue	None	3 hours	<i>Administrative Assistant VI Multi-Media Production Division</i>
None	12. Approves the script	None	8 hours	<i>Department Head</i>
None	13. Creates Story Boarding	None	8 hours	<i>Technical Consultant</i>
None	14. Ingress	None	1.5 hours	<i>Driver II Administrative Division</i>
None	15. Sets up lights, camera, audios	None	2 hours	<i>Administrative Assistant VI Multi-Media Production Division</i>
None	16. Designs the Production	None	2 hours	<i>Community Affairs Officer I Communication Division</i>
None	17. Prepares the Wardrobe	None	1 hour	<i>Community Affairs Officer I Communication Division</i>
None	18. Briefs the Talent and Crew	None	30 minutes	<i>Technical Consultant</i>
None	19. Actual Shooting	None	8 hours	<i>Technical Consultant</i>
None	20. Egress	None	1.5 hours	<i>Driver II Administrative Division</i>



None	21. Sorts Clips/Photos	None	8 hours	<i>Administrative Assistant VI</i>
None	22. Does Offline Editing / Assembles files	None	24 hours	<i>Community Affairs Officer III Multi-Media Production Division & Communication Division</i>
None	23. Picture Lock Editing	None	16 hours	<i>Technical Consultant</i>
None	24. Edits the Sound Track - Voice Over	None	8 hours	<i>Technical Consultant</i>
None	25. Does the : - Color Correction - Color Balance - Rendering Time	None	8 hours	<i>Technical Consultant</i>
None	26. Does the Graphics Lay out, Designing, and Animation	None	24 hours	<i>Technical Consultant</i>
None	27. Finalizes, presents and Revises the output	None	8 hours	<i>Technical Consultant</i>
None	28. Approves the output	None	16 hours	<i>Department Heads</i>
None	29. Publishes the Final Audio-Video Presentation	None	30 minutes	<i>Administrative Officer IV Administrative Division</i>
TOTAL:		None	23 days, 6 hours, 19 minutes	



PROVINCIAL INFORMATION TECHNOLOGY OFFICE

INTERNAL SERVICES



1. Graphic Design Request

The Provincial Information Technology Office caters graphic design requests within the Provincial Government of Bataan agencies such as office logos and other illustrations used for events and print materials.

Office or Division:	Provincial Information Technology Office/ Admin Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sample design or illustration from the client 2. Filled out Job Order Request form		1. PITO front desk		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled up Job Order Request Form	1.1 Receives and checks the filled-up Job Order Request Form >If complete, proceed to step 2 >If incomplete, return to client	None	5 minutes	<i>Administrative Assistant I IT and Multimedia Division</i>
	1.2 Scans and encodes Job Order Request to database then forwards to graphic design artist	None	10 minutes	<i>Administrative Assistant I IT and Multimedia Division</i>



	1.3 Evaluates request and prepares the graphic design requested then endorses to PITO Department Head for approval	None	5 days	<i>Administrative Assistant VI IT and Multimedia Division</i>
	1.4 Approves graphic design then returns back to Administrative Assistant VI	None	1 hour	<i>PITO Department Head</i>
	1.5 Forwards graphic design to Front Desk Officer	None	5 minutes	<i>Administrative Assistant VI IT and Multimedia Division</i>
2. Receives approved graphic design	2. Sends approved graphic design to client and updates the Job Order Queueing System	None	10 minutes	<i>Administrative Assistant I IT and Multimedia Division</i>
TOTAL:		None	5 days, 1 hour, 30 minutes	



2. Technical Repair Requests

Technical repair requests involve hardware and software troubleshooting requests. The duration and complexity will depend on the diagnosis of the PITO Technical Team.

Office or Division:	Provincial Information Technology Office / Technical Maintenance and Support Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Provincial Government of Bataan Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Request form 2. Replacement parts if needed		1. PITO Technical Team front desk		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ticket to PGB Intranet System	1.1 Receives and checks the details of the ticket >If incomplete, confirm the full details of the request	None	5 minutes	<i>Administrative Assistant I Technical Maintenance and Support Division</i>
	1.2 Encodes the ticket details to the Job Order Queueing System then assigns a Technician to attend the request	None	10 minutes	<i>Administrative Assistant I Technical Maintenance and Support Division</i>



	<p>1.3 Checks the equipment for repairability and conducts an assessment</p> <p>>If resolved, proceed to step 2 >If unresolved, prepare a report for parts replacement or equipment condemnation</p>	None	14 days	<i>Administrative Assistant I Technical Maintenance and Support Division</i>
	1.4 Forwards the report to Front Desk Officer	None	5 minutes	<i>Administrative Assistant I Technical Maintenance and Support Division</i>
2. Receives the report	2. Sends the report to client for appropriate action	None	5 minutes	<i>Messenger I Technical Maintenance and Support Division</i>
TOTAL:		None	14 days, 25 minutes	



3. Borrowing of IT Equipment

The PGB departments and other external clients are allowed to request for various multimedia equipment such as the LED Wall screen, projectors, white screen, and other IT equipment as needed.

Office or Division:	Provincial Information Technology Office / Admin / Technical Maintenance and Support Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government/ G2C- Government to Citizen
Who may avail:	PGB Departments, Government offices and other external clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter indicating the event where the equipment is needed, complete with details of the venue, schedule and contact person		From their respective office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ticket to PGB Intranet System	1.1 Receives and checks the details of the ticket >If incomplete, confirm the full details of the request	None	5 minutes	Administrative Assistant I IT and Multimedia Division or Technical Maintenance and Support Division
	1.2 Checks the IT equipment before handing it over to the client	None	10 minutes	Administrative Assistant I IT and Multimedia Division or Technical Maintenance and Support Division
2. Receives the equipment and signs the physical logbook	2. Encodes the borrower's details to the online ICT borrower's logbook	None	5 minutes	Administrative Assistant I IT and Multimedia Division or Technical Maintenance and Support Division
3. Returns the equipment to front desk officer then signs the physical logbook	3. Checks the IT equipment and updates the online ICT borrower's logbook	None	5 minutes	Administrative Assistant I IT and Multimedia Division or Technical Maintenance and Support Division
TOTAL:		None	25 minutes	



4. System Evaluation, Recommendation And Assessment

For outsourced office systems and programs, the PGB departments may ask for PITO's assistance in evaluating the proposed system before turnover.

Office or Division:	Provincial Information Technology Office / System and Web Division, Assessment Team			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government/ G2C- Government to Citizen			
Who may avail:	PGB Departments, Government offices and other external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter indicating the purpose of the system to be evaluated addressed to the office (1 original) 2. Accomplished form checklist 3. Proposal and other attachments if available		1. From their respective office 2. Checklist from PITO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request to front desk officer	1.1 Reviews the request letter and calls the attention of the system analysts/ developer to discuss the concern	None	5 minutes	Computer Operator I Web and System Development Division - Assessment Team
	1.2 Assesses the system/s if it meets the client's needs and prepares a System Evaluation Report to be forwarded to the Department Head for review	None	14 days	Computer Operator III Web and System Development Division - Assessment Team
	1.3 Reviews and approves the System Evaluation Report and forwards the document to front desk officer	None	5 minutes	Department Head Web and System Development Division - Assessment Team
2. Receives the System Evaluation Report	2. Front Desk Officer forwards the report to client	None	5 minutes	Administrative Assistant I Web and System Development Division - Assessment Team
TOTAL:		None	14 days, 15 minutes	



5. Printing Job Requests

Printing jobs include affixing of electronic signatures, recipients for invitations and other print materials as needed by the PGB departments.

Office or Division:	Provincial Information Technology Office / Admin Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	PGB Departments, Government offices and other external clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Job Order Request Form				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up Job Order Request Form	1. Receives and checks the filled-up Job Order Request Form >If complete, proceed to step 2 >If incomplete, return to client	None	5 minutes	Administrative Assistant / IT and Multimedia Division
2. Receives the printed documents	2. Prints the documents and forwards them to client	None	1 hour	Administrative Assistant / IT and Multimedia Division
TOTAL:		None	1 hour, 5 minutes	



6. System Maintenance

This includes monthly standard maintenance and other revisions requested by the end users

Office or Division:	Provincial Information Technology Office / Web and System Division
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	PGB Departments, Government offices and other external clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished System Maintenance Form complete with rating and signature		1. The System Maintenance Form must be accomplished with all the necessary details to be rated at the end of the request		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished System Maintenance Form	1.1 Receives and checks the filled-up System Maintenance Form Form >If complete, proceed to step 2 >If incomplete, return to client	None	5 minutes	<i>Administrative Assistant I IT and Multimedia Division</i>
	1.2 Conducts all maintenance tasks and fulfills the clients' requests	None	14 days	<i>Computer Operator IV Web and System Division - Development Team</i>
TOTAL:		None	14 days, 5 minutes	



7. ICT Assessment

PGB departments must request for a recommendation from PITO before they are able to purchase any ICT-related equipment

Office or Division:	Provincial Information Technology Office / Systems Maintenance and Support Division
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	PGB Departments, Government offices and other external clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request from client				
CLIENTS STEPS (INTERNAL)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a ticket to the PGB Intranet Ticketing System	1.1 Receives and checks the details of the ticket and its attachments >If incomplete, confirm the full details of the request	None	10 minutes	<i>Administrative Assistant I Systems and Maintenance Support Division</i>
	1.2 Staff reviews the current ICT Inventory and determines if they are eligible for the request >If eligible, staff prepares the ICT recommendation letter for approval Otherwise, the client is informed that the request is not granted	None	2 hours	<i>Administrative Assistant I Systems and Maintenance Support Division</i>



	1.3 Forwards the recommendation letter to the Technical Maintenance and Support Division for approval then forwards to Department Head for final checking	None	10 minutes	<i>Administrative Assistant I Systems and Maintenance Support Division</i>
	1.4 Approves the ICT Recommendation Letter then forwards to front desk officer	None	5 minutes	<i>Department Head</i>
2. Retrieves the ICT recommendation	2. Front desk officer forwards the ICT Recommendation Letter to client	None	5 minutes	<u><i>Administrative Assistant I Systems and Maintenance Support Division</i></u>
TOTAL:		None	2 hours, 30 minutes	



OFFICE OF THE PROVINCIAL ENGINEER

EXTERNAL SERVICES



1. Order of Payment - Copy of Approved Program of Works (POW) or Plans (for Barangay)

Copy of approved Program of Works (POW) or plans is prepared and provided to requesting representative from barangay (if project is already approved with budget and subjected to project implementation).

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Requesting Party (Barangay Official/Representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Title List (1 Original) Government Issued Identification Card of requesting representative (1 Original)		PEO - Monitoring and Support Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides the project title, present government issued Identification Card and request for Order of Payment of infrastructure project Program of Works (POW) or Plans	1. Prepares Order of Payment	None	20 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
2. Waits for the approval of Order of Payment	2. Approves Order of Payment	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
3. Secures Order of Payment and proceed to Provincial Treasurer's Office to pay required fees	3. Makes a duplicate copy of requested documents	PHP 20.00 per page	15 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
4. Presents proof of payment (Official Receipt) and secure the requested documents	4. Gives a copy of requested documents	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
TOTAL:		PHP 20.00* per page	45 Minutes	



2. Order of Payment - Copy of Approved Program of Works (POW) or Plans (for School)

Copy of approved Program of Works (POW) or plans is prepared and provided to requesting representative from school (if project is already approved with budget and subjected to project implementation).

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Requesting Party (School Official/Representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Title List (1 Original) Government Issued Identification Card of requesting representative (1 Original)		PEO - Monitoring and Support Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides the project title, present government issued Identification Card and request for Order of Payment of infrastructure project Program of Works (POW) or Plans	1. Prepares Order of Payment	None	20 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
2. Waits for the approval of Order of Payment	2. Approves Order of Payment	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
3. Secure Order of Payment and proceed to Provincial Treasurer's Office to pay required fees	3. Makes a duplicate copy of requested documents	PHP 20.00 per page	15 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
4. Presents proof of payment (Official Receipt) and secure the requested documents	4. Gives copy of requested documents	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
TOTAL:		PHP 20.00* per page	45 Minutes	



3. Order of Payment for Sand and/or Gravel Tax of Infrastructure Projects

Contractors requests for Order of Payment for sand and/or gravel tax as a requirement for project payment processing. PEO prepares and provides Order of Payment as requested by Project Contractor or his/her representative.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Requesting Party (Project Contractor or his/her representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Title List (1 Original) Government Issued Identification Card of requesting representative (1 Original)		PEO - Monitoring and Support Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides the project title, present government issued Identification Card and request for Order of Payment of infrastructure project	1. Prepares Order of Payment	None	20 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
2. Waits for the approval of Order of Payment	2. Approves Order of Payment	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
3. Secures Order of Payment and proceed to Provincial Treasurer's Office for computation and payment.	3. Gives approved Order of Payment.	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
TOTAL:		NONE	35 Minutes	



4. Quality Control - Order of Payment and Grading Test Result

Contractors requests for Order of Payment for Grading Test and Grading Test Result as a requirement for project payment processing. PEO prepares and provides Order of Payment as requested by Project Contractor or his/her representative.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Quality Control Division
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Requesting Party (Project Contractor or his/her representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Order of Payment (1 Original)		PEO - Monitoring and Support Division PEO - Quality Control Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator / Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator / Monitoring and Support Division</i>



	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9. Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer IV Quality Control Division</i>
	2.10 Assigns Quality Control Engineer to obtain sample (aggregates) from project site	None	20 Minutes	<i>Engineer IV Quality Control Division</i>



3. Assist Quality Control Engineer in obtaining samples (aggregates) from project site	3.1 Conducts project site visit and obtain samples from project site and safekeep for seven (7) days (for sample preparation) in Quality Control Laboratory	None	1 day	<i>Engineer III/Engineer II/ Laboratory Technician II Quality Control Division</i>
	3.2 Prepares and signs two (2) copies of Order of Payment for Grading Test with computed fees and endorse to Quality Control Division Head for signature	None	1 day	<i>Security Material Control Officer III Quality Control Division</i>
4. Receive signed Order of Payment and proceed to Provincial Treasurer's Office for payment of fees	4. Releases signed Order of Payment for Grading Test	Php260.00/ test*; 1test = 75 cu.m. of aggregates	1 Hour	<i>Security Material Control Officer III Quality Control Division</i>
5. Give one (1) photocopy of Official Receipt secured from Provincial Treasurer's Office	5.1 Receives one (1) photocopy of Official Receipt and inform Engineer I regarding payment to schedule Grading Test	None	30 Minutes	<i>Security Material Control Officer III Quality Control Division</i>
	5.2 Prepares schedule of Grading Test (Sieve Analysis) and inform Laboratory Technician II	None	1 Hour	<i>Engineer I/Laboratory Technician II Quality Control Division</i>
	5.3 Conducts Grading Test (Sieve Analysis) of obtain samples at Quality Control Laboratory located at Motorpool and submit results to Security Material Control Officer III	None	7 days	<i>Engineer I/Laboratory Technician II Quality Control Division</i>
	5.4 Prepares three (3) copies of Grading Test Result (Worksheet for Sieve Analysis) and forward to Engineer II for checking	None	2 Hours	<i>Security Material Control Officer III Quality Control Division</i>



	5.5 Checks Grading Test Result (Worksheet for Sieve Analysis) and forward to Engineer IV for recommendation	None	3 Hours	<i>Engineer II Quality Control Division</i>
	5.6 Recommends and sign Grading Test Result (Worksheet for Sieve Analysis) and endorse to Provincial Engineer for approval	None	1 Hour	<i>Engineer IV Quality Control Division</i>
	5.7. Signs approval of Grading Test Result (Worksheet for Sieve Analysis) and return back to Security Material Control Officer III	None	4 Hours	<i>Provincial Engineer Quality Control Division</i>
6. Secure one (1) copy of Grading Test Result (Worksheet for Sieve Analysis)	6. Releases one (1) copy for contractor, file one (1) copy for QC records and safekeep one (1) copy for project payment processing	None	2 Hours	<i>Security Material Control Officer III Quality Control Division</i>
TOTAL:		PHP 260.00/ test*; 1test = 75 cu.m. of aggregates	12 days	



5. Quality Control- Order of Payment and Field Density Test Result

Contractors requests for Order of Payment for Field Density Test and Field Density Test Result as a requirement for project payment processing. PEO prepares and provides Order of Payment as requested by Project Contractor or his/her representative.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Quality Control Division
Classification:	Complex
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Requesting Party (Project Contractor or his/her representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Order of Payment (1 Original)		PEO - Monitoring and Support Division PEO - Quality Control Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>



	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Receives routing slip with original request letter for Provincial Engineer's instructions/approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.4. Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5. Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6. Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer IV Quality Control Division</i>



3. Provide schedule to Quality Control Engineer for the conduct Field Density Test on project site	3.1 Assigns Quality Control Engineer to conduct Field Density Test on project site	None	20 Minutes	<i>Engineer IV Quality Control Division</i>
	3.2 Prepares and sign two (2) copies of Order of Payment for Field Density Test with computed fees and endorse to Quality Control Division Head for signature	None	1 Day	<i>Security Material Control Officer III Quality Control Division</i>
4. Receives signed Order of Payment and proceed to Provincial Treasurer's Office for payment of fees	4.1 Releases signed Order of Payment for Field Density Test	PHP 1200.00/ set*; 1 set = 3 tests	1 Hour	<i>Security Material Control Officer III Quality Control Division</i>
5. Gives one (1) photocopy of Official Receipt secured from Provincial Treasurer's Office	5.1. Receives one (1) photocopy of Official Receipt and inform Engineer II regarding payment of Field Density Test	None	30 Minutes	<i>Security Material Control Officer III Quality Control Division</i>
6. Assists Quality Control Engineer in the conduct Field Density Test on project site	6.1 Conducts Field Density Test using Soil Density Gauge - Non-Nuclear Equipment on project site to draw digital result	None	3 Days	<i>Engineer III/Engineer II/ Laboratory Technician II Quality Control Division</i>



	6.2. Prepares and sign three (3) copies of Field Density Test Result (using digital results as reference) and forward to Engineer IV for recommendation	None	4 Hours	<i>Engineer II Quality Control Division</i>
	6.3 Recommends and signs Field Density Test Result and endorse to Provincial Engineer for approval	None	3 Hours	<i>Engineer IV Quality Control Division</i>
	6.4 Signs approval of Field Density Test Result and return back to Security Material Control Officer III	None	4 Hours	<i>Provincial Engineer Quality Control Division</i>
7. Secures one (1) copy of Field Density Test Result	7. Releases one (1) copy for contractor, file one (1) copy for QC records and safekeep one (1) copy for project payment processing	None	2 Hours	<i>Security Material Control Officer III Quality Control Division</i>
TOTAL:		PHP 1200.00/ set*; 1 set = 3 tests	7 days	



6. Quality Control- Order of Payment and Tensile Strength Test Result

Contractors requests for Order of Payment for Tensile Strength Test and Tensile Strength Test Result as a requirement for project payment processing. PEO prepares and provides Order of Payment as requested by Project Contractor or his/her representative.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Quality Control Division
Classification:	Complex
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Requesting Party (Project Contractor or his/her representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Order of Payment (1 Original)		PEO - Monitoring and Support Division PEO - Quality Control Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter	1. Receives original copy and return receiving copy to client	None	10 Minutes	Computer Operator I Monitoring and Support Division
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	Computer Operator I Monitoring and Support Division
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	Computer Operator I Monitoring and Support Division
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	Administrative Aide IV Monitoring and Support Division



	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	Administrative Aide IV Monitoring and Support Division
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer IV Quality Control Division</i>
	2.10 Assigns Quality Control Engineer to obtain sample (reinforcing steel bar) from project site	None	20 Minutes	<i>Engineer IV Quality Control Division</i>



3. Assists Quality Control Engineer in obtaining samples (reinforcing steel bar) from project site	3.1 Conducts project site visit and obtain samples (reinforcing steel bar) from project site and safe keep at Quality Control Laboratory awaiting schedule of test	None	1 Day	<i>Engineer III/Engineer II/ Laboratory Technician II Quality Control Division</i>
	3.2 Prepares and signs two (2) copies of Order of Payment for Tensile Strength Test with computed fees and endorse to Quality Control Division Head for signature	None	1 Day	<i>Security Material Control Officer III Quality Control Division</i>
4. Receives signed Order of Payment and proceed to Provincial Treasurer's Office for payment of fees	4. Releases signed Order of Payment for Tensile Strength Test	Php 450.00/ test*; 1 test/10,000 kg./bar diameter	1 Hour	<i>Security Material Control Officer III Quality Control Division</i>
5. Gives one (1) photocopy of Official Receipt secured from Provincial Treasurer's Office	5.1 Receives one (1) photocopy of Official Receipt and inform Engineer I regarding payment to schedule Tensile Strength Test	None	30 Minutes	<i>Security Material Control Officer III Quality Control Division</i>
	5.2 Prepares schedule of Tensile Strength Test and inform Laboratory Technician II	None	1 Hour	<i>Engineer I/Laboratory Technician II Quality Control Division</i>
	5.3 Conducts Tensile Strength Test of obtain samples at Quality Control Laboratory located at Motorpool and submit results to Security Material Control Officer III	None	1 Day	<i>Engineer I/Laboratory Technician II Quality Control Division</i>
	5.4 Prepares one (1) copy of Worksheet for Tensile Strength Test and forward to Engineer III for data interpretation (yield strength, tensile strength and elongation)	None	2 Hours	<i>Engineer I Quality Control Division</i>



	5.5 Prepares data interpretation (yield strength, tensile strength and elongation) and fill up Worksheet for Reinforcing Steel Bars and forward to Security Material Control Officer III	None	2 Hours	<i>Engineer III Quality Control Division</i>
	5.6 Prepares three (3) copies of Tensile Strength Test Result and forward to Engineer II for checking	None	4 Hours	<i>Security Material Control Officer III Quality Control Division</i>
	5.7 Checks Tensile Strength Test Result and forward to Engineer IV for recommendation	None	4 Hours	<i>Engineer II Quality Control Division</i>
	5.8 Recommends and sign Tensile Strength Test Result and endorse to Provincial Engineer for approval	None	2 Hours	<i>Engineer IV Quality Control Division</i>
	5.9 Signs approval of Tensile Strength Test Result and return back to Security Material Control Officer III	None	4 Hours	<i>Provincial Engineer Quality Control Division</i>
6. Secures one (1) copy of Tensile Strength Test Result	6. Releases one (1) copy for contractor, file one (1) copy for QC records and safekeep one (1) copy for project payment processing	None	2 Hours	<i>Security Material Control Officer III Quality Control Division</i>
TOTAL:		Php 450.00/ test*; 1 test/10,00 0 kg./bar diameter	7 days	



7. Quality Control - Order of Payment and Compressive and Flexural Strength Test Result (Concrete)

Contractors requests for Order of Payment for Compressive and Flexural Strength Test and Compressive and Flexural Strength Test Result (for concrete) as a requirement for project payment processing. PEO prepares and provides Order of Payment as requested by Project Contractor or his/her representative.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Quality Control Division
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Requesting Party (Project Contractor or his/her representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Order of Payment (1 Original)		PEO - Monitoring and Support Division PEO - Quality Control Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter (informing schedule of concrete pouring activities)	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>



	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer IV Quality Control Division</i>
	2.10 Assigns Quality Control Engineer for preparation of concrete cylinder sample and concrete beam from project site	None	20 Minutes	<i>Engineer IV Quality Control Division</i>
3. Assists Quality Control Engineer for preparation of concrete cylinder sample and concrete beam from project site	3.1 Conducts project site visit and witness preparation of concrete cylinder sample and concrete beam from project site (samples are required to have 14 curing days)	None	14 Days	<i>Engineer III/Engineer II/ Laboratory Technician II Quality Control Division</i>



4. Safekeeps concrete cylinder sample and concrete beam	4.1 Prepares and signs two (2) copies of Order of Payment for Compressive and Flexural Strength Test with computed fees and endorse to Quality Control Division Head for signature	None	1 Day	<i>Security Material Control Officer III Quality Control Division</i>
5. Receives signed Order of Payment and proceed to Provincial Treasurer's Office for payment of fees	5. Releases signed Order of Payment for Compressive and Flexural Strength Test	For Cylinder: Php100.00/ test*; 1 set = 3test; 1 set/75cu.m. For Beam: Php120.00/ test*; 1 set = 3test; 1 set/75cu.m.	1 Hour	<i>Security Material Control Officer III Quality Control Division</i>
6. Gives one (1) photocopy of Official Receipt secured from Provincial Treasurer's Office	6. Receives one (1) photocopy of Official Receipt and inform Engineer I regarding payment to schedule Compressive and Flexural Strength Test	None	30 Minutes	<i>Security Material Control Officer III Quality Control Division</i>
7. Submits cured concrete cylinder sample and concrete beam to Quality Control Laboratory	7.1 Prepares schedule of Compressive and Flexural Test and inform Laboratory Technician II	None	1 Hour	<i>Engineer I/ Laboratory Technician II Quality Control Division</i>



4. Safekeeps concrete cylinder sample and concrete beam	4.1 Prepares and signs two (2) copies of Order of Payment for Compressive and Flexural Strength Test with computed fees and endorse to Quality Control Division Head for signature	None	1 Day	<i>Security Material Control Officer III Quality Control Division</i>
5. Receives signed Order of Payment and proceed to Provincial Treasurer's Office for payment of fees	5. Releases signed Order of Payment for Compressive and Flexural Strength Test	For Cylinder: Php100.00/test*; 1 set = 3test; 1 set/75cu. m. For Beam: Php120.00/test*; 1 set = 3test; 1 set/75cu. m.	1 Hour	<i>Security Material Control Officer III Quality Control Division</i>
6. Gives one (1) photocopy of Official Receipt secured from Provincial Treasurer's Office	6. Receives one (1) photocopy of Official Receipt and inform Engineer I regarding payment to schedule Compressive and Flexural Strength Test	None	30 Minutes	<i>Security Material Control Officer III Quality Control Division</i>
7. Submits cured concrete cylinder sample and concrete beam to Quality Control Laboratory	7.1 Prepares schedule of Compressive and Flexural Test and inform Laboratory Technician II	None	1 Hour	<i>Engineer I/Laboratory Technician II Quality Control Division</i>



	7.2 Conducts Compressive and Flexural Strength Test of cured concrete cylinder sample and concrete beam at Quality Control Laboratory located at Motorpool and submit results to Security Material Control Officer III	None	1 Day	<i>Engineer I/Laboratory Technician II Quality Control Division</i>
	7.3 Prepares one (1) copy of Worksheet for Compressive and Flexural Strength Test and forward to Engineer III for data interpretation (compressive strength and flexural strength)	None	2 Hours	<i>Engineer I Quality Control Division</i>
	7.4 Prepares data interpretation (compressive strength and flexural strength) and fill up Worksheet for Concrete Cylinder and Beam and forward to Security Material Control Officer III	None	2 Hours	<i>Engineer III Quality Control Division</i>
	7.5 Prepares three (3) copies of Compressive and Flexural Strength Test Result and forward to Engineer II for checking	None	4 Hours	<i>Security Material Control Officer III Quality Control Division</i>



	7.6 Checks Compressive and Flexural Strength Test Result and forward to Engineer IV for recommendation	None	4 Hours	<i>Engineer II Quality Control Division</i>
	7.7 Recommends and signs Compressive and Flexural Strength Test Result and endorse to Provincial Engineer for approval	None	2 Hours	<i>Engineer IV Quality Control Division</i>
	7.8 Signs approval of Compressive and Flexural Strength Test Result and return back to Security Material Control Officer III	None	4 Hours	<i>Provincial Engineer Quality Control Division</i>
6. Secures one (1) copy of Compressive and Flexural Strength Test Result	6. Releases one (1) copy for contractor, file one (1) copy for QC records and safekeep one (1) copy for project payment processing	None	2 Hours	<i>Security Material Control Officer III Quality Control Division</i>
TOTAL:		For Cylinder: Php100.00/ test*; 1 set = 3test; 1 set/75cu.m. For Beam: Php120.00/ test*; 1 set = 3test; 1 set/75cu.m.	20 days	



8. Quality Control- Order of Payment and Compressive Strength Test Result (CHB)

Contractors requests for Order of Payment for Compressive Strength Test and Compressive Strength Test Result (for CHB) as a requirement for project payment processing. PEO prepares and provides Order of Payment as requested by Project Contractor or his/her representative.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Quality Control Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Requesting Party (Project Contractor or his/her representative)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Order of Payment (1 Original)		PEO - Monitoring and Support Division PEO - Quality Control Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter (informing schedule of concrete pouring activities)	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>



	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer IV Quality Control Division</i>
	2.10 Assigns Quality Control Engineer to obtain sample (CHB) from project site	None	20 Minutes	<i>Engineer IV Quality Control Division</i>
3. Assists Quality Control Engineer in obtaining samples (CHB) from project site	3.1 Conducts project site visit and obtain samples (CHB) from project site and safekeep at Quality Control Laboratory awaiting schedule of test	None	1 Day	<i>Engineer III/Engineer II/ Laboratory Technician II Quality Control Division</i>



	3.2 Prepares and signs two (2) copies of Order of Payment for Compressive Strength Test with computed fees and endorse to Quality Control Division Head for signature	None	1 Day	<i>Security Material Control Officer III Quality Control Division</i>
4. Receives signed Order of Payment and proceed to Provincial Treasurer's Office for payment of fees	4.1 Releases signed Order of Payment for Compressive Strength Test	Compressive (CHB) Php150.00/test*; 1 test /10,000 pcs	1 Hour	<i>Security Material Control Officer III Quality Control Division</i>
5. Gives one (1) photocopy of Official Receipt secured from Provincial Treasurer's Office	5.1 Receives one (1) photocopy of Official Receipt and inform Engineer I regarding payment to schedule Compressive Strength Test	None	30 Minutes	<i>Security Material Control Officer III Quality Control Division</i>
	5.2 Prepares schedule of Compressive Strength Test and inform Laboratory Technician II	None	1 Hour	<i>Engineer I/Laboratory Technician II Quality Control Division</i>
	5.3 Conducts Compressive Strength Test of obtain samples at Quality Control Laboratory located at Motorpool and submit results to Security Material Control Officer III	None	1 Day	<i>Engineer I/Laboratory Technician II Quality Control Division</i>
	5.4 Prepares one (1) copy of Worksheet for Compressive Strength Test and forward to Engineer III for data interpretation (compressive strength)	None	2 Hours	<i>Engineer I Quality Control Division</i>



	5.5 Prepares data interpretation (compressive strength) and fill up Worksheet for CHB and forward to Security Material Control Officer III	None	2 Hours	<i>Engineer III Quality Control Division</i>
	5.6 Prepares three (3) copies of Compressive Strength Test Result and forward to Engineer II for checking	None	4 Hours	<i>Security Material Control Officer III Quality Control Division</i>
	5.7 Checks Compressive Strength Test Result and forward to Engineer IV for recommendation	None	4 Hours	<i>Engineer II Quality Control Division</i>
	5.8 Recommends and sign Compressive Strength Test Result and endorse to Provincial Engineer for approval	None	2 Hours	<i>Engineer IV Quality Control Division</i>
	5.9 Signs approval of Compressive Strength Test Result and return back to Security Material Control Officer III	None	4 Hours	<i>Provincial Engineer Quality Control Division</i>
6. Secures one (1) copy of Compressive Strength Test Result	6. Releases one (1) copy for contractor, file one (1) copy for QC records and safekeep one (1) copy for project payment processing	None	2 Hours	<i>Security Material Control Officer III Quality Control Division</i>
TOTAL:		Php150.00/ test*; 1 test /10,000 pcs	7 days	



9. Quality Control - Order of Payment and Thickness Determination (CORING) Result

Contractors requests for Order of Payment for Thickness Determination (Coring) Result as a requirement for project payment processing. PEO prepares and provides Order of Payment as requested by Project Contractor or his/her representative.

Office or Division: Provincial Engineer's Office / Monitoring and Support Division and Quality Control Division

Classification: Complex

Type of Transaction: G2B - Government to Business Entity

Who may avail: Requesting Party (Project Contractor or his/her representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Order of Payment (1 Original)		PEO - Monitoring and Support Division PEO - Quality Control Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>



	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer IV Quality Control Division</i>



3. Provides schedule to Quality Control Engineer for the conduct Coring activities on project site	3.1 Assigns Quality Control Engineer to conduct Coring activities on project site	None	20 Minutes	<i>Engineer IV Quality Control Division</i>
	3.2 Prepares and sign two (2) copies of Order of Payment for Coring Activities with computed fees and endorse to Quality Control Division Head for signature	None	1 Day	<i>Security Material Control Officer III Quality Control Division</i>
4. Receives signed Order of Payment and proceed to Provincial Treasurer's Office for payment of fees	4. Releases signed Order of Payment for Coring Activities	Php1200.00/set*; 1 set = 3 tests	1 Hour	<i>Security Material Control Officer III Quality Control Division</i>
5. Gives one (1) photocopy of Official Receipt secured from Provincial Treasurer's Office	5. Receives one (1) photocopy of Official Receipt and inform Engineer II regarding payment of Coring activities	None	30 Minutes	<i>Security Material Control Officer III Quality Control Division</i>
6. Assists Quality Control Engineer in the conduct Coring activities on project site	6.1 Conducts Coring activities using Coring Machine on project site to obtain core samples	None	3 Days	<i>Engineer III/Engineer II/ Laboratory Technician II Quality Control Division</i>



	6.2 Prepares and sign three (3) copies of Thickness Determination (Coring) Result and forward to Engineer IV for recommendation	None	4 Hours	<i>Engineer II Quality Control Division</i>
	6.3 Recommends and signs Thickness Determination (Coring) Result and endorse to Provincial Engineer for approval	None	3 Hours	<i>Engineer IV Quality Control Division</i>
	6.4 Signs approval of Thickness Determination (Coring) Result and return back to Security Material Control Officer III	None	4 Hours	<i>Provincial Engineer Quality Control Division</i>
7. Secures one (1) copy of Thickness Determination (Coring) Result	7. Releases one (1) copy for contractor, file one (1) copy for QC records and safekeep one (1) copy for project payment processing	None	2 Hours	<i>Security Material Control Officer III Quality Control Division</i>
TOTAL:		Php1200.00/set*; 1 set = 3 tests	7 days	



10. Request for Technical Support, Assistance, and Services to PGB Local and National Events

PEO provides technical support, assistance and services to requesting Provincial Government of Bataan department/office, city/municipality and local and national agency/office. Requesting department/agency/office will provide all necessary materials and paraphernalias needed for the scheduled event or activity.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Maintenance Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PGB Departments/Offices, City/Municipality within Bataan, Local and/or National agencies/offices/entities with approved request letter)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Needed materials and paraphernalias for the activity		PEO - Monitoring and Support Division PEO - Maintenance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter for technical support, assistance and services to PGB local and national events	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>



	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer II Maintenance Division</i>
	2.10 Receives and records assigned request letter with instructions and forward to Maintenance Division Head for checking/evaluation	None	15 Minutes	<i>Engineer II Maintenance Division</i>
	2.11 Assess request if doable or should be targetted and categorize nature of work needed and give instructions to Engineer I and Construction and Maintenance Foreman/Capataz/Man regarding requested support and assistance needed	None	20 Minutes	<i>Engineer III Maintenance Division</i>



3. Assists by providing details needed for the requested support and assistance needed	3. Coordinates with clients about particulars and details of the request and assess materials needed for their requested activity	None	2 days	<i>Engineer I and Construction and Maintenance Foreman/Capataz/ Man Maintenance Division</i>
4. Provides materials and paraphernalias needed for the requested support and assistance needed	4. Expedites manpower needed for support and assistance needed.	None	1 day	<i>Engineer I and Construction and Maintenance Foreman/Capataz/ Man Maintenance Division</i>
5. Coordinates and gives clear information and protocols to be followed before, during and after scheduled date of events/ activities	5. Performs support and assistance needed (can be before, during and after scheduled date of events/activities)	None	15 days, 6 hours	<i>Construction and Maintenance Foreman/Capataz/ Man Maintenance Division</i>
6. Gives feedback regarding accomplished requested support and assistance	6. Requests for feedback for every accomplished requested support and assistance	None	15 Minutes	<i>Construction and Maintenance Foreman/Capataz/ Man Maintenance Division</i>
TOTAL:		None	20 days	



11. Request for Fuel Allocation Assistance for Local and National Events and other Activities

PEO provides fuel allocation to requesting local and national agency/office such as Philippine National Police (PNP) Bureau of Fire Protection (BFP), Philippine Army (PA), Army Reservist, etch. Requested fuel allocation assistance is provided if the request is approved and with corresponding funding allocation.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Divisionn and Heavy Equipment Motorpool Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Local and/or National agencies/offices/entities with approved request

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (stating the purpose of requested fuel allocation) with List of government vehicle (vehicle type, plate number/body/chassis number), name of driver, number of liters and type of fuel requested (1 Original and 1 Receiving Copy) Approved Fuel Purchase Order (FPO) and Trip Ticket		PEO - Monitoring and Support Division PEO-Motorpool Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter for fuel allocation	1. Receives original copy and return receiving copy to client	NONE	10 Minutes	Computer Operator I Monitoring and Support Division
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	NONE	5 Minutes	Computer Operator I Monitoring and Support Division
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	NONE	5 Minutes	Computer Operator I Monitoring and Support Division
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	NONE	10 Minutes	Administrative Aide IV Monitoring and Support Division



	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	NONE	2 Days	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	NONE	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	NONE	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	NONE	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	NONE	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	NONE	5 Minutes	<i>Engineer II Monitoring and Support Division</i>
	2.10 Receives and records assigned request letter with instructions and forward to Motorpool Administrative Section Head for checking/evaluation	NONE	15 Minutes	<i>Clerk III Heavy Equipment Motorpool Division</i>



	2.11 Prepares and prints one (1) copy of Fuel Purchase Order (FPO) and one (1) copy of Trip Ticket. (including complete details required and control number)	NONE	10 Minutes/ FPO	<i>Engineer II Heavy Equipment Motorpool Division</i>
	2.12 Forwards the prepared FPO and Trip ticket to Monitoring and Support Division for signature	NONE	1 hour	<i>Engineer II Heavy Equipment Motorpool Division</i>
	2.13 Signs approval of the prepared FPO and Trip ticket and return back to Motorpool Administrative Section Head	NONE	2 Minutes/ FPO	<i>Provincial Engineer or Engineer IV or Administrative Officer I Monitoring and Support Division</i>
	2.14 Coordinates with client to sign and receive the approved FPO and Trip ticket	NONE	5 Minutes	<i>Engineer II Heavy Equipment Motorpool Division</i>
3. Signs the prepared FPO and Trip ticket and receive the FPO.	3.1 Requests for passenger/driver's signature in the approved FPO and Trip Ticket	NONE	15 Minutes	<i>Engineer II Heavy Equipment Motorpool Division</i>
4. Receives the FPO	4. Issues the approved FPO to client	NONE	5 Minutes	<i>Engineer II Heavy Equipment Motorpool Division</i>
5. Proceeds to designated Fuel Station, refuel and sign receipt as proof of usage	5. Files the signed Trip ticket for Fuel Liquidation	NONE	5 Minutes	<i>Engineer II Heavy Equipment Motorpool Division</i>
TOTAL:		NONE	2 days, 3 Hours, 7 Minutes	



12. Request for Technical Support, Assistance and Services (Heavy Equipment and Operator)

PEO provides technical support, assistance and services to requesting city or municipality within the Province of Bataan. Requesting city or municipality will provide the fuel allocation for the heavy equipment to be utilized.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Heavy Equipment Motorpool Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	City/Municipality within the Province of Bataan with approved request letter

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Number of liters of fuel consumption needed within the duration of activity		PEO - Monitoring and Support Division PEO - Heavy Equipment Motorpool Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter for technical support, assistance and services needed - heavy equipment and operator)	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>



	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Working Day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer II Heavy Equipment Motorpool Division</i>
	2.10 Receives and records assigned request letter with instructions and forward to Motorpool Operations Section Head for checking/evaluation	None	15 Minutes	<i>Engineer II Heavy Equipment Motorpool Division</i>



	2.11 Gives instructions to Dispatcher to regarding requested support and assistance needed (heavy equipment and operator)	None	20 Minutes	<i>Engineer III Heavy Equipment Motorpool Division</i>
3. Assists in the inspection of area where the heavy equipment and operator will be utilized	3. Coordinates with clients, inspect area where the heavy equipment and operator will be utilized and assess needed fuel consumption needed	None	2 days	<i>Dispatcher Heavy Equipment Motorpool Division</i>
4. Provides fuel consumption needed for the requested support and assistance	4.1 Expedites manpower and equipment needed	None	1 day	<i>Dispatcher Heavy Equipment Motorpool Division</i>
	4.2. Performs BLOWBAGETS, secure fuel allocation from client and refuel the equipment to be used	None	1 hour	<i>Heavy Equipment Operator II or Heavy Equipment Operator I Heavy Equipment Motorpool Division</i>
5. Coordinates and give clear information and contact personnel for query purposes	5.Provides support and assistance needed	None	15 days, 5 hours	<i>Heavy Equipment Operator II or Heavy Equipment Operator I Heavy Equipment Motorpool Division</i>
6. Gives feedback regarding accomplished requested support and assistance	6. Requests for feedback for every accomplished requested support and assistance	None	15 Minutes	<i>Heavy Equipment Operator II or Heavy Equipment Operator I Heavy Equipment Motorpool Division</i>
TOTAL:		None	20 days	



13. Requests for Repair and/or Maintenance Assistance (Grounds and Buildings)

PEO provides assistance and services to requesting Provincial Government of Bataan department/office and other local and national agency/office with approved request. Requesting department/agency/office will provide all necessary materials and paraphernalias needed for the repair and maintenance assistance (grounds and buildings) requested.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Maintenance Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PGB Departments/Offices, Local and/or National agencies/offices/entities with approved request letter)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Needed materials and paraphernalias for the repair and/or maintenance requested		PEO - Monitoring and Support Division PEO - Maintenance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter for repair and/or maintenance assistance needed	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>



	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer II Monitoring and Support Division</i>
	2.10 Receives and records assigned request letter with instructions and forward to Maintenance Division Head for checking/evaluation	None	15 Minutes	<i>Engineer II Maintenance Division</i>
	2.11. Assesses request if doable or should be targetted and categorize nature of work needed a.) Aircon Technician b.) Carpentry/Masonry c.) Electrical or d.) Plumbing and give instructions to Engineer I and Construction and Maintenance Foreman/ Labor General Foreman/ Capataz/Electrician II/ Plumber II regarding requested repair and/or maintenance assistance	None	20 Minutes	<i>Engineer III Maintenance Division</i>



3. Assists by providing details needed for the requested support and assistance	3. Coordinates with clients about particulars and details of the request and assess materials needed for their requested activity	None	2 days	<i>Engineer I and Construction and Maintenance Foreman/ Labor General Foreman/ Capataz/Electrician II/ Plumber II Maintenance Division</i>
4. Provides materials and paraphernalias needed for the requested repair and/or maintenance assistance	4. Expedites manpower needed for requested repair and/or maintenance assistance	None	1 Working day	<i>Engineer I and Construction and Maintenance Foreman/ Labor General Foreman/ Capataz/Electrician II/ Plumber II Maintenance Division</i>
5. Coordinates and give clear information and contact personnel for query purposes	5. Performs requested repair and/or maintenance assistance	None	15 days, 6 hours	<i>Construction and Maintenance Foreman/ Capataz/Man Maintenance Division</i>
6. Gives feedback regarding accomplished requested repair and/or maintenance assistance	6. Requests for feedback for every accomplished requested repair and/or maintenance assistance	None	15 Minutes	<i>Construction and Maintenance Foreman/ Capataz/Man Maintenance Division</i>
TOTAL:		None	20 days	



14. Request for Motorpool Services and Assistance- Painting, Welding, and Fabrication Works and Activities

PEO provides motorpool services and assistance to requesting Provincial Government of Bataan department/office and other local and national agency/office with approved request. Requesting department/agency/office will provide all necessary materials and paraphernalias needed for the requested motorpool services and assistance.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Heavy Equipment Motorpool Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PGB Departments/Offices, Local and/or National agencies/offices/entities with approved request letter)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Needed materials and paraphernalias for the motorpool services and assistances requested		PEO - Monitoring and Support Division PEO - Heavy Equipment Motorpool Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter for motorpool services and assistance requested	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>



	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Clerk III Heavy Equipment Motorpool Division</i>
	2.10 Receives and records assigned request letter with instructions and forward to Motorpool Operations Section Head for checking/evaluation	None	15 Minutes	<i>Engineer II Heavy Equipment Motorpool Division</i>



	2.11 Assesses request if doable or should be targetted and categorize nature of work needed a.) Painting and b.) Welding and give instructions to Mechanical Shop General Foreman regarding requested motorpool services and assistance	None	20 Minutes	<i>Engineer III Heavy Equipment Motorpool Division</i>
3. Assists by providing details needed for the requested motorpool services and assistance	3. Coordinates with client about particulars and details of the request and assess materials needed for their requested motorpool services and assistance	None	2 days	<i>Mechanical Shop General Foreman and/ or Painter II/Welder I Heavy Equipment Motorpool Division</i>
4. Provides materials and paraphernalias needed for the requested motorpool services and assistance	4. Expedites manpower needed for requested motorpool services and assistance	None	1 day	<i>Mechanical Shop General Foreman and/ or Painter II/Welder I Heavy Equipment Motorpool Division</i>
5. Coordinates and give clear information and contact personnel for query purposes	5. Performs requested motorpool services and assistance	None	15 days, 6 hours	<i>Painter II/Welder I Heavy Equipment Motorpool Division</i>
6. Gives feedback regarding accomplished requested motorpool services and assistance	6. Requests for feedback for every accomplished requested motorpool services and assistance	None	15 Minutes	<i>Painter II/Welder I Heavy Equipment Motorpool Division</i>
TOTAL:		None	20 days	



15. Request for Repair and/or Maintenance Assistance (Service Vehicle/ Equipment)

PEO provides assistance and services to requesting Provincial Government of Bataan department/office and other local and national agency/office with approved request. Requesting department/agency/office will provide all necessary materials and paraphernalias needed for the repair and maintenance assistance (service vehicle/equipment) requested.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Heavy Equipment Motorpool Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PGB Departments/Offices with approved request letter

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Needed materials and paraphernalias for the repair and/or maintenance requested		PEO - Monitoring and Support Division PEO - Heavy Equipment Motorpool Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter for repair and/or maintenance assistance needed	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>



	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Clerk III Heavy Equipment Motorpool Division</i>
	2.10 Receives and records assigned request letter with instructions and forward to Heavy Equipment Motorpool Operations Section Head for checking/evaluation	None	15 Minutes	<i>Engineer II Heavy Equipment Motorpool Division</i>



	2.11 Assesses request if doable or should be targetted and categorize nature of work needed and give instructions to Mechanical Shop General Foreman regarding requested motorpool services and assistance repair and/or maintenance of service vehicle/ equipment	None	20 Minutes	<i>Engineer III Heavy Equipment Motorpool Division</i>
3. Assist by providing details needed for the requested repair and/or maintenance of service vehicle/equipment	3. Coordinates with client about particulars and details of the request and assess materials needed for their requested repair and/or maintenance of service vehicle/ equipment	None	2 days	<i>Mechanical Shop General Foreman and/or Mechanic II Heavy Equipment Motorpool Division</i>
4. Provide materials and paraphernalias needed for the requested repair and/or maintenance of service vehicle/equipment	4. Expedites manpower needed for requested repair and/or maintenance of service vehicle/ equipment	None	1 day	<i>Mechanical Shop General Foreman and/or Mechanic II Heavy Equipment Motorpool Division</i>
5. Coordinate and give clear information and contact personnel for query purposes	5. Performs requested repair and/or maintenance of service vehicle/ equipment	None	15 days, 6 hours	<i>Mechanical Shop General Foreman or Mechanic II Heavy Equipment Motorpool Division</i>
6. Give feedback regarding accomplished requested motorpool services and assistance	6. Requests for feedback for every accomplished requested repair and/or maintenance of service vehicle/ equipment	None	15 Minutes	<i>Mechanical Shop General Foreman or Mechanic II Heavy Equipment Motorpool Division</i>
TOTAL:		None	20 days	



16.a Engineering and Technical Services- Request for Infrastructure Project (Site Inspection)

PEO provides engineering and technical services by conducting site inspection for the requested infrastructure projects. Barangay and public schools within Bataan tends to request infrastructure projects that will be beneficial to the community. Request of infrastructure projects are subjected for feasibility checking and for funding allocation. Only approved funded infrastructure projects will proceed to its implementation.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Planning and Programming Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Barangays and Public Schools within the Province of Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy)		PEO - Monitoring and Support Division PEO - Planning and Programming Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I Monitoring and Support Division</i>
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>



	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer III Planning and Programming Division</i>



	2.10 Receives and records assigned request letter with instructions and forward to Planning and Programming Division Head for checking/evaluation	None	15 Minutes	<i>Engineer III Planning and Programming Division</i>
	2.11 Checks complexity of request, designate personnel to handle request and forward to Planning and Programming Assistant Division Head for scheduling	None	30 Minutes	<i>Engineer IV Planning and Programming Division</i>
	2.12 Prepares schedule/target setting for site inspection	None	1 Hour	<i>Engineer III Planning and Programming Division</i>
3. Assists by providing details needed for the scheduled site inspection	3. Coordinates with requesting entity about particulars and details of the request	None	2 Days	<i>Assigned Planning and Programming Division personnel Planning and Programming Division</i>
4. Identifies the proposed location of requested infrastructure project	4.1 Conducts site inspection (as per schedule/target setting)	None	5 Days	<i>Engineer II/ Engineer I/ Architect II/ Architect I/ Engineering Assistant Planning and Programming Division</i>
	4.2 Prepares Site Inspection Checklist and Inspection Report and forwards to Planning and Programming Division Head for review and signature	None	2 hours	<i>Engineer II/ Engineer I/ Architect II/ Architect I/ Engineering Assistant Planning and Programming Division</i>



	4.3 Reviews and signs Site Inspection Checklist and Inspection Report and hand over to PEO - Frontdesk Officer for Provincial Engineer's signature and/or comment	None	40 Minutes	<i>Engineer IV Planning and Programming Division</i>
	4.4 Gives comment/s and/or approve Site Inspection Checklist and Inspection Report	None	1 Hour	<i>Provincial Engineer Monitoring and Support Division</i>
	4.5 Logs out approved Site Inspection Checklist and Inspection Report and forward to Planning and Programming Division Staff	None	25 Minutes	<i>Computer Operator I Planning and Programming Division</i>
5. Listens to the findings/suggestions to understand concerns regarding requested infrastructure project	5. Coordinates with requesting entity to discuss findings/suggestions (If feasible, proceed to CAD plan and specification preparation; If not feasible, end of process)	None	2 Days	<i>Engineer II/ Engineer I/ Architect II/ Architect I/ Engineering Assistant Planning and Programming Division</i>
TOTAL:		None	10 days and 7 hours	



16.b Engineering and Technical Services- Request for Infrastructure Project (CAD Plans and Specifications)

PEO provides engineering and technical services by preparing CAD plans and specifications for the requested infrastructure projects. Barangay and public schools within Bataan tends to request infrastructure projects that will be beneficial to the community. Request of infrastructure projects are subjected for feasibility checking and for funding allocation. Only approved funded infrastructure projects will proceed to its implementation.

Office or Division: Provincial Engineer's Office / Planning and Programming Division

Classification: Highly Technical

Type of Transaction: G2G - Government to Government

Who may avail: Barangays and Public Schools within the Province of Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Site Checklist and Inspection Report (1 Photocopy)		PEO - Planning and Programming Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Forwards signed Site Inspection Checklist and Inspection Report and designate CAD Operator to prepare plans and specifications	None	45 Minutes	<i>Engineer IV Planning and Programming Division</i>
None	2. Prepares and signs four (4) copies of CAD plans and specifications of structure (Infra Classification: (a) horizontal; (b) vertical; or (c) special project) and forward to Planning and Programming Division Head for review and signature	None	18 Working, 2 Hours	<i>Architect II/ Architect I/ Engineer II/ Engineer I/ Draftsman II/ Draftsman I/ Engineering Assistant Planning and Programming Division</i>



None	3. Reviews and signs prepared CAD plans and specifications and hand over to PEO - Frontdesk Officer for Provincial Engineer's signature and/or comment	None	2 Hours	<i>Engineer IV Planning and Programming Division</i>
None	4. Gives comment/s and/or approve CAD plans and specifications	None	3 Hours	<i>Provincial Engineer</i>
None	5. Logs out approved CAD plans and specifications and forward to Planning and Programming Division Staff	None	15 Minutes	<i>Computer Operator I Planning and Programming Division</i>
None	6. Files copy of approved CAD plans and specifications and coordinate with requesting entity	None	1 Day	<i>Architect II/ Architect I/ Engineer II/ Engineer I/ Draftsman II/ Draftsman I/ Engineering Assistant Planning and Programming Division</i>
TOTAL:		None	20 Working Days	



16.c Engineering and Technical Services- Request for Infrastructure Project (Program of Works)

PEO provides engineering and technical services by preparing program of works (POW) for the requested infrastructure projects. Barangay and public schools within Bataan tends to request infrastructure projects that will be beneficial to the community. Request of infrastructure projects are subjected for feasibility checking and for funding allocation. Only approved funded infrastructure projects will proceed to its implementation.

Office or Division:	Provincial Engineer's Office / Planning and Programming Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangays and Public Schools within the Province of Bataan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved CAD Plans and Specifications (1 Photocopy)		PEO - Planning and Programming Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Forwards approved CAD plans and specifications and designate programmer to prepare Program of Works (POW)	None	45 Minutes	<i>Engineer IV Planning and Programming Division</i>
2. None	2. Prepares and signs four (4) copies of prepared Program of Works (POW) (including Estimated Cost, Approved Budget Contract, Back-Up Computation, Cost. Method and Supporting Documents) (Infra Classification: (a) horizontal; (b) vertical; or (c) special project) and forward to Planning and Programming Division Head for review and signature	None	17 Days, 2 Hours	<i>Architect II/ Architect I/ Engineer II/ Engineer I/ Draftsman II/ Draftsman I/ Engineering Assistant Planning and Programming Division</i>



3. None	3. Reviews and signs prepared Program of Works (POW) (including Estimated Cost, Approved Budget Contract, Back-Up Computation, Cost. Method and Supporting Documents) and hand over to PEO - Frontdesk Officer for Provincial Engineer's signature and/or comment	None	2 Hours	<i>Engineer IV Planning and Programming Division</i>
4. None	4. Gives comment/s and/or approves Program of Works (POW) (including Estimated Cost, Approved Budget Contract, Back-Up Computation, Cost. Method and Supporting Documents)	None	3 Hours	<i>Provincial Engineer</i>
5. None	5. Logs out approved Program of Works (POW) (including Estimated Cost, Approved Budget Contract, Back-Up Computation, Cost. Method and Supporting Documents) and forwards to Planning and Programming Division Staff	None	15 Minutes	<i>Computer Operator I Planning and Programming Division</i>
6. None	6. Files copy of approved Program of Works (POW) (including Estimated Cost, Approved Budget Contract, Back-Up Computation, Cost. Method and Supporting Documents) and coordinate with requesting entity	None	1 Working Day	<i>Architect II/ Architect I/ Engineer II/ Engineer I/ Draftsman II/ Draftsman I/ Engineering Assistant Planning and Programming Division</i>
7. Secures copy of approved Detailed Engineering Design (CAD Plans and Specification and Program of Works)	7. Provides photocopy of Detailed Engineering Design (CAD Plans and Specification and Program of Works) if the project is approved and subject for implementation	None	1 Day	<i>Engineer II/ Engineer I/ Engineering Assistant Planning and Programming Division</i>
TOTAL:		None	20 Days	



17. Request for Project Payment Processing (Partial Payment)

PEO assists in the processing of technical documents required for partial payment of implemented infrastructure project. Contractors provide request letter for their collection of partial payment in order to carry out project inspection before preparing the documentary requirements.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Construction Division
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Requesting Party (Project Contractor or his/her representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy)		PEO - Monitoring and Support Division PEO - Construction Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter	1. Receives original copy and return receiving copy to client	None	10 Minutes	Computer Operator / Monitoring and Support Division
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	Computer Operator / Monitoring and Support Division
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	Computer Operator / Monitoring and Support Division
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	Administrative Aide IV Monitoring and Support Division
	2.4. Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	Provincial Engineer Monitoring and Support Division



	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/ assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/ assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Computer Operator I Construction Division</i>



	2.10 Receives and records assigned request letter with instructions and forward to Construction Division Head for evaluation of project status (% of completion)	None	15 Minutes	<i>Project Development Assistant Construction Division</i>
	2.11 Conducts project inspection and evaluate project status (% of completion)	None	1 Day	<i>Inspectorate Team (Assistant Provincial Engineer, Engineer IV, Architect IV and Engineer III) Construction Division</i>
	2.12 Informs contractor regarding the % status subjected for collection and instruct Engineering Assistant to prepare documentary requirements (Certification (% of completion), Statement of Time Elapsed and Work Accomplished and Statement of Work Accomplished) for project payment processing	None	1 Hour	<i>Engineer IV Construction Division</i>
	2.13 Prepares two (2) copies of each documentary requirements (Certification % of completion), Statement of Time Elapsed and Work Accomplished and Statement of Work Accomplished) for project payment processing and forward to Construction Engineer for signature	None	6 Hours	<i>Engineering Assistant Construction Division</i>
	2.14 Signs documentary requirements (Certification % of completion), Statement of Time Elapsed and Work Accomplished and Statement of Work Accomplished) for project payment processing and forward to Head of Inspectorate Team	None	1 Hour	<i>Engineer IV Monitoring and Support Division</i>



	2.15 Signs documentary requirements (Certification % of completion), Statement of Time Elapsed and Work Accomplished and Statement of Work Accomplished) for project payment processing and return to Engineering Assistant/ Project Development Assistant	None	1 Hour	<i>Assistant Provincial Engineer Monitoring and Support Division</i>
3. Receive signed documentary requirements for project payment processing, secure Quality Control Results (Grading Test Result and Compressive Strength Test for CHB) and attach all documentary requirements to folder for Project Payment Processing.	3. Transmits all signed documentary requirements for project payment processing	None	1 Hour	<i>Engineering Assistant/ Project Development Assistant Construction Division</i>
4. Submit folder of all documentary requirements for project payment processing to Project Payment Processing	4.Receives and record submitted folder of all documentary requirements for project payment processing	None	1 Hour	<i>Engineering Assistant Monitoring and Support Division</i>



<p>5. Comply to corrections/lacking supporting documents</p>	<p>5. Checks completeness of submitted folder of all documentary requirements for project payment processing and forward to Project Payment Processing Engineerss</p> <p>Documentary requirements are as follows:</p> <ol style="list-style-type: none"> 1. Construction and Safety & Health -DOLE 2. Statement of Time Elapsed & Work Accomplishment Report 3. Statement of Work Accomplished 4. Certification of % Completion 5. Letter Request for Payment 6. Official Receipt - Sand & Gravel Tax 7. Material Test Report 8. Official Receipt-Material Test Fee 9. Official Receipt-Compressive Strength Test Fee 10. Letter of Compressive Strength Test/No Compressive Test 11. Official Receipt-Coring Machine Rental 12. Approved Quality Control Program 13. Pictures-Before, During, After 14. Logbook 15. As the Need Requires: a. Suspension Order; b. Resume Order; c. Change Order; d. Extension Order 16. Others: a. Release; a.1. GN Power Listing; a.2. request for release of cement; a.3. Requisition Issuance Slip; b. Non- Release; b.1 Letter to use own stock 	<p>None</p>	<p>1 Working Day</p>	<p><i>Engineering Assistant Monitoring and Support Division</i></p>
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6. Comply to corrections/lacking supporting documents (if there is to comply)	<p>6.1 Reviews all documentary requirements attached in the folder for project payment processing and attach initial for Provincial Engineer's signature.</p> <p>(If there is to comply, forward to Utility Worker I to return to Contractor or his/her representative)</p>	None	1 Day	<i>Engineer IV Monitoring and Support Division</i>
	6.2 Signs all documentary requirements attached in the folder for project payment processing and forward back to Engineering Assistant for secure file copy	None	4 Hours	<i>Provincial Engineer Monitoring and Support Division</i>
7. Produces copy of folder for project payment processing as company record and return back to Engineering Assistant for preparation of transmittal to Provincial Accountant's Office	7.1 Secures one (1) duplicate copy of documentary requirements and return folder for project payment processing to Contractor or his/her representative to produce one (1) copy for their record	None	1 Working Day	<i>Engineering Assistant Monitoring and Support Division</i>



	7.2 Prepares transmittal for project payment to Provincial Accountant's Office including checklist and forward to Project Payment Processing Engineer for signature	None	2 Hours, 30 Minutes	<i>Engineering Assistant Monitoring and Support Division</i>
	7.3 Signs transmittal for project payment to Provincial Accountant's Office and checklist and forward to Utility Worker I to transmit to Provincial Accountant's Office	None	2 Hours	<i>Engineer IV Monitoring and Support Division</i>
	7.4 Transmits folder for project payment processing to Provincial Accountant's Office	None	1 Hour	<i>Engineering Assistant/ Utility Worker I Monitoring and Support Division</i>
TOTAL:		None	7 Days, 5 Hour, 55 Minutes	



18. Request for Project Payment Processing (Full Payment)

PEO assists in the processing of technical documents required for partial payment of implemented infrastructure project. Contractors provide request letter for their collection of full payment in order to carry out project inspection before preparing the documentary requirements.

Office or Division:	Provincial Engineer's Office / Monitoring and Support Division and Construction Division
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Requesting Party (Project Contractor or his/her representative)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy)		PEO - Monitoring and Support Division PEO - Construction Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator / Monitoring and Support Division</i>
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator / Monitoring and Support Division</i>
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator / Monitoring and Support Division</i>



	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.4 Provides instructions to concerned/assigned Division or personnel and/or approval	None	1 Day	<i>Provincial Engineer Monitoring and Support Division</i>
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV Monitoring and Support Division</i>
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned Division or personnel	None	5 Minutes	<i>Engineer IV Monitoring and Support Division</i>
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned Division or personnel	None	20 Minutes	<i>Clerk II Monitoring and Support Division</i>
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II Monitoring and Support Division</i>



	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Computer Operator I Construction Division</i>
	2.10 Receives and record assigned request letter with instructions and forward to Construction Division Head for evaluation of project status (% of completion)	None	15 Minutes	<i>Project Development Assistant Construction Division</i>
	2.11 Conducts project inspection and evaluate project status (% of completion)	None	1 Day	<i>Inspectorate Team (Assistant Provincial Engineer, Engineer IV, Architect IV and Engineer III) Construction Division</i>
	<p>2.12 Informs contractor regarding the % status subjected for collection and instruct Engineering Assistant to prepare documentary requirements (Certificate of Project Completion, Statement of Time Elapsed and Work Accomplished, PEO Certification, Inspection and Verification Report, Checklist on Inspection of Completed Projects and Statement of Work Accomplished) for project payment processing</p> <p>If 100% completed,</p> <p>(If found to be not 100% completed, Head of Inspectorate Team will inform Contractor about the findings for their compliance. Contractors are ask to provide proof of compliance to the Head of Inspectorate Team)</p>	None	1 Hour	<i>Engineer IV Construction Division</i>



	2.13 Prepares two (2) copies of each documentary requirements (Certificate of Project Completion, Statement of Time Elapsed and Work Accomplished and Statement of Work Accomplished) and one (1) copy of PEO Certification, Inspection and Verification Report, Checklist on Inspection of Completed Projects and for project payment processing and forward to Construction Engineer for signature	None	6 Hours	<i>Engineering Assistant Construction Division</i>
	2.14 Signs documentary requirements (Certificate of Project Completion, Statement of Time Elapsed and Work Accomplished, PEO Certification, Inspection and Verification Report, Checklist on Inspection of Completed Projects and Statement of Work Accomplished) for project payment processing and forward to Head of Inspectorate Team	None	1 Hour	<i>Engineer IV Construction Division</i>
	2.15 Signs documentary requirements (Certificate of Project Completion, Statement of Time Elapsed and Work Accomplished, PEO Certification, Inspection and Verification Report, Checklist on Inspection of Completed Projects and Statement of Work Accomplished) for project payment processing and return to Engineering Assistant/Project Development Assistant	None	4 Hours	<i>Assistant Provincial Engineer, Engineer IV, Architect IV and Engineer III Construction Division</i>



6. Complies to corrections/ lacking supporting documents (if there is to comply)	<p>6.1 Reviews all documentary requirements attached in the folder for project payment processing.</p> <p>(If there is to comply, forward to Utility Worker I to return to Contractor or his/her representative)</p> <p>(If there is nothing to comply, forward to Engineering Assistant for preparation of Transmittal to COA)</p>	None	1 Day	<i>Engineer IV Monitoring and Support Division</i>
	6.2 Prepares Transmittal to COA and attach to folder for project payment processing and forward to Project Payment Processing Engineer for initial	None	1 Hour	<i>Engineering Assistant Monitoring and Support Division</i>
	6.3 Attaches initial to documentary documents (Certificate of Project Completion, Statement of Time Elapsed and Work Accomplished, PEO Certification, Statement of Work Accomplished and Transmittal to COA) and endorse to Provincial Engineer for signature	None	1 Hour	<i>Engineer IV Monitoring and Support Division</i>
	6.4 Signs all documentary requirements attached in the folder for project payment processing (Certificate of Project Completion, Statement of Time Elapsed and Work Accomplished, PEO Certification, Statement of Work Accomplished, As-Built Plan and Transmittal to COA) and forward back to Engineering Assistant for secure file copy	None	4 Hours	<i>Provincial Engineer Monitoring and Support Division</i>



7. Produce copy of folder for project payment processing as company record and return back to Engineering Assistant for preparation of transmittal to Provincial Accountant's Office	7.1 Secures one (1) duplicate copy of documentary requirements and return folder for project payment processing to Contractor or his/her representative to produce one (1) copy for their record	None	1 Day	<i>Engineering Assistant Monitoring and Support Division</i>
	7.2 Prepares transmittal for project payment to Provincial Accountant's Office including checklist and forward to Project Payment Processing Engineer for signature	None	2 Hours, 30 Minutes	<i>Engineering Assistant Monitoring and Support Division</i>
	7.3 Signs transmittal for project payment to Provincial Accountant's Office and checklist and forward to Utility Worker I to transmit to Provincial Accountant's Office	None	2 Hours	<i>Engineer IV Monitoring and Support Division</i>
	7.4 Transmits folder for project payment processing to Provincial Accountant's Office	None	1 Hour	<i>Engineering Assistant/ Utility Worker I Monitoring and Support Division</i>
TOTAL:		None	8 Days, 2 Hours, 55 Minutes	



OFFICE OF THE PROVINCIAL AGRICULTURIST

EXTERNAL SERVICES



1. Technical Assistance

Brief Description:

1. Technical Assistance on Farm Machinery/Equipment/Facilities - includes, but not limited to, validation of potential sites and beneficiaries of machineries, equipment and facilities, monitoring their operation or utilization and assistance in the repairs of machinery and equipment
2. Technical Assistance on Fisheries and Aquaculture - includes, but not limited to, provision of recommendations for proper aquaculture management, water quality monitoring, monitoring of capture fisheries, validation of ports / fish landing centers
3. Technical Assistance on Crop Production - includes, but not limited to, validation, monitoring and assistance in planting, maintenance, harvesting and post-harvest activities for crops
4. Technical Assistance on Agricultural Development Support - includes, but not limited to, preparation of agricultural and fishery data, assistance in agri-fishery marketing, and preparation of planning and accomplishment reports

Office / Division:	Office of the Provincial Agriculturist (OPA) / Agricultural & Biosystems Engineering (ABE) Division; Fisheries Development Division; Crop Development Division; and Agricultural Development Support Division
Classification :	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers and Fisherfolk of Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request slip (1 original copy)	OPA-Agricultural and Agricultural and Biosystems Engineering Division OPA-Fisheries Development Division OPA-Crop Development Division OPA-Agricultural Development Support Division

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Farm Machinery/Equipment/Facilities; Fisheries and Aquaculture; Crop Production

1. Submits request to the Office of the Provincial Agriculturist	1.1. Receives request and assigns appropriate Division/personnel to provide technical assistance	None	5 minutes	<i>Engineer I Agricultural and Biosystems Engineering Division</i> <i>Aquaculturist II, Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i> <i>Agriculturist II, Agriculturist I Crop Development Division</i>
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None	1.2. Coordinate with the city / municipality and/or the Regional Office counterpart about the concern	None	30 minutes	<i>Engineer I Agricultural and Biosystems Engineering Division</i> <i>Aquaculturist II, Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i> <i>Agriculturist II, Agriculturist I Crop Development Division</i>
None	1.3. Prepare necessary tools / information / data	None	30 minutes	<i>Engineer I Agricultural and Biosystems Engineering Division</i> <i>Aquaculturist II, Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i> <i>Agriculturist II, Agriculturist I Crop Development Division</i>
None	1.4. Conduct of technical assistance	None	4 hours	<i>Engineer I Agricultural and Biosystems Engineering Division</i> <i>Aquaculturist II, Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i> <i>Agriculturist II, Agriculturist I Crop Development Division</i>
TOTAL:			5 hours, 5 minutes	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Agricultural Development Support				
1. Submits request to the Office of the Provincial Agriculturist	1.1. Receives request and assign appropriate personnel to provide technical assistance	None	5 minutes	<i>Agriculturist II, Agriculturist I, Planning Officer I Agricultural Development Support Division</i>
None	1.2. Prepares report/ statistical data requested *includes coordination with concerned office if necessary	None	1 day	<i>Agriculturist II, Agriculturist I, Planning Officer I Agricultural Development Support Division</i>
None	1.3. Reviews and approves report/ data for releasing to client	None	1 hour	<i>Provincial Agriculturist Planning Officer II Agricultural Development Support Division</i>
2. Receives report/data requested	2. Provides report/ data to the client	None	5 minutes	<i>Agriculturist II, Agriculturist I, Planning Officer I Agricultural Development Support Division</i>
TOTAL:			1 day, 1 hour, 10 minutes	



2. Scientific examination of fish suspected to be caught by the use of explosives

Brief Description: Fish suspected to be caught with the use of explosives will be examined by a Licensed Fish Examiner who completed and passed the examination during the training. Fish examination will be done either in the laboratory or on-the-spot. The Fish Examiner will examine the fish samples. He/she also acts as expert witness and will also provide undeniable evidence in the prosecution.

Office / Division:	Office of the Provincial Agriculturist / Fishery Development Division
Classification :	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PNP / Bantay Dagat and other LGUs Fishery Law Enforcement Officers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent / request letter for scientific examination duly signed by the requesting party (1 original copy) 2. Fish samples (10-15 pieces of small fishes, 3-5 pieces of medium/large fishes)		1. Letter of intent / request letter to be prepared and signed by the client 2. Fish samples from fish suspected to be caught by the use of explosives		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to the Office of the Provincial Agriculturist accompanied by fish samples	1. Receives request on scientific examination of fish suspected to be caught by the use of explosives	None	5 minutes	<i>Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i>
2. Submits fish samples of at least: a. 10-15 pieces of small fishes b. 3-5 pieces of medium / large fishes	2.1. Approves request and requires submission of fish samples	None	15 minutes	<i>Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i>



None	2.2. Conducts scientific examination of fish suspected to be caught by the use of explosives	None	2 hours	<i>Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i>
None	2.3. Prepares examination report	None	2 hours	<i>Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i>
None	2.4. Reviews and approves examination report	None	30 minutes	<i>Provincial Agriculturist Senior Agriculturist Fisheries Development Division</i>
3. Receives examination report	3. Approves / releases examination report	None	5 minutes	<i>Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i>
TOTAL:			4 hours, 55 minutes	



3. Soil Sampling

Brief Description: The nutrient content of the soil is determined to help in identifying the amount of inputs needed to improve the productivity of the area. There is a proper procedure in collecting samples to be submitted to soil laboratories so that the results will be accurate to the actual status of the production area.

Office / Division:	Office of the Provincial Agriculturist / Crop Development Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers of Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip (1 original copy)		OPA-Crops Development Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to the Office of the Provincial Agriculturist	1.1. Receives request and assign appropriate personnel to assist in soil sampling	None	5 minutes	<i>Agriculturist I Crop Development Division</i>
None	1.2. Coordinates with the municipal counterpart client for scheduling of soil sampling	None	30 minutes	<i>Agriculturist I Crop Development Division</i>
None	c. Prepares tools for soil sampling	None	30 minutes	<i>Agriculturist I Crop Development Division</i>



None	1.3. Collects and organizes the soil samples *end of the transaction if client will submit the soil sample to the regional soils laboratory	None	4 hours	<i>Agriculturist I Crop Development Division</i>
2. Submit soil sample to regional soils laboratory for analysis *client may opt to do the submission or ask the assistance of the OPA	2.1. Submit soil sample to regional soils laboratory for analysis	None	2 hours	<i>Agriculturist I Crop Development Division</i>
None	2.2. Receives results of soil analysis	None	5 minutes	<i>Agriculturist I Crop Development Division</i>
3. Receives results of soil analysis	3. sends results of soil analysis to client	None	5 minutes	<i>Agriculturist I Crop Development Division</i>
TOTAL:			7 hours, 15 minutes	



4. Provision of Farm Inputs

Brief Description:

1. Provision of assorted repacked vegetable seeds and fruit-bearing tree seedlings - aims to improve land productivity by encouraging people to plant vegetables and other fruit trees
2. Provision of Trichoderma Harzianum or Compost Fungus Activator (CFA) - Trichoderma harzianum or CFA is a compost fungus activator (CFA) used to hasten the decomposition of the agricultural wastes to produce organic fertilizers.
3. Provision of Molasses and Soil Ameliorant Liquid Root Exudates - molasses and soil ameliorant liquid root exudates which improves that quality of the soil for agricultural production.

Office / Division:	Office of the Provincial Agriculturist (OPA) / Crop Development Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers / farmer organizations / walk-in clients residing in Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip/Request letter (1 original copy)		OPA-Crop Development Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Provision of assorted repacked vegetable seeds and fruit-bearing tree seedlings

1. Submits request to the Office of the Provincial Agriculturist *request letter is needed stating the purpose and location of the farm if the request is more than 20 packets of vegetable seeds or more than 100 pieces of fruit-bearing seedlings	1. Receives request for seeds/seedlings	None	5 minutes	<i>Agriculturist I Crop Development Division</i>
2. Gives information on farm size and location	2.1 verifies farm size and location *requires site validation if requested vegetable seeds is more than 20 packets or seedlings is more than 100 pieces	None	15 minutes	<i>Farm Supervisor, Farm Foreman Crop Development Division</i>



None	2.2 Coordination and checking on the availability (current inventory) of seeds / seedlings	None	15 minutes	Farm Supervisor, Farm Foreman Crop Development Division
None	2.3 Repacking and/or consolidation of seeds / seedlings	None	2 hours	Farm Foreman, Farm Worker II Crop Development Division
3. Picks-up/receives requested seeds/seedlings	3 Releases the requested vegetable seeds / seedlings	None	5 minutes	Farm Supervisor, Farm Foreman Crop Development Division
TOTAL:			2 hours, 40 minutes	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provision of Trichoderma Harzianum or Compost Fungus Activator (CFA)				
1. Submits request to the Office of the Provincial Agriculturist *request letter is needed if requestee is farmer organization	1.1 Receives request for Trichoderma harzianum or CFA	None	5 minutes	Agriculturist I Crop Development Division



None	<p>1.2 Checks the availability of the requested volume of CFA.</p> <p>*If there is no available CFA, brief the client that production will take 10 working days.</p>	None	15 minutes	<i>Agriculturist I Crop Development Division</i>
None	<p>1.3 Produces Trichoderma harzianum/CFA (preparation of agar, sterilization, inoculation)</p> <p>*incubation for 2 weeks</p>	None	14 days	<i>Agriculturist I Crop Development Division</i>
None	1.4 Packs Trichoderma harzianum/CFA	None	1 hour	<i>Agriculturist I Crop Development Division</i>
None	1.5 Provides instruction to client on proper application and storage of CFA	None	30 minutes	<i>Agriculturist I Crop Development Division</i>
2. Picks-up/receives requested CFA	2. Releases the requested CFA	None	5 minutes	<i>Agriculturist I Crop Development Division</i>
TOTAL:			14 days, 1 hour, 55 minutes	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provision of Molasses and Soil Ameliorant Liquid Root Exudates				
1. Submits request to the Office of the Provincial Agriculturist	1.1. Receives request for molasses/ soil ameliorant liquid root exudates	None	5 minutes	<i>Agriculturist I Crop Development Division</i>
2. Gives information on farm size and location	2.1. verifies farm size and location	None	15 minutes	<i>Agriculturist I Crop Development Division</i>
None	2.2. Coordination and checking on the availability (current inventory) of molasses/soil ameliorant liquid root exudates	None	15 minutes	<i>Agriculturist I Crop Development Division</i>
None	2.3. Repacking and/or consolidation of molasses	None	1 hour	<i>Agriculturist I Crop Development Division</i>
3. Picks-up/receives requested molasses/soil ameliorant liquid root exudates	3. Releases the requested molasses/soil ameliorant liquid root exudates	None	5 minutes	<i>Agriculturist I Crop Development Division</i>
TOTAL:			1 hour, 40 minutes	



5. Provision of Tilapia Fingerlings

Brief Description: Tilapia fingerlings is given for free to backyard fishpond to encourage fishpond operators to produce fish for personal consumption and to increase fish production in the province.

Office / Division:	Office of the Provincial Agriculturist / Fishery Development Division
Classification :	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Backyard fishpond operators with area of 1,000 square meters and below and residing in Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip (1 original copy)		OPA-Fisheries Development Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to the Office of the Provincial Agriculturist	1. Receives request for molasses/ soil ameliorant liquid root exudates	None	5 minutes	<i>Aquaculturist II, Farm Worker II, Farm Worker I Fisheries Development Division</i>
2. Gives information on fishpond size and location	2.1. Conducts site validation of fishpond to be stocked with tilapia fingerlings	None	15 minutes	<i>Aquaculturist II, Farm Worker II, Farm Worker I Fisheries Development Division</i>



None	2.2. Briefs fishpond operator on availment procedure of tilapia fingerlings and set schedule for pick-up of tilapia fingerlings	None	15 minutes	Aquaculturist II, Farm Worker II, Farm Worker I Fisheries Development Division
3. Prepares fishpond ready for stocking	3.1. Conditions tilapia fingerlings in hapa net	None	2 days	Farm Worker II, Farm Worker I Fisheries Development Division
None	3.2. Packs tilapia fingerlings in plastic bag	None	1 hour	Farm Worker II, Farm Worker I Fisheries Development Division
None	3.3. Provides technical know-how on proper acclimatization of fish to prevent stress and mortality	None	15 minutes	Farm Worker II, Farm Worker I Fisheries Development Division
4. Picks-up/receives tilapia fingerlings	4. Releases tilapia fingerlings to client	None	5 minutes	Farm Worker II, Farm Worker I Fisheries Development Division
TOTAL:			2 days, 1 hour, 55 minutes	



6. Livelihood Trainings to Farmer Groups & Rural Based Organizations

Brief Description: OPA conducts livelihood trainings mostly related to processing of agri-fishery commodities

Office / Division:	Office of the Provincial Agriculturist (OPA) / Fishery Development and Agricultural Development Support Divisions
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers / farmer organizations / walk-in clients residing in Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 original copy)		Request letter to be prepared and signed by the client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to the Office of the Provincial Agriculturist	1.1. Receives request and assigns appropriate Division/ personnel to provide/organize the training	None	5 minutes	<p><i>Engineer I Agricultural and Biosystems Engineering Division</i></p> <p><i>Aquaculturist II, Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i></p> <p><i>Agriculturist II, Agriculturist I Crop Development Division</i></p>



2. Provides additional information for the finalization of the request	2.1. Coordinates with client regarding the particular training being requested and finalization of schedule	None	30 minutes	<i>Engineer I Agricultural and Biosystems Engineering Division</i> <i>Aquaculturist II, Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i> <i>Agriculturist II, Agriculturist I Crop Development Division</i>
None	2.2. Prepares supplies and equipment needed in the training	None	30 minutes	<i>Engineer I Agricultural and Biosystems Engineering Division</i> <i>Aquaculturist II, Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i> <i>Agriculturist II, Agriculturist I Crop Development Division</i>
3. Assists/Attends the training	3. Conducts training	None	4 hours	<i>Engineer I Agricultural and Biosystems Engineering Division</i> <i>Aquaculturist II, Aquacultural Technician II, Aquacultural Technician I Fisheries Development Division</i> <i>Agriculturist II, Agriculturist I Crop Development Division</i>
TOTAL:			5 hours, 5 minutes	



PROVINCIAL GOVERNMENT— ENVIRONMENT AND NATURAL RESOURCES OFFICE

EXTERNAL SERVICES



1. Issuance of Certificate of Environmental Compliance

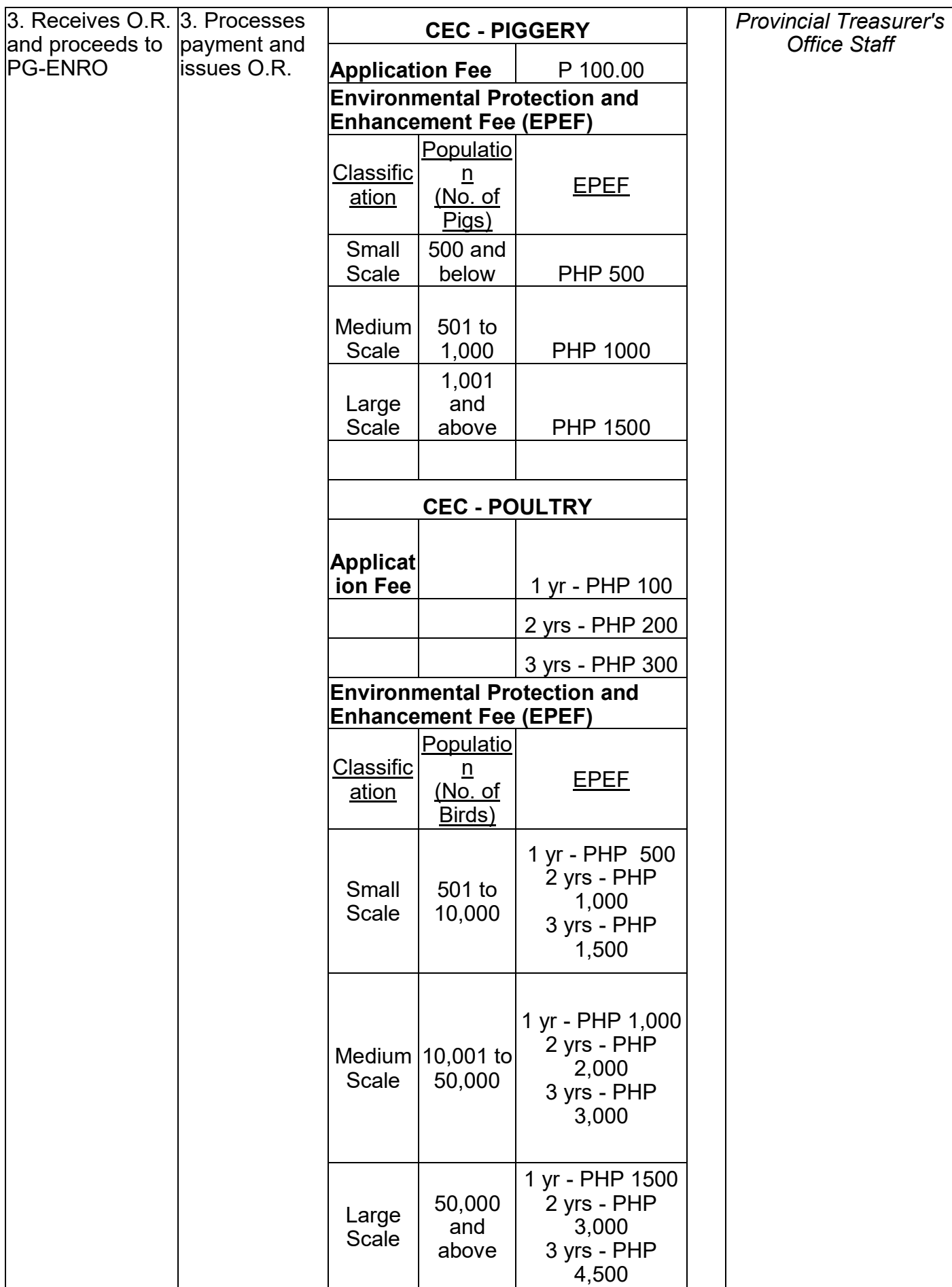
The Certificate of Environmental Compliance (CEC) serves as proof of compliance of a poultry or piggery farm with pertinent environmental laws and regulations. The CEC is a prerequisite of the Provincial Veterinary Office for the issuance of Permit to Operate. Poultry farms may apply for a CEC with two (2) or three (3) years validity.

Office or Division:	Provincial Government - Environment and Natural Resources Office / Environmental Management Section
Classification:	Simple
Type of Transaction:	G2B - Government to Business entity
Who may avail:	Owners and/operators of poultry and livestock farms

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEW APPLICATION - Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) (1 photocopy) - Barangay Business Permit/Clearance for the current year (1 photocopy) - Certification that the farm is covered by the solid waste collection service of the LGU (1 photocopy) Additional Requirement for Poultry (Tunnel Vent): - Permit to Operate Air Pollution Source and Control Installation (POA), if ECC holder (1 photocopy) Additional Requirement for Piggery: - POA, if ECC holder (1 photocopy) - Discharge Permit (DP), if ECC holder (1 photocopy) RENEWAL Barangay Business Permit/Clearance for the current year (1 photocopy) Additional Requirement for Poultry (Tunnel Vent): - POA, if ECC holder and the previously submitted document has already expired (1 photocopy) Additional Requirement for Piggery: - POA, if ECC holder and the previously submitted document has already expired (1 photocopy) - DP, if ECC holder and the previously submitted document has already expired (1 photocopy)	NEW APPLICATION - Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) (1 photocopy) - Barangay Business Permit/Clearance for the current year (1 photocopy) - Certification that the farm is covered by the solid waste collection service of the LGU (1 photocopy) Additional Requirement for Poultry (Tunnel Vent): - Permit to Operate Air Pollution Source and Control Installation (POA), if ECC holder (1 photocopy) Additional Requirement for Piggery: - POA, if ECC holder (1 photocopy) - Discharge Permit (DP), if ECC holder (1 photocopy) RENEWAL Barangay Business Permit/Clearance for the current year (1 photocopy) Additional Requirement for Poultry (Tunnel Vent): - POA, if ECC holder and the previously submitted document has already expired (1 photocopy) Additional Requirement for Piggery: - POA, if ECC holder and the previously submitted document has already expired (1 photocopy) - DP, if ECC holder and the previously submitted document has already expired (1 photocopy)



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentart requirements.	1.1 Receives and checks completeness of requirements 1.1a If complete, proceed to step 2. 1.1b If incomplete, return to client for completion.	None	15 minutes	<i>Community Development Assistant I Environmental Management Section</i>
	1.2 Prepares order of payment	None	5 minutes	<i>Community Development Assistant I Environmental Management Section</i>
	1.3 Reviews and signs order of payment	None	4 minutes	<i>Senior Environmental Management Specialist Environmental Management Section</i>
2. Receives order of payment and proceeds to Cashier	2. Issues order of payment	None	2 minutes	<i>Community Development Assistant I Environmental Management Section</i>





3. Presents O.R.	3.1 Photocopies O.R. and logs O.R. number	None	2 minutes	Community Development Assistant I Environmental Management Section
	3.2 Prepares CEC		10 minutes	Community Development Assistant I Environmental Management Section
	3.3 Reviews and initials CEC		3 minutes	Senior Environmental Management Specialist Environmental Management Section
	3.4 Reviews and approves CEC		3 minutes	Department Head
4. Receives CEC	1. Releases approved CEC to client	None	3 minutes	Community Development Assistant I Environmental Management Section
TOTAL		Piggery: Small Scale - PHP 600 Medium Scale - PHP 1,100 Large Scale - PHP 1,600 Poultry: Small Scale 1 yr - PHP 600 Small Scale 2 yrs - PHP 1,200 Small Scale 3 yrs - PHP 1,800 Medium Scale 1 yr - PHP 1,100 Medium Scale 2 yrs - PHP 2,200 Medium Scale 3 yrs - PHP 3,300 Large Scale 1 yr - PHP 1,600 Large Scale 2 yrs - PHP 3,200 Large Scale 3 yrs - PHP 4,800	47 minutes (exclusive of transaction time at PTO)	



2. Special Collection of Solid Waste

The PG-ENRO can provide special waste collection service to institutional areas not included in its regular service areas.

Office or Division:	Provincial Government - Environment and Natural Resources Office / Environmental Management Section
Classification:	Simple
Type of	G2G- Government to Government
Who may avail:	PGB satellite offices; government offices; schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Request letter addressed to:</p> <p>EnP. RAPHAEL C. DE LEON OIC - PG-ENRO Capitol, Balanga City, Bataan</p> <p>(1 copy. If request is made thru e-mail [pgenro@bataan.gov.ph], contact details must be provided.)</p>	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits or sends request letter	1.1 Receives and logs request letter (if walk-in) / Sends acknowledgement, prints and logs request letter (if e-mail)	None	5 minutes (walk-in) / 10 minutes (e-mail)	Administrative Aide II Environmental Management Section
	1.2 Attaches tracking slip and endorses request letter to Department Head	None	2 minutes	Administrative Aide II Environmental Management Section
	<p>1.3 Reviews and approves request</p> <p>1.3a If approved, proceed to step 2</p> <p>1.3b If disapproved, inform client of the reason why the request cannot be accommodated</p>	None	5 minutes	Department Head



2. Responds to queries and agrees on a schedule of collection	2.1 Coordinates and organizes waste collection	None	1 day	<i>Environmental Management Specialist / Environmental Management Section</i>
	2.2 Inspects service area and sets schedule of collection	None		<i>Utility Foreman Environmental Management Section</i>
3. Sets out segregated waste and extends necessary assistance	3. Travels on site and collects solid waste on schedule	None	2 hours	<i>Driver II Utility Worker I Environmental Management Section</i>
TOTAL for Walk-in Request		None	1 day, 2 hours, 12 minutes	
TOTAL for Email Request		None	1 day, 2 hours, 17 minutes	



3. Rental of Water Quality Checker

The multi-parameter water quality checker of PG-ENRO can be borrowed and used for a limited time for research purposes

Office or Division:	Provincial Government - Environment and Natural Resources Office / Environmental Management Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Teachers/Faculty; Researchers; Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to: EnP. RAPHAEL C. DE LEON OIC - PG-ENRO Capitol, Balanga City, Bataan (1 copy. If request is made thru e-mail [pgenro@bataan.gov.ph], contact details must be provided.)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits or sends request letter	1.1 Receives and logs request letter (if walk-in) / Sends acknowledgement, prints and logs request letter (if e-mail)	None	5 minutes (walk-in) / 10 minutes (e-mail)	<i>Administrative Aide II Environmental Management Section</i>
	1.2 Attaches tracking slip and endorses request letter to Department Head	None	2 minutes	<i>Administrative Aide II Environmental Management Section</i>
	1.3 Reviews and approves request 1.3a If approved, proceed to step 2. 1.3b If disapproved, inform client of the reason why the request cannot be accommodated	None	5 minutes	<i>Department Head</i>



	1.6 Prepares order of payment	None	2 minute	<i>Community Development Assistant I Environmental Management Section</i>
	1.7 Reviews and signs order of payment	None	4 minutes	<i>Senior Environmental Management Specialist Environmental Management Section</i>
	1.8 Issues order of payment	None	1 minute	<i>Community Development Assistant I Environmental Management Section</i>
2. Receives order of payment and pays corresponding fee	2.Processes payment and issues O.R.	Rental Fee PHP 500 / use		<i>Provincial Treasurer's Office Staff</i>



3. Presents O.R.	3.1 Calibrates equipment	None	20 minutes	<i>Environmental Management Specialist I Environmental Management Section</i>
	3.2 Photocopies O.R. and logs O.R. number	None	5 minutes	<i>Environmental Management Specialist I Environmental Management Section</i>
4. Receives equipment, logs in logbook, and listens to tutorial	4. Issues equipment and provides tutorial on equipment operation	None	15 minutes	<i>Environmental Management Specialist II Environmental Management Section</i>
5. Returns equipment on schedule	5. Receives, checks condition, logs and stores equipment	None	5 minutes	<i>Environmental Management Specialist I Environmental Management Section</i>
TOTAL for Walk-in Request (exclusive of transaction time at PTO)		PHP 500	1 hour , 4 minutes	
TOTAL for Email Request (exclusive of transaction time at PTO)		PHP 500	1 hour , 9 minutes	



4. Provision of Farm Inputs

In support of Community-Based Forest Management (CBFM) Program, the PG-ENRO provides free farm inputs, such as seeds, organic fertilizers, and farm tools to upland farmers.

Office or Division:	Provincial Government - Environment and Natural Resources Office/ Forest Management Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	CBFM People's Organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to: EnP. RAPHAEL C. DE LEON OIC - PG-ENRO Capitol, Balanga City, Bataan (1 copy. If request is made thru e-mail [pgenro@bataan.gov.ph], contact details must be provided.)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits or sends request letter	1.1 Receives and logs request letter (if walk-in) / Sends acknowledgement, prints and logs request letter (if e-mail)	None	5 minutes (walk-in) / 10 minutes (e-mail)	<i>Administrative Aide II Forest Management Section</i>
	1.2 Attaches tracking slip and endorses request letter to Department Head	None	2 minutes	<i>Administrative Aide II Forest Management Section</i>
	1.3 Reviews and approves request 1.3a If approved, proceed to step 2 1.3b If disapproved, inform client of the reason why the request cannot be accommodated	None	5 minutes	<i>Department Head</i>



2. Responds to queries and agrees on a schedule of pick-up	2. Checks availability of farm inputs and coordinates with client and concerned staff	None	1 day	<i>Community Development Assistant / Forest Management Section</i>
3. Picks up farm inputs at Provincial Plant Nursery at Brgy. Pantingan, Pilar and signs RIS	3. Issues farm inputs, prepares RIS, and logs transaction	None	10 minutes	<i>Community Development Assistant / Forest Management Section</i>
TOTAL for Walk-in Request		None	1 day, 22 minutes	
TOTAL for Email Request		None	1 day, 27 minutes	



5. Provision of Seedlings

To encourage participation in the Provincial Greening Program, the public can avail of free planting materials such as forest, fruit-bearing, and bamboo seedlings from PG-ENRO. Supervision of planting activity may also be provided by PG-ENRO upon request.

Office or Division:	Provincial Government - Environment and Natural Resources Office/ Forest Management Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business entity
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Request letter addressed to:</p> <p>EnP. RAPHAEL C. DE LEON OIC - PG-ENRO Capitol, Balanga City, Bataan</p> <p>(1 copy. If request is made thru e-mail [pgenro@bataan.gov.ph], contact details must be provided.)</p>	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits or sends request letter	1.1 Receives and logs request letter (if walk-in) / Sends acknowledgement, prints and logs request letter (if e-mail)	NONE	5 minutes (walk-in) / 10 minutes (e-mail)	Administrative Aide II Forest Management Section



	1.2 Attaches tracking slip and endorses request letter to Department Head	NONE	2 minutes	Administrative Aide II Forest Management Section
	1.3 Reviews and approves request 1.3a If approved, proceed to step 2 1.3b If disapproved, inform client of the reason why the request cannot be accommodated	NONE	5 minutes	Department Head
2. Responds to queries and agrees on a schedule of site validation	2. Coordinates with client and Provincial Nursery	NONE	1 day	<i>Community Development Assistant I Forest Management Section</i>
3. Joins site validation and agrees on schedule of pick-up	3. Travels on site and validates proposed planting site	NONE	4 hours	<i>Environmental Management Specialist I Environmental Management Specialist II Forest Management Section</i>
4. Picks up seedlings at Provincial Plant Nursery at Brgy. Pantingan, Pilar and signs RIS	4. Disperses seedlings, prepares RIS, and logs translocation	NONE	10 minutes	<i>Community Development Assistant I Forest Management Section</i>
5. Submits documentation of planting / accommodates on-site monitoring	5. Receives documentation / travels on site for on-site monitoring	NONE	5 minutes / 4 hours	<i>Project Development Assistant Forest Management Section</i>
TOTAL for Walk-in Request		None	1 day, 4 hours, 27 minutes	
TOTAL for Email Request		None	1 day, 8 hours, 27 minutes	



6. Technical Assistance on Mangrove Planting

Those who wish to conduct mangrove planting can seek the technical assistance of PG-ENRO, which includes identification of planting site and schedule.

Office or Division:	Provincial Government - Environment and Natural Resources Office/ Forest Management Section
Classification:	Simple
Type of Transaction:	G2G = Government to Government / G2C = Government to Citizen / G2B = Government to Business entity
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter addressed to: EnP. RAPHAEL C. DE LEON OIC - PG-ENRO Capitol, Balanga City, Bataan (1 copy. If request is made thru e-mail [pgenro@bataan.gov.ph], contact details must be provided.)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits or sends request letter	1.1 Receives and logs request letter (if walk-in) / Sends acknowledgement, prints and logs request letter (if e-mail)	None	5 minutes (walk-in) / 10 minutes (e-mail)	<i>Administrative Aide II Forest Management Section</i>
	1.2 Attaches tracking slip and endorses request letter to Department Head	None	2 minutes	<i>Administrative Aide II Forest Management Section</i>
	1.3 Reviews and approves request 1.3a If approved, proceed to step 2. 1.3b If disapproved, inform client of the reason why the request cannot be accommodated	None	5 minutes	Department Head



2. Responds to queries and agrees on a schedule and area of mangrove planting	2.1 Checks tide calendar and coordinates with partner LGUs and POs	None	4 hours	<i>Environmental Management Specialist II Forest Management Section</i>
	2.2 Asks details of planting activity and proposes available planting site/s and schedule/s	None	4 hours	<i>Environmental Management Specialist II Forest Management Section</i>
3. Submits documentation of planting	3. Receives documentation	None	5 minutes	<i>Community Development Assistant I Forest Management Section</i>
TOTAL for Walk-in Request		None	8 hours, 17 minutes	
TOTAL for Email Request		None	8 hours, minutes	



7. Technical Assistance on Wildlife Rescue

Citizens who wish to turn over rescued wildlife species can seek the assistance of PG-ENRO for appropriate response. This is in collaboration with Provincial Veterinary Office, DENR Bataan and Wildlife Rescue Centers.

Office or Division:	Provincial Government - Environment and Natural Resources Office/ Plans and Programs Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports incident concerning wildlife	1. Interviews regarding the details of the incident and logs on Wildlife Information Sheet	None	15 minutes	<i>Environmental Management Specialist I Plans and Programs Division</i>
2. Signs the Wildlife Rescue Information Sheet (and may opt to leave the rescued wildlife to PG-ENRO)	2.1 Turns over the animal for diagnosis and appropriate veterinary medical attention	None	3 minutes	<i>Environmental Management Specialist I Plans and Programs Division</i>
	2.2 Releases the animal in the wild if fit for release / Turns over to wildlife rescue centers for further treatment or rehabilitation if severely injured / Turns over to DENR for protection if endangered species	None	2 hours	<i>Driver I Environmental Management Specialist I Plans and Programs Division</i>
TOTAL:		None	2 hours, 18 minutes	



8. Water Quality Assessment

The PG-ENRO can provide one-time assessments of water bodies and waterways not included in its regular water quality monitoring

Office or Division:	Provincial Government - Environment and Natural Resources Office / Environmental Management Section
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	LGUs; NGAs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Request letter addressed to:</p> <p>EnP. RAPHAEL C. DE LEON OIC - PG-ENRO Capitol, Balanga City, Bataan</p> <p>(1 copy. If request is made thru e-mail [pgenro@bataan.gov.ph], contact details must be provided.)</p>	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits or sends request letter	1.1 Receives and logs request letter (if walk-in) / Sends acknowledgement, prints and logs request letter (if e-mail)	None	5 minutes (walk-in) / 10 minutes (e-mail)	Administrative Aide II Environmental Management Section
	1.2 Attaches tracking slip and endorses request letter to Department Head	None	2 minutes	Administrative Aide II Environmental Management Section
	1.3 Reviews and approves request 1.3a If approved, proceed to step 2 1.3b If disapproved, inform client of the reason why the request cannot be accommodated	None	5 minutes	Department Head



2. Responds to queries and agrees on a schedule of assessment	2.1 Coordinates and organizes water quality assessment	None	1 day	<i>Senior Environmental Management Specialist Environmental Management Section</i>
	2.2 Prepares equipment and supplies for field work	None		<i>Environmental Management Specialist I Environmental Management Section</i>
3. Joins assessment team and assists in determining sampling points	3.1 Travels on site and conducts water quality assessment	None	4 hours	<i>Environmental Management Specialist II Environmental Management Specialist I CDA I Driver I Environmental Management Section</i>
	3.2 Retrieves and analyzes water quality data, and prepares water quality assessment report	None	5 days	<i>Environmental Management Specialist I Environmental Management Specialist II Environmental Management Section</i>



	3.3 Reviews water quality assessment report	None	4 hours	<i>Senior Environmental Management Specialist Environmental Management Section</i>
	3.4 Finalizes water quality assessment report based on initial review	None	1 day	<i>Environmental Management Specialist II Environmental Management Section</i>
	3.5 Signs water quality assessment report	None	1 minute	<i>Environmental Management Specialist II Senior Environmental Management Specialist Environmental Management Section</i>
	3.6 Reviews, approves and signs water quality assessment report	None	5 minutes	<i>Department Head</i>
4. Receives water quality assessment report	4. Releases copy of water quality assessment report	None	1 minute (walk-in) / 15 minutes (e-mail)	<i>Community Development Assistant I Environmental Management Section</i>
TOTAL for Walk-in Request		None	6 days, 8 hours, 19 minutes	
TOTAL for Email Request		None	6 days, 8 hours, 38 minutes	



9. Short-Term Air Quality Monitoring

The PG-ENRO can provide one-time assessments or short-term monitoring of ambient air quality at a specific site not included in its regular air quality monitoring

Office or Division:	Provincial Government - Environment and Natural Resources Office/ Environmental Management Section
Classification:	Complex
Type of Transaction:	G2G - Government to Government / G2B - Government to Business
Who may avail:	LGUs; NGAs; Commercial Establishments; Residential Estates; Industrial Plants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter addressed to: EnP. RAPHAEL C. DE LEON OIC - PG-ENRO Capitol, Balanga City, Bataan (1 copy. If request is made thru e-mail [pgenro@bataan.gov.ph], contact details must be provided.)	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits or sends request letter	1.1 Receives and logs request letter (if walk-in) / Sends acknowledgement, prints and logs request letter (if e-mail)	None	5 minutes (walk-in) / 10 minutes (e-mail)	<i>Administrative Aide II Environmental Management Section</i>
	1.2 Attaches tracking slip and endorses request letter to OIC	None	2 minutes	<i>Administrative Aide II Environmental Management Section</i>
	1.3 Reviews and approves request If approved, proceed to step 2. If disapproved, inform client of the reason why the request cannot be accommodated	None	5 minutes	<i>Department Head</i>



2. Responds to queries and agrees on a schedule of ocular inspection	2. Coordinates and organizes air quality monitoring	None	4 hours	Senior Environmental Management Specialist I Environmental Management Section
3. Joins ocular inspection	3. Travels on site and conducts ocular inspection	None	4 hours	Environmental Management Specialist II Environmental Management Specialist I Driver I Environmental Management Section
4. Joins deployment/ commissioning of air quality monitoring system (AQMS)	4.1 Travels on site and deploys/ commissions AQMS	None	4 hours	Environmental Management Specialist II Environmental Management Specialist I Utility Worker I Driver I Environmental Management Section
	4.2 Retrieves and analyzes air quality data, and prepares air quality monitoring report	None	5 days	Environmental Management Specialist I Environmental Management Specialist II Environmental Management Section
	4.3 Reviews air quality monitoring report	None	4 hours	Senior Environmental Management Specialist Environmental Management Section
	4.4 Finalizes air quality monitoring report based on initial review	None	1 day	Environmental Management Specialist II Environmental Management Section
	4.5 Signs air quality monitoring report	None	1 minute	Environmental Management Specialist II Senior Environmental Management Specialist Environmental Management Section
	4.6 Reviews, approves and signs air quality monitoring report	None	5 minutes	Department Head



5. Attends exit meeting and receives air quality monitoring report	5.1 Travels on site and decommissions AQMS	None	4 hours	<i>Senior Environmental Management Specialist Environmental Management Specialist II Environmental Management Specialist I Utility Worker I Driver I Environmental Management Section</i>
	5.2 Conducts exit meeting on results of air quality monitoring	None		
	5.3 Releases copy of air quality monitoring report	None		
TOTAL for Walk-in Request		None	6 days, 18 minutes	
TOTAL for Email Request		None	6 days, 23 minutes	



10. Issuance of Special Excavation Permit

Special Excavation Permit (SEP) is a document granted to a qualified person or entity to remove or extract and utilize sand, gravel, and other quarry resources from rivers as part of desilting projects for flood control, and from private lands as part of area development (e.g., agricultural, residential, etc.)

Office or Division:	Provincial Government - Environment and Natural Resources Office/ Mines and Geosciences Section
Classification:	Complex
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business entity
Who may avail:	Local Government Units; Desilting project contractors/operators; Area development project proponents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Desilting (1 copy each): <ul style="list-style-type: none"> - Notarized application form - Proof of necessity for desilting of river (e.g., request from Farmers' Association, Barangay Resolution) - Survey Plan duly signed by MGB accredited Geodetic Engineer - Work Program - No objection from Barangay - No objection from City/Municipal Government - Environmental Compliance Certificate 	PG-ENRO Farmer's Association / Barangay LGU where the project is located Client Client Barangay LGU where the project is located City/Municipal LGU where the project is located DENR-EMB Region 3
Area Development (1 copy each): <ul style="list-style-type: none"> - Notarized application form - Proof of ownership of private property - Memorandum of Agreement, authorization, or Special Power of Attorney if property owner is not the developer - Survey Plan duly signed by MGB accredited Geodetic Engineer - Site Development Plan - No objection from Barangay - No objection from City/Municipal Government - Ground Development Permit from Municipal LGU - Environmental Management Work Plan - Environmental Compliance Certificate or Certificate of Non-Coverage 	PG-ENRO Client Client Client Client Barangay LGU where the project is located City/Municipal LGU where the project is located City/Municipal LGU where the project is located Client DENR-EMB Region 3



CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	<p>1.1 Receives and conducts completeness check and technical review of requirements</p> <p>1.1a If complete and technically sound, proceed to step 2.</p> <p>1.1b If incomplete or not technically sound, return to client for completion and/or revision</p>	None	5 minutes	<p><i>Environmental Management Specialist I</i></p> <p><i>Environmental Management Specialist II</i></p> <p><i>Mines and Geosciences Section</i></p>
2. Responds to queries and agrees on schedule of site validation	<p>2. Checks availability of logistics and coordinates with client and concerned staff</p>	None	1 day	<p><i>Community Development Assistant I</i></p> <p><i>Mines and Geosciences Section</i></p>
3. Joins site validation	<p>3.1 Conducts field inspection, geotagging of area, and assessment of suitability of the proposed project</p> <p>3.1a If suitable, proceed to step 4.</p> <p>2</p> <p>3.1b If not suitable, inform client of the technicality</p>	NONE	5 hours	<p><i>Environmental Management Specialist II</i></p> <p><i>Environmental Management Specialist I</i></p> <p><i>Community Development Assistant I</i></p> <p><i>Mines and Geosciences Section</i></p>



4. Receives order of payment and proceeds to Cashier	4.1 Prepares order of payment	Filing Fee PHP 5,000	5 minutes	Community Development Assistant I <i>Mines and Geosciences Section</i>
	4.2 Reviews and signs order of payment		3 minutes	<i>Senior Environmental Management Specialist Mines and Geosciences Section</i>
	4.3 Issues order of payment		2 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
5. Receives O.R. and proceeds to PG-ENRO	5. Processes payment and issues O.R.			<i>Provincial Treasurer's Office Staff</i>
6. Presents O.R.	6. Records O.R. number	None	2 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
7. Receives approved SEP	7.1 Prepares SEP	None	5 days	<i>Environmental Management Specialist II Mines and Geosciences Section</i>
	7.2 Reviews and initials SEP			<i>Senior Environmental Management Specialist</i>
	7.3 Reviews and recommends for approval of SEP	None	15 minutes	<i>Department Head</i>
	7.4 Endorses SEP and attachments to PEO for recommending approval	None	15 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>



	7.5 Reviews and approves SEP (recommending approval), sends back SEP to PG-ENRO	None		<i>Provincial Engineer's Office Head, Staff</i>
	7.6 Receives SEP from PEO and endorses to Provincial Legal Office for review	None	15 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
	7.7 Reviews and evaluates application and permit	None		<i>Provincial Legal Office Staff</i>
	7.8 Endorses SEP and attachments to Provincial Governor's Office	None		
	7.9 Reviews and approves SEP	None		<i>Provincial Governor</i>
	7.10 Issues/releases approved SEP	None	5 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
TOTAL:		PHP 5,000	6 days, 6 hours, 25 minutes (exclusive of processing time at PTO, PEO, Legal, and PGO)	



11. Issuance of Quarry Permit/ Industrial Sand and Gravel Permit

A Quarry Permit is a document granted to a qualified person for the extraction and utilization of quarry resources on public or private lands not exceeding five (5) hectares. If the proponent also has a crushing plant, the permit to be issued is Industrial Sand and Gravel Permit (ISGP). All applications for Quarry Permit and ISGP shall go through the Provincial Mining Regulatory Board (PMRB) prior to the approval of the Provincial Governor. The PG-ENRO serves as the Secretariat of the PMRB.

Office or Division:	Provincial Government - Environment and Natural Resources Office / Mines and Geosciences Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business entity
Who may avail:	Any qualified person as defined by Section 3 (aq) of RA 7942 or the Philippine Mining Act of 1995

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Initial Requirements (1 copy each) - Notarized application form - Proof of ownership of project site, if private land - Survey Plan duly signed by MGB accredited Geodetic Engineer - No objection from Barangay - No objection from City/Municipal Government - Environmental Compliance Certificate (ECC) Additional/Supplemental Requirements (1 copy each) - Proof of technical competence - Proof of financial capability - Utilization and Development Work Program - Social Development and Management Program - Integrated Environmental Protection Enhancement Program (EPEP) - Final Mine Rehabilitation and Decommissioning Plan - NCIP Certification (if applicable) - Surety bond	PG-ENRO Applicant Applicant Barangay LGU where the project is located City/Municipal LGU where the project is located DENR-EMB Region 3 Applicant Applicant Applicant Applicant Applicant Applicant NCIP Regional/Provincial Office Applicant



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form and initial requirements, and agrees on schedule of ocular inspection	1.1 Receives application form and initial requirements	None	5 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
	1.2 Reviews application form and initial requirements, and sets schedule of ocular inspection	None	15 minutes	<i>EMS II Mines and Geosciences Section</i>
	1.3 Prepares order of payment	None	5 minutes	<i>CDA I Mines and Geosciences Section</i>
	1.4 Reviews and signs order of payment	None	3 minutes	<i>OIC, PG-ENRO</i>
	Issues order of payment	None	1 minute	<i>CDA I Mines and Geosciences Section</i>
2. Receives order of payment and pays corresponding fees	2. Processes payment and issues O.R.	Application Fee PHP 5,000		<i>Provincial Treasurer's Office Staff</i>
3. Presents O.R.	3. Photocopies O.R. and records O.R. number	None	5 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
4. Joins ocular inspection on schedule	4. Travels on site and conducts ocular inspection	None	4 hours	<i>Driver I Community Development Assistant I EMS I EMS II Mines and Geosciences Section</i>



5. Receives endorsement letter	5.1 Prepares endorsement letter to DENR-MGB R3 for Area Status/Clearance	None	5 minutes	<i>CDA I Mines and Geosciences Section</i>
	5.2 Reviews and signs endorsement letter	None	3 minutes	Department Head
	5.3 Releases copy of endorsement letter	None	1 minute	<i>Community Development Assistant I Mines and Geosciences Section</i>
6. Submits endorsement letter with attachments	6. Receives and processes application	None		<i>DENR-MGB R3 Staff</i>
7. Submits Area Status/Clearance	7.1 Receives and checks Area Status/Clearance	None	3 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
	7.2 Prepares Notice of Posting (NOP)	None	15 minutes	<i>EMS II Mines and Geosciences Section</i>
	7.3 Reviews and signs NOP	None	5 minutes	Department Head
	7.4 Distributes NOP to concerned agencies	None	1 day	<i>Community Development Assistant I Mines and Geosciences Section</i>
8. Submits additional requirements	8.1 Receives additional requirements	None	5 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
	8.2 Reviews and evaluates additional requirements	None	5 days	<i>Environmental Management Specialist II Mines and Geosciences Section</i>
	8.3 Prepares Notice of Meeting (NOM) for PMRB members and invitation letters for proponent and other invitees	None	15 minutes	<i>Environmental Management Specialist II Mines and Geosciences Section</i>
	8.4 Reviews and signs NOM and invitation letters	None	10 minutes	<i>OIC, PG-ENRO</i>
	8.5 Sends out NOM and invitation letters	None	1 day	<i>Community Development Assistant I Mines and Geosciences Section</i>



9. Receives invitation letter and attends PMRB meeting	9. Conducts PMRB meeting and deliberates application (can be more than 1 meeting depending on outcome of deliberation)	None	1 day	<i>Provincial Mining Regulatory Board</i>
10. Submits additional/ remaining documents as required by the PMRB	10.1 Receives additional documents	None	5 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
	10.2 Reviews and evaluates additional documents	None	2 days	<i>Environmental Management Specialist II Mines and Geosciences Section</i>
	10.3 Prepares the minutes of the meeting, and the PMRB Resolution	None	4 hours	<i>Environmental Management Specialist II Mines and Geosciences Section</i>
	10.4 Sends the minutes of meeting and PMRB Resolution to the Board members for review and approval.	None	1 day	<i>Community Development Assistant I Mines and Geosciences Section</i>
	10.5 Prepares Quarry Permit/ISGP	None	15 minutes	<i>Environmental Management Specialist II Mines and Geosciences Section</i>
	10.6 Reviews and signs Quarry Permit/ISGP (Recommending Approval)	None	10 minutes	Department Head
	10.7 Endorses Quarry Permit/ISGP, approved PMRB Resolution and attachments to Provincial Legal Office	None	15 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
	10.8 Reviews and evaluates application and permit	None		<i>Provincial Legal Office Staff</i>
	10.9 Endorses Quarry Permit/ISGP and attachments to Provincial Governor's Office	None		
	10.10 Reviews and approves quarry permit	None		<i>Provincial Governor</i>



11. Receives and has notarized Quarry Permit/ISGP	11. Issues/releases approved Quarry Permit/ISGP	None	5 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
12. Submits notarized permit and receives client copy	12. Receives and files notarized permit, transmits copy to Provincial Legal Office	None	10 minutes	<i>Community Development Assistant I Mines and Geosciences Section</i>
TOTAL:		PHP 5,000	11 days, 10 hours and 36 minutes (Exclusive of processing times for the following: - PTO - DENR-MGB - Legal - PGO - Other agencies, as required - 30 days posting requirement - Additional PMRB meetings, as needed)	



OFFICE OF THE PROVINCIAL VETERINARIAN

EXTERNAL SERVICES



1. Mass Vaccination of Pets Against Rabies

Immunization of pets against rabies is one of the most effective and efficient way of controlling and preventing the spread of this fatal disease. The Office of the Provincial Veterinarian conducts house-to-house community activity.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Coordination with LGU regarding the schedule of vaccination	None	10 minutes	<i>Veterinarian IV Animal Health Management Division</i>
2. None	2. Travel Time	None	1 hour	<i>Veterinarian IV Animal Health Management Division</i>
3. Presents pet for rabies vaccination	3.1 Checks the general health condition of the pet 3.2 If not in good condition, prescribes appropriate medication 3.3 If in good condition, vaccinates the pet with anti-rabies vaccine 3.4 Records the details of the owner and pet 3.5 Conducts post-vaccination orientation to the owner/caretaker	None	4 hours	<i>Veterinarian IV Animal Health Management Division</i>
4. None	4. Travel Time	None	1 hour	<i>Veterinarian IV Animal Health Management Division</i>
5. None	5. Sorts and disposes vaccine materials (syringes, empty vials, etc.)	None	15 minutes	<i>Veterinarian IV Animal Health Management Division</i>
TOTAL:		NONE	6 hours, 25 minutes	



2. Treatment and Vaccination of Livestock and Poultry

One of the core activities of the office is to provide veterinary services to all food animals. Medical services include deworming, vaccination, vitamin administration, antimicrobial therapy, assistance during birth, etc.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Treatment Consent Form 2. Feedback Form		1. Office of the Provincial Veterinarian 2. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts the agency thru facebook account or mobile number	1.1 Takes medical history of the patient/herd/flock 1.2 Endorses the case to a veterinarian	None	10 minutes	<i>Administrative Assistant VI Administrative Support Services</i>
2. None	2. Plans the medical intervention that has to be undertaken	None	15 minutes	<i>Veterinarian IV Animal Health Management Division</i>
3. None	3. Travel Time	None	1 hour	<i>Veterinarian IV Animal Health Management Division</i>
4. None	4.1 Records client and patient information 4.2 Checks the general health status of the patient/herd/flock 4.3 Provides the appropriate medical intervention 4.4 Provides post-treatment orientation to the owner/caretaker and prescribes follow-up medication	None		<i>Veterinarian IV Animal Health Management Division</i>



5. NONE	5. Records all interventions performed and gives the form to the client, for acknowledgement and signature	None	2 minutes	<i>Veterinarian IV Animal Health Management Division</i>
6. Signs the Treatment Consent Form	6. Gives the Feedback Form to the client	None	1 minute	<i>Veterinarian IV Animal Health Management Division</i>
7. Fills-out Feedback Form	7. Receives and files the feedback form	None	1 minute	<i>Veterinarian IV Animal Health Management Division</i>
8. None	8. Travel Time	None	1 hour	<i>Veterinarian IV Animal Health Management Division</i>
9. None	9. Encodes the information to the animal treatment and vaccination database	None	2 minutes	<i>Administrative Assistant VI Administrative Support Services</i>
TOTAL:		NONE	2 hours, 31 minutes	



3. Treatment and Vaccination of Companion Animals of Walk-in Clients

The Office of the Provincial Veterinarian also serves as an animal clinic for companion animals (dogs and cats). Medical services include deworming, vaccination, consultation, antibiotic therapy and IV fluid therapy.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Treatment Consent Form 2. Feedback Form		1. Office of the Provincial Veterinarian 2. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Brings the patient to the clinic	1. Records client and patient information	None	5 minutes	<i>Administrative Assistant VI Administrative Support Services</i>
2.1 Informs the veterinarian about the medical history of the patient 2.2 Provides medicines/supplies necessary. These may include oral medications and supplements, intravenous set and IV fluids.	2.1 Checks the general health status of the patient 2.2 Prescribes appropriate treatment or intervention 2.3 Provides the necessary medical intervention 2.4 Provides post-treatment orientation to the owner/caretaker and sets follow-up visit, if necessary	None	30 minutes	<i>Veterinarian IV Animal Health Management Division</i>



3. NONE	3. Records all interventions performed and gives the form to the client, for acknowledgement and signature	None	1 minute	<i>Veterinarian IV Animal Health Management Division</i>
4. Signs the Treatment Consent Form	4. Gives the feedback form to the client	None	1 minute	<i>Veterinarian IV Animal Health Management Division</i>
5. Fills-out the feedback form	5. Receives and files the feedback form	None	1 minute	<i>Veterinarian IV Animal Health Management Division</i>
6. NONE	6. Encodes the information to the animal treatment and vaccination database	None	2 minutes	<i>Administrative Assistant VI Administrative Support Services</i>
TOTAL:		None	40 minutes	



4. Neutering of Pets

Neutering of pets is one of the rabies control and prevention measures being undertaken by the office. This helps in our dog population control and reduction of rabies-vulnerable population.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consent for Anesthesia and Surgery 2. Feedback Form		1. Office of the Provincial Veterinarian 2. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts the agency thru facebook page or mobile number and requests for schedule	1.1 Records patient and client information with corresponding schedule and assigned veterinarian 1.2 Conducts pre-operative orientation for the owner/caretaker	None	6 minutes	<i>Administrative Assistant VI Administrative Support Services</i>
2.1 Observes all pre-operative instructions 2.2 Brings the patient to the clinic on the assigned schedule	2.1 Checks the general health status of the patient 2.2 Prescribes necessary medical intervention in cases when the patient is not fit for surgery. Explains the risks of surgery in cases when the patient is fit for the procedure and gives the consent form to the client, for signature	None	10 minutes	<i>Veterinarian IV Animal Health Management Division</i>
3. Signs the Consent For Anesthesia and Surgery	3. Performs neutering	None	1 hour	<i>Veterinarian IV Animal Health Management Division</i>



3. Takes care of the patient during recovery period	3.1 Checks the patient from time-to-time until full recovery from anesthesia 3.2 Prescribes take-home medications and post-operative care 3.3 Sets schedule for follow-up check	None	30 minutes	<i>Veterinarian IV Animal Health Management Division</i>
4. None	4. Gives the feedback form to the client	None	1 minute	<i>Veterinarian IV Animal Health Management Division</i>
5. Fills-out the feedback form	5. Receives and files the feedback form	None	1 minute	<i>Veterinarian IV Animal Health Management Division</i>
6. None	6. Encodes the information to the animal treatment and vaccination database	None	2 minutes	<i>Administrative Assistant VI Administrative Support Services</i>
TOTAL:		None	1 hour , 20 minutes	



5. Issuance of Shipping Permits

Provision of assistance to livestock and poultry raisers/traders and companion animal owners during transport of their pets, products and by-products. Government veterinarians issue or concur veterinary health certificates while the Livestock Inspectors and the Provincial Veterinarian prepare and issue shipping permits.

Office or Division:	Office of the Provincial Veterinarian / Regulatory Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen / G2B - Government to Business Entity
Who may avail:	1. Livestock or poultry farmers who will transport animals or animal products outside the Province of Bataan 2. Livestock or poultry traders who will transport animals, animal products and by-products outside the Province of Bataan 3. Pet owners who will transport their pets outside the Province of Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate concurred by a government veterinarian		1. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Brings concurred Veterinary Health Certificate, for validation	1. Receives and validates the document submitted	NONE	1 minute	Administrative Assistant VI Administrative Support Services
2. NONE	2. Fills-out the shipping permit and endorses to the Provincial Veterinarian, for signature	NONE	1 minute	Veterinarian III Regulatory Division
3. NONE	3. Reviews and signs the shipping permit	NONE	1 minute	Provincial Veterinarian Department Head
4. NONE	4. Issues the accomplished and signed Owner's Copy of the shipping permit	NONE	1 minute	Administrative Assistant VI Administrative Support Services
5. Receives the accomplished and signed shipping permit	5. Files the Provincial Copy of the shipping permit	NONE	1 minute	Administrative Assistant VI Administrative Support Services
TOTAL:		NONE	5 minutes	



6. Issuance of Veterinary Health Certificates

Provision of assistance to livestock and poultry raisers/traders and companion animal owners during transport of their pets, products and by-products. Government veterinarians may issue or concur veterinary health certificates.

Office or Division:	Office of the Provincial Veterinarian / Regulatory Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen / G2B - Government to Business Entity			
Who may avail:	1. Livestock or poultry farmers who will transport animals or animal products within and outside the Province of Bataan 2. Livestock or poultry traders who will transport animals, animal products and by-products within and outside the Province of Bataan 3. Pet owners who will transport their pets outside the Province of Bataan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination card signed by a licensed veterinarian, for companion animals 2. Veterinary Health Certificates signed by a licensed veterinarian, for farms with private veterinarian 3. Certificate of Free Status on ASF (CFS-ASF), for commercial piggery 4. Recognition of Active Surveillance of ASF (RAS-ASF), for backyard piggery 5. Certificate of Free Status on AI (CSF-AI), for commercial poultry farm		1. Veterinary clinics 2. Private veterinarians 3. Bureau of Animal Industry 4. Bureau of Animal Industry 5. Bureau of Animal Industry		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Brings pertinent documents	1. Receives and validates the documents submitted	None	1 minute	Administrative Assistant VI Administrative Support Services
2. None	2. Issues Order of Payment	None		Administrative Assistant VI Administrative Support Services



3. Receives Order of Payment and pays the indicated amount to the Provincial Treasurer's Office	3.1 Receives a copy of the Official Receipt 3.2 Fills-out the Veterinary Health Certificates 3.3 Endorses the accomplished Veterinary Health Certificates to a veterinarian	100/VHC	1 minute	Administrative Assistant VI Administrative Support Services
4. None	4. Reviews and concurs the Veterinary Health Certificates	None	1 minute	Veterinarian III Regulatory Division
5. None	5. Issues the concurred Veterinary Health Certificates	None	1 minute	Administrative Assistant VI Administrative Support Services
6. Receives the concurred Veterinary Health Certificates	6. Gives feedback forms	None	1 minute	Administrative Assistant VI Administrative Support Services
7. Fills-out the feedback form	7. Files the accomplished feedback forms	None		Administrative Assistant VI Administrative Support Services
TOTAL:		100/VHC	5 minutes/ VHC	



7. Collection of samples for ASF and AI Testing

Collection of samples is being done as part of disease investigation, disease surveillance and shipment requirements of pigs and poultry.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen / G2B - Government to Business Entity
Who may avail:	Hog and poultry raisers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For ASF: 1. Sample Collection Form 2. Modified Disease Surveillance Form 3. Negative Disease Monitoring Form 4. Endorsement Letter For AI: 1. Laboratory Request Form 2. Sample Collection Form 3. Endorsement Letter	Office of the Provincial Veterinarian

CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for schedule of collection thru facebook page, mobile number or physical visit to the office	1. Provides the client with schedule and assigns a personnel for the activity	NONE	5 minutes	<i>Veterinarian IV Animal Health Management Division</i>
2. NONE	2. Prepares all necessary documents and materials	NONE	5 minutes	<i>Veterinarian IV Animal Health Management Division</i>
3. Picks-up the assigned personnel and documents	3. Travel Time	NONE	1 hour	<i>Veterinarian IV Animal Health Management Division</i>



4. NONE	4.1 Collects samples and fills-out necessary documents 4.2 Presents the documents to the client, for confirmation and signature 4.3 Endorses the samples to the client 4.4 Provides instructions on proper storage and transport of samples	NONE	3 hours	<i>Veterinarian IV Animal Health Management Division</i>
5.1 Signs the accomplished forms 5.2 Follows all instructions provided	5. NONE	NONE	1 minute	<i>Veterinarian IV Animal Health Management Division</i>
6. Sends the samples and accomplished forms to the appropriate laboratories	6. Travel Time	NONE	1 hour	<i>Veterinarian IV Animal Health Management Division</i>
7. NONE	7. Informs the client when the result is available	NONE	5 minutes	<i>Veterinarian IV Animal Health Management Division</i>
TOTAL:		NONE	5 hours, 16 minutes	



8. Accreditation of Commercial Poultry Breeder Farms

Commercial poultry farms, specifically breeders (GP and PS) and layers, undergo accreditation every six (6) months. The accreditation is a joint venture of DA-RFO III and the Office of the Provincial Veterinarian.

Office or Division:	Office of the Provincial Veterinarian / Regulatory Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Commercial poultry breeder farm owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pigeon Club Certification Application Form 2. Poultry Facility Inspection Report 3. Biosecurity Standards for Poultry Farms 4. Poultry Hatchery Facility Inspection Report	Office of the Provincial Veterinarian

CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for schedule of collection thru facebook page, mobile number or physical visit to the office	1. Provides the client with schedule and assigns a personnel for the activity	None	5 minutes	<i>Veterinarian III Regulatory Division</i>
2. None	2. Prepares all necessary documents and materials	None	3 minutes	<i>Veterinarian III Regulatory Division</i>
3. Picks-up the assigned personnel and documents	3. Travel Time	None	1 hour	<i>Veterinarian III Regulatory Division</i>



4. None	<p>4.1 Performs inspection of farm facilities and equipment</p> <p>4.2 Endorses the accomplished forms to the farm representative, for confirmation and signature</p>	None	3 hours	<i>Veterinarian III Regulatory Division</i>
5. Signs the accomplished forms	5. NONE	None	1 minute	<i>Veterinarian III Regulatory Division</i>
6. Sends the accomplished forms to the Department of Agriculture - Regional Field Office III	6. Travel Time	None	1 hour	<i>Veterinarian III Regulatory Division</i>
7. Provides a copy of the accreditation certificate to the Office of the Provincial Veterinarian	7. Files the accreditation certificate	None	1 minute	<i>Veterinarian III Regulatory Division</i>
TOTAL:		None	5 hours, 10 minutes	



9. Testing of samples for ASF using cPCR

ASF samples that were collected for disease investigation, disease surveillance and local shipment for slaughter were being screened/tested at the Office of the Provincial Veterinarian.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen / G2B - Government to Business Entity
Who may avail:	1. Hog raisers 2. Slaughterhouses and Locally-registered Meat Establishments 3. Meat shops/meat stalls

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter 2. Modified Disease Surveillance Form 3. Negative Disease Monitoring Form 4. Sample Collection Form		Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends samples and accomplished forms	1. Checks the documents and verifies if the submitted samples are correct and are fit for testing	None	5 minutes	<i>Veterinarian IV Animal Health Management Division</i>
2. None	2. Accomplishes the laboratory slip and endorses to the veterinarian	None	5 minutes	<i>Veterinarian IV Animal Health Management Division</i>
3. None	3. Places sample in proper storage, with label	None	5 minutes	<i>Veterinarian IV Animal Health Management Division</i>
4. None	4. Tests the samples against ASFv	None	1 hour, 30 minutes	<i>Veterinarian IV Animal Health Management Division</i>
5. None	5.1 Generates ASF laboratory report 5.2 Endorses the report to the Provincial Veterinarian, for signature	None	10 minutes	<i>Veterinarian IV Animal Health Management Division</i>
6. None	6. Signs the ASF laboratory report	None	5 minutes	<i>Provincial Veterinarian Department Head</i>
7. None	7. Informs the client once the report is available	None	5 minutes	<i>Veterinarian IV Animal Health Management Division</i>
TOTAL:		NONE	2 hours, 5 minutes	



10. Testing of Samples for Rabies

As part of the JAPOHR Project on rabies diagnosis, the office is performing screening test for rabies using the straw method of sample collection and ICT as diagnostic tool.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Examination Request From 2. Specimen Information Form		Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits head sample - must either be fresh, frozen or preserved with ice - must be collected immediately or no more than 8 hours after death of the animal	1.1 Checks if the sample is fit for testing 1.2 Conducts history taking of the case 1.3 Accomplishes laboratory slip	None	2 minutes	<i>Veterinarian IV Animal Health Management Division</i>
2. None	2. Places sample in proper storage, with label 3. Prepares necessary supplies and materials	None	2 minutes	<i>Veterinarian IV Animal Health Management Division</i>
3. None	3. Tests the sample against rabies	None	20 minutes	<i>Veterinarian IV Animal Health Management Division</i>



4. None	4.1 Informs the client about the test result 4.2 If the sample is tested positive, encodes sample information to the Rabies Data Share System 4.3 Sends the sample to the Regional Animal Disease Diagnostic Laboratory, for confirmation	None	1 hour	<i>Veterinarian IV Animal Health Management Division</i>
5. None	5. Informs the client once the confirmatory test result is available	None	2 minutes	<i>Veterinarian IV Animal Health Management Division</i>
6. Visits the Office of the Provincial Veterinarian to get a copy of the official result	6.1 Prints out the official result and provides a copy to the client	None	2 minutes	<i>Veterinarian IV Animal Health Management Division</i>
7. Presents the report to the concerned Anima Bite Treatment Center, for proper medical intervention	7. NONE	None	-	<i>Veterinarian IV Animal Health Management Division</i>
TOTAL:		None	1 hour ,28 minutes	



11. Disease Investigation - ASF, AI, Rabies and other Notifiable Diseases

Disease investigation is necessary whenever there is a report of suspected occurrence of notifiable diseases such as rabies, avian influenza, african swine fever, foot and mouth disease and the like.

Office or Division: Office of the Provincial Veterinarian / Animal Health Management Division

Classification: Highly Technical

Type of Transaction: G2G - Government to Government , G2C - Government to Citizen

Who may avail: All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disease Investigation Form		1. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports possible occurrence of notifiable disease	1. Coordinates with the respective offices/agencies, for an inter-agency collaboration	None	15 minutes	<i>Veterinarian IV Animal Health Management Division</i>
2. NONE	2. Visits the patient, herd, flock for on-site disease investigation and possible sample collection and recommends/prescribes disease management procedures	None	4 hours	<i>Veterinarian IV Animal Health Management Division</i>
3. Observes all recommendations for disease management	3. Reports the occurrence of notifiable disease to responsible offices/agencies	None	30 minutes	<i>Veterinarian IV Animal Health Management Division</i>
4. None	4.1 Coordinates with responsible agencies pertaining to the steps that has to be undertaken 4.2 Documents all the activities undertaken 4.3 Prepares an incident and post-activity report 4.4 Sends the report to responsible agencies	None	7 days	<i>Veterinarian IV Animal Health Management Division</i>
TOTAL:		NONE	7 days, 4 hours, 45 minutes	



12. Monitoring of Animal Dispersal

Quarterly visit and reporting regarding the status of animal dispersal is necessary in order to monitor and evaluate the sustainability of these projects.

Office or Division:	Office of the Provincial Veterinarian / Animal Production and Extension Services Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Recipients of animal dispersal project under the Office of the Provincial Veterinarian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate 2. Transfer of Ownership 3. Contract of Dispersal		1. Barangay Council Office/MAO/MVO/CVO 2. Office of the Provincial Veterinarian 3. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Visits the recipient to check the status of the animal/s 1.2 Assess the general health condition and reproductive status of the animal 1.3 Provides medical intervention, if necessary	None	1 hour	<i>Agricultural Center Chief I Animal Production and Extension Services Division</i>
2. Provides the documents requested by the monitoring team	2. Validates the documents submitted by the recipient	None	15 minutes	<i>Agricultural Center Chief I Animal Production and Extension Services Division</i>
3. None	3. Prepares and submits quarterly report to the Provincial Accounting Office	None	15 minutes	<i>Agricultural Center Chief I Animal Production and Extension Services Division</i>
TOTAL:		None	1 hour, 30 minutes	



13. Facilitation of Animal Dispersal

In order to help increase food animal population and to provide alternative sources of meat and protein, distribution of different species of food animals is being undertaken.

Office or Division:	Office of the Provincial Veterinarian / Animal Production and Extension Services Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from LGU 2. Cedula 3. ID Picture 4. Photocopy of valid ID with 3 specimen signatures 5. Sinumpaang Pagsasawaga sa Pag-aalaga ng Hayop		1. MLGU (Municipal Agriculture Office/Municipal Veterinary Office/City Veterinary Office) 2. Barangay Council Office 3. Beneficiary 4. Beneficiary 5. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Prepares and submits project proposal and purchase request 1.2 Facilitates the approval and signing of Memoranda of Agreement 1.3 Coordinates with MLGU regarding the program	None	10 days	<i>Agricultural Center Chief I Animal Production and Extension Services Division</i>
2. None	2. Receives the list of beneficiaries from MLGU	None	1 day	<i>Agricultural Center Chief I Animal Production and Extension Services Division</i>
3.1 Prepares and submits cedula, ID picture and photocopy of valid ID with 3 specimen signatures 3.2 Signs the Sinumpaang Pagsasagawa sa Pag-aalaga ng Hayop	3.1 Validates the documents submitted by the beneficiaries 3.2 Conducts social preparation seminar to beneficiaries 3.3 Facilitates the distribution of animals to beneficiaries	None	1 day	<i>Agricultural Center Chief I Animal Production and Extension Services Division</i>
TOTAL:		None	12 days/LGU	



14. Inspection of Poultry and Piggery Farms

Commercial poultry and piggery farms are being monitored and regulated in order to ensure that all are compliant to biosecurity standards, thus minimizing fly infestation and disease transmission.

Office or Division:	Office of the Provincial Veterinarian / Regulatory Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Poultry and Piggery Farm Owner

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the office regarding their loading and harvest schedule	1.1 Visits commercial poultry and piggery farms 1.2 Recommends action plan, in cases of moderate to severe fly infestation	None	3 hours	<i>Veterinarian III Regulatory Division</i>
2. Complies with the recommendations set by the inspector	2. Reports all findings to respective LGUs	None	1 hour	<i>Veterinarian III Regulatory Division</i>
TOTAL::		None	4 hours	



15. Conduct of Livelihood Trainings /Seminars

Livelihood trainings/seminars provide knowledge and skills to interested individuals regarding animal production and other value-adding processes.

Office or Division:	Office of the Provincial Veterinarian / Animal Production and Extension Services Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Prepares and submits project proposal and purchase request 1.2 Coordinates with MLGU regarding the program	None	1 hour	<i>Agricultural Center Chief / Animal Production and Extension Services Division</i>
2. None	2. Prepares all necessary materials and ingredients for the program	None	3 hours	<i>Agricultural Center Chief / Animal Production and Extension Services Division</i>
3. Attends the training/seminar	3. Facilitates the training/seminar	None	4 hours	<i>Agricultural Center Chief / Animal Production and Extension Services Division</i>
TOTAL:		None	1 day	



16. Post-Meat Establishment Inspection

Inspection of meat establishments including meat stalls and meat shops is one of the meat inspection services being offered by the office to ensure that all meat products sold within the Province are fit for human consumption and meat sellers observe meat safety protocols.

Office or Division:	Office of the Provincial Veterinarian / Regulatory Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government, G2C - Government to Citizen			
Who may avail:	1. Public markets 2. Meat stalls 3. Meat shops			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Coordinates with MLGU meat inspectors	None	10 minutes	<i>Veterinarian II Regulatory Division</i>
2. None	2. Conducts inspection of meat stalls and meat shops, provides rating and generated evaluation reports	None	5 hours	<i>Veterinarian II Regulatory Division</i>
3. Complies with all the recommendations of the inspection team	3. Presents the finding to the LGU	None	2 hours	<i>Veterinarian II Regulatory Division</i>
TOTAL:		None	7 hours, 10 minutes	



17. Disinfection of Backyard Farms, Slaughterhouses and Locally-registered Meat Establishments

Disinfection of backyard farms, slaughterhouses and LRMEs is one of the meat inspection services being offered by the office to ensure that establishments that handle meat products follow the food hygiene protocol.

Office or Division:	Office of the Provincial Veterinarian / Regulatory Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government , G2C - Government to Citizen			
Who may avail:	1. Slaughterhouses and LRMEs 2. Backyard farm owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts the agency thru facebook account or mobile number	1.1 Conducts disinfection of establishment 1.2 Accomplishes the Disinfection Form	None	4 hours	<i>Veterinarian II Regulatory Division</i>
TOTAL:		None	4 hours	



18. Artificial Insemination of Large Ruminants

Artificial insemination is being utilized in order to increase productivity of large ruminants while ensuring good genetic qualities for the offsprings.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Who may avail:	Cattle and Carabao raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for services thru facebook page, mobile number or physical visit to the office	1. Records information about the client and animal	NONE	5 minutes	<i>Veterinarian I Animal Health Management Division</i>
2. NONE	2. Determines the estrous cycle of the animal	NONE	15 minutes	<i>Veterinarian I Animal Health Management Division</i>
3. NONE	3.1 If the animal is in standing heat, performs artificial insemination 4-6 hours of estrus 3.2 If the animal is not in standing heat, informs the owner about the signs of ovulation	NONE	2 hours	<i>Veterinarian I Animal Health Management Division</i>



4. Informs the technician about the status of the animal 21 days after insemination	4.1 If the animal is in standing heat after 21 days, performs re-insemination 4.2 Otherwise, visit the animal not less than 3 months after insemination, for pregnancy diagnosis	NONE	2 hours	<i>Veterinarian I Animal Health Management Division</i>
5. NONE	5. Performs pregnancy diagnosis and recommends pregnancy care and management to the owner/caretaker	NONE	3 hours	<i>Veterinarian I Animal Health Management Division</i>
6. Observes all recommended pregnancy care and management	6. Prepares and submits calf drop report	NONE	1 hour	<i>Veterinarian I Animal Health Management Division</i>
TOTAL:		NONE	1 day, 20 minutes	



19. Monitoring of CBED Program

Quarterly monitoring of Community-based Enterprise Development Program under the Philippine Carabao Center.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	CBED Recipients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate		1. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Visits the recipient to check the status of the animal/s every quarter. In case of death of the animal, performs necropsy and prepares death certificate	None	1 hour	<i>Veterinarian I Animal Health Management Division</i>
2. None	2. Submits quarterly report to the Philippine Carabao Center thru email	None	15 minutes	<i>Veterinarian I Animal Health Management Division</i>
TOTAL:		None	1 hour, 15 minutes	



20. Monitoring of Bull Loan Program

Quarterly monitoring of Community-based Enterprise Development Program under the Philippine Carabao Center.

Office or Division:	Office of the Provincial Veterinarian / Animal Health Management Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Bull Loan Program Recipients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate		1. Office of the Provincial Veterinarian		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Visits the recipient to check the status of the animal/s every month. In case of death of the animal, performs necropsy and prepares death certificate	None	2 hours ,30 minutes	<i>Veterinarian / Animal Health Management Division</i>
2. None	2. Submits monthly report to the Philippine Carabao Center thru email	None	30 minutes	<i>Veterinarian / Animal Health Management Division</i>
TOTAL:		None	3 hours	



BATAAN HUMAN SETTLEMENT OFFICE

EXTERNAL SERVICES



1. Request For Development of Low-cost Housing and Other Mass Dwelling

About the service: The Bataan Human Settlement Office shall provide programs and projects for low-cost housing and other mass dwelling with the help of counterpart National Government Agencies

Office or Division:	Bataan Human Settlement Office - Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Local Government Unit (City/Municipality)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Request Letter signed by the Local Chief Executive	Respective Local Government Unit Offices
b. Project Proposal/Profile with costing	
c. Site Development Plan	
d. Transfer Certificate of Title	
e. Zoning Certification	
f. Geo-Hazard Map Certification	
g. Building Plans	
h. Land-Zoning Certification	
i. Updated List of target beneficiaries	
j. Registration of Homeowners' Association	Department of Human Settlements & Urban Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook and submits all the required documents to the Bataan Human Settlement Office.	1. Receives the documents submitted. 1.1 If INCOMPLETE, return the document and advise the client to produce with the missing document or attachment. 1.2 If COMPLETE, receive the documents and affix the date, time, and signature of the receiving personnel. The personnel shall then encode the same to the PGB/Office Tracker System	None	10 minutes	<i>Administrative Assistant II Administrative Division</i>



2. None	2. Transmits to the Department Head for review & proper disposition	NONE	1 day	<i>Department Head</i>
3. None	3. Prepares endorsement letter which shall be attached to the reviewed documents	NONE	30 minutes	<i>Clerk III Administrative Division</i>
4. None	4. Forwards the endorsement letter to the Provincial Governor for approval and signature	NONE	10 minutes	<i>Clerk III Administrative Division</i>
5. None	5. Forwards the signed endorsement letter with reviewed documents to the counterpart National Government Agencies or Local Government Unit through e-mail.	NONE	10 minutes	<i>Clerk III Administrative Division</i>
6. Receives the transmittal copy of forwarded documents or copy of approved letter from the Provincial Governor	6. The following documents forwarded to the counterpart National Government Agencies shall be monitored through proper channels for any update and concerns regarding the request.	NONE	5 minutes	<i>Administrative Assistant II Administrative Division</i>
	TOTAL:	NONE	1 Day, 1 hour, 5 minutes	



2. Assistance to Individuals, Community Associations, Landowner or Other Sectors of Society / Government Institutions in Accordance with R.A. 7279 (Urban Development and Housing Act of 1992)

About the service: The Bataan Human Settlement Office through its Community Affairs Division initiates the coordination in addressing blighted areas to bring social awareness and participation. The department assists an individual, community associations, landowners or other sectors of society on their concerns, queries or requests in accordance with Republic Act 7279.

Office or Division:	Bataan Human Settlement Office - Community Affairs & Development Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens ; G2B - Government to Business; G2G - Government to Government
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter with details of assistance requested and supporting documents, if necessary		Requesting Agency / Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook and submit the letter request & supporting documents to the Bataan Human Settlement Office.	1. Receives the request of assistance 1.1 Offline: Receives the letter by the requesting party or thru Provincial Governor's Office and encode it for record filing on the PGB/Office Tracker System 1.2 Online: Acknowledges receipt of letter request	NONE	10 minutes	<i>Administrative Assistant II Administrative Division</i>



2. Reports to the Community Affairs Officer for case review 2.1 If basic inquiry: Relays the basic information about the assistance needed 2.2 If requiring complex assistance: Waits for the case review by the department	2. Validates submitted documents and attachments 2.1 If basic inquiry: Answers the inquiry of the client based on the information relayed 2.2 If requiring complex assistance: Endorses to the Department head for further review and approval of proper action	NONE	30 minutes	Community Affairs Officer Community Affairs & Development Division
3. NONE	3. Reviews the case for proper disposition and recommendation of proper action	NONE	30 minutes	Department Head
4. NONE	4. Prepares endorsement letter which shall be attached to the reviewed documents	NONE	30 minutes	Community Affairs Officer Community Affairs & Development Division
5. NONE	5. Forwards the endorsement letter to the Provincial Governor for approval and signature	NONE	10 minutes	Clerk III Administrative Division
6. NONE	6. Forwards the signed endorsement letter with reviewed documents to the counterpart National Government Agencies or Local Government Unit through e-mail.	NONE	10 minutes	Clerk III Administrative Division
7. Receives the transmittal copy of requested documents	7. The documents forwarded to the counterpart National Government Agency shall be monitored through proper channels for any update and concerns regarding the request.	NONE	5 minutes	Community Affairs Officer Community Affairs & Development Division
	TOTAL:	NONE	2 hours, 5 minutes	



3. Facilitation of Housing Project Requests, Technical Assistance and Other Related Concerns

About the service: Assistance in specialization-based expertise such as Housing and Resettlement Project, Community Mortgage Program (CMP), land acquisition and services related to housing development sector.

Office or Division:	Bataan Human Settlement Office - Technical Planning & Housing Development Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business; G2G - Government to Government; G2C - Government to Citizen
Who may avail:	<ul style="list-style-type: none"> - National Government Agencies - Local Government Unit - Private Sector - Citizen

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter with details of assistance requested and supporting documents, if necessary		Requesting Agency / Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook and submit the letter request & supporting documents to the Bataan Human Settlement Office.	1. Receives the request of assistance 1.1 Offline: Receives the letter by the requesting party or thru Provincial Governor's Office and encode it for record filing on the PGB/Office Tracker System 1.2 Online: Acknowledges receipt of letter request	None	10 minutes	<i>Administrative Assistant II Administrative Division</i>
2. Reports to the Technical Planning & Housing Development Division for review	2. Validates & assess the submitted documents and attachments	None	30 minutes	For Housing Projects Assistance: <i>Homesite Regulation Officer II Technical Planning & Housing Dev't Division</i> For Community Mortgage Program Assistance: <i>Project Development Officer II Technical Planning & Housing Dev't Division</i>



3. None	3. Transmits to the Department Head for further review & proper disposition	None	2 minutes	<i>Administrative Assistant II Administrative Division</i>
4. None	4. Review and assess further the request for proper disposition	None	30 minutes	<i>Department Head</i>
5. None	5. Endorses to the concerned department for proper action: prepare and consolidate requested information, record	None	10 minutes	<p>For Housing Projects Assistance: <i>Homesite Regulation Officer II Technical Planning & Housing Dev't Division</i></p> <p>For Community Mortgage Program Assistance: <i>Project Development Officer II Technical Planning & Housing Dev't Division</i></p>
6. None	6. Prepares and consolidates the requested information, record or copy of report requested	None	1 day	<p>For Housing Projects Assistance: <i>Homesite Regulation Officer II Technical Planning & Housing Dev't Division</i></p> <p>For Community Mortgage Program Assistance: <i>Project Development Officer II Technical Planning & Housing Dev't Division</i></p>



7. Follow-up action taken on the request	7. Monitors the submitted documents to respective National Government Agencies/ LGU for any update and concerns regarding the request.	None	1 day	<p>For Housing Projects Assistance: <i>Homesite Regulation Officer II</i> <i>Technical Planning & Housing Dev't Division</i></p> <p>For Community Mortgage Program Assistance: <i>Project Development Officer II</i> <i>Technical Planning & Housing Dev't Division</i></p>
8. Receives the transmittal copy of the requested document or assistance	<p>8. Releases requested assistance</p> <p>8.1 Offline: Releases the requested data, record or copy of report to the requesting party and record it in the Office Tracker</p> <p>8.2 Online: Sends the requested data via e-mail and record it on the Office Tracker System</p>	None	20 minutes	<p><i>Clerk III</i> <i>Administrative Division</i></p>
	TOTAL:	None	2 Days, 1 hour, 42 minutes	



4. Orientation and Model-Units Tour of 1Bataan Village Housing Showroom

About the service: The Bataan Human Settlement Office through the Housing Showroom Facility shall conduct orientation, presentation and tour of model-units to interested applicants for 1Bataan Village Housing Projects

Office or Division:	Bataan Human Settlement Office - Community Affairs & Development Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ul style="list-style-type: none"> - Informal Settler Families (ISF) - Authority of the Freeport Area of Bataan (AFAB) Workers - Interested Formal Sectors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. a. For AFAB Workers: Request for scheduled visit via Google Form / e-mail or BHSO Showroom Hotline	1. a. For AFAB Workers: 1.1 Receive the request for visit via Google Form / e-mail or BHSO Showroom Hotline	None	5 minutes	Administrative Aide VI Community Affairs & Dev't Division
	1.2. Prepares the availability of schedule of orientation per batch	None	5 minutes	Administrative Aide VI Community Affairs & Dev't Division
	1.3 Confirms and sends message of schedule to clients	None	10 minutes	Administrative Aide VI Community Affairs & Dev't Division



1b. For Walk-in Clients: Logs in the attendance or visitor's form at the lobby before entering the facility	1b. For Walk-in Clients: Guides clients in filling-out the attendance of visitor's form before entering the showroom	None	3 minutes	<i>Security Guard on duty External Security Agency</i>
2. Receives orientation of 1Bataan Villages Project via audio-visual presentation and project brief at the Conference Room	2. Presents the video presentation, explain and answer the queries of clients about the housing project	None	30 minutes	<i>Administrative Aide VI Community Affairs & Dev't Division</i>
3. Fill-out survey for interested ISF and AFAB Workers	3. Gives out and explains survey form for data gathering of clients	None	5 minutes	<i>Administrative Aide VI Community Affairs & Dev't Division</i>
4. Tours the "Condo-type" sample model unit	4. Shows and tours the clients around the condo-type model unit located inside the administration building	None	15 minutes	<i>Administrative Aide VI Community Affairs & Dev't Division</i>
5. Tours the Duplex-Type model unit	5. Shows and tours the clients around the duplex-type model house	None	15 minutes	<i>Administrative Aide VI Community Affairs & Dev't Division</i>
6. Waits for the follow-up or advise on the orientation for detailed financing structures	6. Advises the client to wait for the next orientation with Pagibig or National Housing Authority for detailed financing structures	None	5 minutes	<i>Administrative Aide VI Community Affairs & Dev't Division</i>
TOTAL:		None	1 hour ,33 minutes	



PROVINCIAL COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE

EXTERNAL SERVICES



1. Galing! Bataan Brand Development Program Accreditation

Accreditation of assisted MSMEs

Office or Division:	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Food Processors, Agri-Producers and Non-Food Manufacturers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BDP Form 01, 02, 03 2. DTI Business Registration (For Single Proprietorship) (1 photocopy) 3. Certificate of Operation from CDA (For Cooperatives) (1 photocopy) 4. SEC Registration (Corporation and Partnership) (1 photocopy) 5. Mayor's Permit (1 photocopy) 6. FDA License to Operate (For Food Processors) (1 photocopy) 7. BIR 2303, 0605, and official receipt (1 photocopy) 8. Proper packaging and labeling of products (1 photocopy) 9. Certificate of relevant training programs attended (1 photocopy) Food: cGMP, HACCP, SSOP, 5s of Good Housekeeping, and other relevant trainings Non-Food: 5s of Good House keeping and other relevant trainings		1. Provincial Cooperative and Enterprise Development Office 2. Department of Trade and Industry (DTI) 3. Cooperative Development Authority 4. Security Exchange Commission 5. Business Permit and Licensing Office 6. Food and Drug Administration (FDA) 7. Bureau of Internal Revenue (BIR) 8. Client 9. Other Agencies giving Trainings/Seminars		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up form with documentary requirements	1. Receives application form with documentary requirements. If complete, proceed to next step. If incomplete, return to client to rework requirement	None	10 minutes	<i>Clerk III Enterprise Development Division</i>



2. None	2. Reviews collected accreditation requirements and endorses to PDO II	None	20 minutes	<i>Clerk III Enterprise Development Division</i>
3. None	3. Prepares Certificate of Accreditation and forwards to Division Chief for initial	None	10 minutes	<i>Clerk III Enterprise Development Division</i>
4. None	4. Reviews Certificate of Accreditation and recommends approval of Department Head	None	5 minutes	<i>Project Development Officer II Enterprise Development Division</i>
5. None	5. Approves and signs Certificate of Accreditation	None	5 minutes	Department Head
6. Receives Galing! Bataan Brand Development Program Certificate of Accreditation	6. Collects and Issues signed Certificate of Accreditation then updates logbook	None	5 minutes	<i>Clerk III Enterprise Development Division</i>
Total:		None	55 minutes	



2. Request for Label Printing Services

By providing access to high-quality label printing services, PCEDO can help MSMEs improve the quality of their products, which can increase customer satisfaction and lead to greater sales and profits.

Office or Division:	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Micro, Small & Medium Entrepreneurs, Cooperatives and Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Label Print Request Form 2. DTI Business Name Registration (1 photocopy) 3. Business Permit (Mayor's Permit) (1 photocopy) 4. Soft copy of Label Design (preferably in editable format) (1 photocopy)		1. PCEDO or through http://bit.ly/pcedolabelprint 2. Department of Trade and Industry (DTI) 3. Business Permit and Licensing Office (BPLO) 4. Provided by client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request form through PCEDO or via Google Form Link with Soft copy of Label Design preferably in editable format	1. Reviews submitted request form. if complete, updates the routing slip and proceeds to next step; if incomplete, informs client to rework requirements	none	10 minutes	Clerk III Enterprise Development Division
2. Submits the copy of DTI Business Name Registration and Business Permit to PCEDO through Galing! Bataan Facebook Page for verification purposes	2. Reviews the submitted requirements. If complete, endorses to Division Head for review. If incomplete, informs client to rework requirements	none	10 minutes	Clerk III Enterprise Development Division
3. None	3. Reviews and affixes signature on the Label Printing Request Form and forwards to Clerk III	none	5 minutes	Supervising Cooperative Development Officer Enterprise Development Division
4. None	4. Forwards to Department Head for approval of printing	none	5 minutes	Clerk III Enterprise Development Division



5. None	5. Reviews request form and signs for approval of printing then forwards to Clerk III for issuance of Order of Payment	none	5 minutes	Department Head, PCEDO
6. Proceeds to Provincial Cooperative and Enterprise Development Office to acquire Order Form	6. Prepares and issues Order of Payment to the client	none	10 minutes	<i>Clerk III Enterprise Development Division</i>
7. Proceeds to Provincial Treasurer's Office and pays corresponding fee indicated in the Order Form	7. Processes payment and issues Official receipt	PHP 0.50 per square inch of paper	10 minutes	Provincial Treasurer's Office
8. Proceeds and presents the proof of payment (Official Receipt) to PCEDO Staff	8. Checks the copy of Official Receipt and writes down the OR number and Date of issue on the Client's Request Form	none	5 minutes	<i>Clerk III Enterprise Development Division</i>
9. None	9. Layouts and prints the product label requested	none	1 hour and 30 minutes	<i>Clerk III Enterprise Development Division</i>
10. None	10. Laminates the product label using the laminating equipment	none	15 minutes	<i>Clerk III Enterprise Development Division</i>
11. None	11. Cuts the printed product labels using the contour cutting machine	none	30 minutes	<i>Clerk III Enterprise Development Division</i>
12. Receives requested product Labels	12. Issues the prepared product labels to client and updates logbook	none	5 minutes	<i>Clerk III Enterprise Development Division</i>
	Total:	PHP 0.50 per square inch of paper	3 hours, 20 minutes	

3. Label Design Services

To promote creativity and help MSMEs to develop distinctive and visually appealing label designs that stand out from the competition

Office or Division:	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Micro, Medium, Small Entrepreneurs, Cooperatives and Association

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Label Design Request Form 2. DTI Business Name Registration (1 photocopy) 3. Business Permit (Mayor's Permit) (1 photocopy)		1. PCEDO or through http://bit.ly/pcedolabeldesign 2. Department of Trade and Industry (DTI) 3. Business Permit and Licensing Office (BPLO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request form through PCEDO or via Google Form Link http://bit.ly/pcedolabeldesign	1. Reviews submitted request form. if complete, updates the routing slip and proceeds to next step; if incomplete, informs client to rework requirements	none	5 minutes	Clerk III Enterprise Development Division
2. Submits the copy of DTI Business Name Registration and Business Permit to PCEDO through Galing! Bataan Facebook Page for verification purposes	2. Reviews the submitted requirements. If complete, endorses to Division Head for review. If incomplete, informs client to rework requirements	none	10 minutes	Clerk III Enterprise Development Division
3. None	3. Reviews and affixes signature on the Label Design Request Form and forwards to Clerk III	none	10 minutes	Asst. Dept Head / EDD Head
4. None	4. Forwards to Department Head for approval of printing	none	5 minutes	Clerk III Enterprise Development Division
5. None	5. Reviews request form and signs for approval then forwards to Clerk III	none	5 minutes	Department Head



6. None	6. Designs the product label and sends to client via email for their review	none	14 days	<i>Clerk III Enterprise Development Division</i>
7. Acknowledges the receipt of label design and reviews it for comments/improvements/ approval of the design	7. Coordinates and schedules the face-to-face or online consultation with clients for design improvements/ approval	none	10 minutes	<i>Clerk III Enterprise Development Division</i>
8. Participates in the face-to-face or online consultation with PCEDO for design enhancement	8. Conducts face-to-face or online consultation with the client for comments/ improvements of the design and revises the design based on the client's requests	none	2 hours	<i>Clerk III Enterprise Development Division</i>
9. None	9. Sends the final copy of finalized Label Design to the client via email]	none	5 minutes	<i>Clerk III Enterprise Development Division</i>
10. Acknowledges the receipt of label design through email or visit PCEDO to receive the label design	10. For online: Sends final Label Design to the client via email and sends Online Client Feedback Form; For Face-to-face: Provides the soft copy of final Label Design and issue Client Feedback Form	None	10 minutes	<i>Clerk III Enterprise Development Division</i>
	Total:	None	14 days, 3 hours	



4. Inquiries To Join Enterprise Development Related Trainings, Seminars, Online Trainings, Webinars

Provide an opportunity for MSME owners and employees to learn new skills and gain a deeper understanding of various business topics, such as marketing, finance, and operations.

Office or Division:	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Micro, Small & Medium Entrepreneurs, Cooperatives, Association, Students, Professionals

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form		2. Provided by Training Facilitator (PCEDO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits registration form/register online	1. Sends confirmation email to clients who have submitted their registration form	None	5 minutes	<i>Clerk I Enterprise Development Division</i>
2. Attends training/webinar/online trainings/seminar	2. Facilitates trainings/webinars and distribute Post-Training Evaluation Form	None	8 hours	<i>Project Development Officer II Enterprise Development Division</i>
3. Fill-outs evaluation form and receives certificate	3. Issues certificate after the training or sends e-certificate via email	None	1 hour	<i>Clerk I Enterprise Development Division</i>
Total:		None	1 day, 1 hour, 5 minutes	



5. Inquiries About Trade Fairs For Bataan MSME's Engaged Into Food Food Processing And Non-Food Manufacturing

To provide a platform for Bataan MSMEs to showcase their products and services, network with potential buyers and suppliers, and gather information about industry trends and market demand.

Office or Division:	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Food Processors, Agri-Producers and Non-Food Manufacturers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Trade Fair Registration Form 2. DTI Business Registration (For Single Proprietorship) (1 photocopy) 3. Certificate of Operation from CDA (For Cooperatives) (1 photocopy) 4. SEC Registration (Corporation and Partnership) (1 photocopy) 5. Mayor's Permit (1 photocopy) 6. BIR 2303, 0605 (1 photocopy), and official receipt 7. Products with proper packaging and labeling of products		1. Provincial Cooperative and Enterprise Development Office 2. Department of Trade and Industry (DTI) 3. Cooperative Development Authority 4. Security Exchange Commission 5. Business Permit and Licensing Office 6. Bureau of Internal Revenue (BIR) 7. Provided by client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on relevant trade fairs organized by PCEDO and its requirements	1. Responds to inquiry and gives Trade Fair registration form and provides the list of requirements	None	10 minutes	<i>Clerk I Enterprise Development Division</i>



2. Submits registration requirements to PCEDO	2. Reviews and provides feedback to the MSMEs on their registration forms, including any requirements or additional information that may be needed.	None	20 minutes	<i>Clerk I Enterprise Development Division</i>
3. Adheres to the participation requirements, rules and regulations set by PCEDO as trade fair organizer	3. Coordinates with MSMEs on the venue, schedule and required materials and equipment for the trade fair such as size of tables, color of table cloth and others	None	5 minutes	<i>Clerk I Enterprise Development Division</i>
4. Participates during the duration of Trade Fair	4. Organizes and conducts the trade fair and ensure that it is well organized and professionally managed and distributes Trade Fair Sales Report	None	2 hours	<i>Project Development Officer II Enterprise Development Division</i>
5. Fill-outs the Trade Fair Sales Report Form	5. Collects Trade Fair Sales Report for consolidation	None	10 minutes	<i>Clerk I Enterprise Development Division</i>
	Total:	None	2 hours, 45 minutes	



6. Assistance in the Registration of Cooperatives

To extend assistance to associations/groups of people in their registration as a cooperative to Cooperative Development Authority

Office or Division:	Provincial Cooperative and Enterprise Development Office - Cooperative Development Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Groups, Associations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Requirements to Cooperative Development Authority (CDA):</p> <ol style="list-style-type: none"> 1. Pre-registration Seminar Certificate (4 photocopy) 2. Notarized Economic Survey (4 original) 3. Notarized Articles of Cooperation and By-Laws (4 original) 4. Treasurer's Affidavit (4 original) 5. Surety bond of accountable officers (4 original) <p>Requirements to Provincial Cooperative and Enterprise Development Office:</p> <ol style="list-style-type: none"> 1. Request Letter for Cooperative Appreciation Seminar 	<p>Requirements to Cooperative Development Authority (CDA):</p> <ol style="list-style-type: none"> 1. Provided by Cooperative Development Authority 2,3,4 Download templates through Cooperative Development Authority Website (www.cda.gov.ph) 5. Provided by the Insurance Company <p>Requirements to Provincial Cooperative and Enterprise Development Office:</p> <ol style="list-style-type: none"> 1. Provided by client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires the cooperative registration process and requirements	1. Provides basic information about cooperative and its purposes, principles and values. Offers to provide a Cooperative Appreciation Seminar to their prospective members at their own convenient date and time.	None	30 mins	Area Account Officer Cooperative Development Division
2. Attends Cooperative Appreciation Seminar (at least 15 members)	2. Conducts Cooperative Appreciation Seminar tackling Values, Principles and Purposes of a Cooperative in details. Discusses the steps in the registration of their coops if they decide that the cooperative is the right organization for them.	None	5 hours	Area Account Officer Cooperative Development Division



3. Submits Pre-Registration Seminar (PRS) to CDA (for cooperatives other than Transport Cooperative) and Cooperative Education Transport Operations Seminar (CETOS) from Office of the Transport Cooperatives (OTC) (for transport cooperatives).	3. Assists in coordination and follow-up of PRS request to CDA and OTC.	None	30 minutes	<i>Project Development Assistant Cooperative Development Division</i>
4. Attends Pre-Registration Seminar based on the arranged schedule	4. Assists Cooperative Development Authority in conducting PRS. Helps answer queries and introduces PCEDO as an office mandated to support cooperative development	None	5 hours	<i>Area Account Officer Cooperative Development Division</i>
5. Provides the necessary requirements and information needed for the CDA's COOPRIS	5. Encodes and submit the requirements of group/client into the COOPRIS.	None	4 hours	<i>Project Development Assistant Cooperative Development Division</i>
6. Waits for the approval of their registration	6. CDA validates the submitted registration requirements	None	1 hour	Cooperative Development Authority
7. Submits documentary requirements to Cooperative Development Authority once the application is approved	7. Assists in the completion and signing of the final registration documents	None	30 mins	<i>Area Account Officer, Cooperative Development Division</i>
8. Claims Copy of Registration Documents from CDA	8. Releases registration documents		1 hour	Cooperative Development Authority
	Total:	None	2 days, 1 hour, 30 mins	



7. Requests for In-House Mandatory Trainings

To extend support to cooperatives by providing trainings in-house

Office or Division:	Provincial Cooperative and Enterprise Development Office - Cooperative Development Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Requirements to request in-house training:</p> <p>1. Letter of Request</p> <p>Requirements to claim training certificates:</p> <p>1. Original copy of Attendance Sheet</p> <p>2. Pictures of Training</p> <p>3. In-house Training Report</p> <p>4. Official Receipt from Provincial Treasurer's Office</p>	<p>Requirements to request in-house training:</p> <p>1. Provided by client</p> <p>Requirements to claim training certificates:</p> <p>1. Provided by client</p> <p>2. Provided by client</p> <p>3. In-house Training Report template provided by PCEDO</p> <p>4. Provincial Treasurer's Office</p>

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for trainings via email or in person	1. Receives and acknowledges the request and forward to Cooperative Development Division	None	10 minutes	<i>Computer Operator I Administrative Division</i>
2. None	2. Checks from the pool of trainers availability of a resource speaker and then coordinate with the requesting cooperative for the schedule of training and provides the cooperative the list of requirements in order to be issued compliance certificate.	Honorarium for PCEDO Personnel during weekdays- None / Honorarium for an accredited private trainer 500/ hour	1 hour	<i>Project Development Officer IV Cooperative Development Division</i>
3. Attends the requested in-house training and accomplish Training Evaluation Form	3. Facilitates the training and requests participants to fill-out training evaluation form	None	16 hours	<i>Area Account Officer Cooperative Development Division</i>



4. Submits the requirements: Attendance Sheet of participants, Picture of Tarpaulin, Pictures of Training, In-house Training Report	4. Reviews and processes the submitted training requirements. If complete, Endorses the total number of participants to Accounting Office and gives the Order of Payment to the Client. If incomplete, informs client to rework requirements	None	20 minutes	Clerk IV Cooperative Development Division
5. Proceeds to the cashier and pays the required fee for the certificates	5. Processes payment	PHP 100 per certificate	10 minutes	Provincial Treasurer's Office
6. Receives Official Receipt and proceeds to PCEDO and present copy of Official Receipt	6. Photocopies the Official Receipt for filing and Prints Training Certificates	None	30 minutes	Clerk IV Cooperative Development Division
7. None	7. Forwards to Department Head for signature	None	5 minutes	Clerk IV Cooperative Development Division
8. None	8. Signs Training Certificates and forwards to Clerk IV for releasing	None	20 minutes	Department Head, PCEDO
9. Claims the training certificates	9. Releases the printed certificates to the requesting coop	None	10 minutes	Clerk IV Cooperative Development Division
10. None	10. Prepares the Training Report and submits to Cooperative Development Authority	None	10 minutes	Clerk IV Cooperative Development Division
	Total:	PHP 100 per certificate	2 days, 2 hours, 55mins	



8. Request for Assistance in the Preparation and Submission of Cooperative Annual Progress Report (CAPR) and Attachments

To provide assistance in the preparation of CAPR and its attachments as required by the Cooperative Development Authority

Office or Division:	Provincial Cooperative and Enterprise Development Office - Cooperative Development Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Cooperatives

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cooperative Annual Progress Report (1 photocopy) 2. Audited Financial Statement stamped received by BIR (1 photocopy) 3. Social Audit (1 photocopy) 4. Performance Audit (1 photocopy) 5. List of Trainings completed (1 photocopy)		Download Annual Report template through Cooperative Development Authority Website (www.cda.gov.ph)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Brings hard copies of CAPR, Audited FS, Social Audit, Performance Audit, List of Trainings completed properly filled out to PCEDO	1. Encodes information to the client's Cooperative Assessment Information System's account from the client's hard copies.	none	4 hours (depends on the online system speed and stability of CDA)	Clerk III/Clerk IV/ Project Development Assistant Cooperative Development Division
2. Provides contact number to PCEDO so that they can be updated about the status of the CAIS	2. Contacts client once status in the system shows "for payment"; and prints acknowledgement receipt from the system.	none	30 minutes	Clerk III/Clerk IV Cooperative Development Division



<p>3. Proceeds to PCEDO to bring the following documents:</p> <ul style="list-style-type: none"> a. Original AFS b. Acknowledgement Receipt (2 copies) c. 2021 Medcon Report for July & December (2 copies) d. ATIR (2 sets) e. Training Certificates of Officers (xerox only - 1 copy only) f. Authorization Letter <p>7. Copy of P100 payment for COC (1 copy)</p>	<p>3. Collects and reviews submitted documents. if complete, submits to CDA the documents received from the client cooperative, pays the Filing fee and claims Certificate of Compliance on client's behalf. if incomplete, informs client to rework requirements</p>	<p>Php 100 COC Filing Fee (to CDA)</p>	<p>8 hours</p>	<p><i>Clerk IV Cooperative Development Division</i></p>
<p>4. None</p>	<p>4. Notifies client that their Certificate of Compliance is ready for pick-up at PCEDO</p>	<p>none</p>		<p><i>Clerk IV Cooperative Development Division</i></p>
<p>5. Claims Certificate of Compliance from PCEDO</p>	<p>5. Handovers Certificate of Compliance to client</p>	<p>none</p>	<p>3 minutes</p>	<p><i>Clerk III/Clerk IV Cooperative Development Division</i></p>
	<p>Total:</p>	<p>Php 100.00</p>	<p>1 day, 4 hours, 33 minutes</p>	



9. Leasing of Commercial and Office Space at the Bunker Building

To market leasable spaces of the Bunker and attain it's vision to house in one roof different National Government Agencies and other Private Sectors

Office or Division:	Provincial Cooperative and Enterprise Development Office - The Bunker Marketing and Leasing
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen , Government to Business - G2B. Government to Government - G2G
Who may avail:	National Government Agencies, Local Government Units, Business Establishment, Private Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent 2. Company Profile 3. Financial Document/s (any or all of the following): Copy of Latest Audited Financial Statements of Enterprise (or parent/management company if applicable) stamped "Received" by the BIR Copy of Latest Income tax return of enterprise (or parent/management company if applicable) Copy of Verifiable Bank Certification of deposits or approved loan or credit line; if equity financing is less than total project cost. For MSME locators: 1. Copy of DTI Registration 2. Copy of BIR Registration 3. Copy of AFAB Registration / Mayor's Permit (If Applicable) For Corporate locators: 1. Copy of SEC Registration 2. Copy of Board Resolution of duly authorized signatory	1. Provided by the Client 2. Provided by the Client 3. Provided by the Client For MSME Locators: 1. Department of Trade and Industry 2. Bureau of Internal Revenue 3. Freeport Area of Bataan For corporate locators: 1. Securities and Exchange Commission

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on available Commercial/Office spaces for lease in the Bunker building	1. Presents available spaces for lease together with the pertinent space information and requirements	none	1 hour	<i>Project Development Officer I Marketing and Leasing Division</i>
2. Requests for an ocular visit or inspection of the identified area	2. Schedules and facilitates the ocular visit or inspection	none	2 hours	<i>Project Development Officer I Marketing and Leasing Division</i>



3. Confirms intent to lease the identified area and submission of documentary requirements	3. Receives submitted documentary requirements and provide draft Sublease Agreement	none	1 hour	<i>Project Development Officer I Marketing and Leasing Division</i>
4. Reviews and approves the draft Sublease Agreement	4. Receives confirmation on the locator's approval of the draft Sublease Agreement and endorse to Legal Office for finalization	none	30 minutes	<i>Project Development Officer I Marketing and Leasing Division</i>
5. Submits the fit-out plans and Technical Inquiries	5. Coordinates fit-out plans and queries with the concerned departments	none	1 hour	<i>Project Development Officer I Marketing and Leasing Division</i>
6. Signs the Sublease Agreement	6. Initiates the signing of the Sublease Agreement of both parties	none	30 minutes	<i>Project Development Officer I Marketing and Leasing Division</i>
7. Submits the signed Sublease Agreement	7. Receives signed Sublease Agreement and facilitate the notarization and disseminates notarized Sublease Agreement to Legal Office, Property Management Office and Tenant	none	1 hour	<i>Project Development Officer I Marketing and Leasing Division</i>
8. Coordinates for Fit-outs, Payment of Security Deposit and Advance Rental	8. Endorses the locator to the Property Management Office (PMO) for fit out construction process and lease payments	Amount Indicated in the Sublease Agreement	1 hour	<i>Project Development Officer I Marketing and Leasing Division</i>
	Total:	Amount Indicated in the Sublease Agreement	8 hours	



PROVINCIAL POPULATION OFFICE

EXTERNAL SERVICES



1. Provision of Pre- Marriage Orientation (City/Municipal level)

Service Information: PD 965 issued on July 20, 1978 mandates all applicants for marriage licenses to undergo Pre- Marriage Orientation. The PMOs for all would-be couples are continuously being implemented at the 11 Municipalities and 1 City of the province with PPO Bataan's personnel serving as the front-liners at the LGU Level.

Office or Division: Provincial Population Office/ Technical Division				
Classification: Simple				
Type of Transaction: G2C - Government to Citizen				
Who may avail: ALL Would-be couples				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Basic Information Form Slip		Local Civil Registrar (LCR)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires/ applies for marriage license in the City/ Municipal Civil Registrar.	1. Coordinates with City/ Municipal Civil Registrar to secure the list of applicant. Informs and coordinates the clients for their schedule and venue. Prepares logistics such as venue, projector (if needed) and other discussion materials.	None	2 hours	Population Program Worker II Technical Division
2. Goes to the Pre-Marriage Orientation and Counseling (PMOC) Session Room	2. Provides Marriage Expectation and Inventory (MEIF) forms	None	10 minutes	Population Program Worker II Technical Division
3. Answers Marriage Expectation Inventory Form (MEIF).	3. Assesses and processes the MEIF answers of contracting parties to take note of the specific areas of concern needing emphasis at the actual conduct of PMOC session.	None	40 minutes	Population Program Worker II Technical Division



4. Participates in the the Pre-Marriage Orientation (for participants 25 years old and above). If one or both contracting parties are 18-24 years old, participates in the PM Counseling in addition to their attendance to PM Orientation.	4. Provides the Pre-Marriage Orientation.	None	4 hours	Population Program Worker II Technical Division
5. Answers RPFP Post-activity survey	5.1 Collects the answers. Provides the Certificate of Compliance to contracting parties who have completed the PM Orientation to be signed by the PMOC Team Members who conducted the PMO Session and issued by the Local Population Office.	None	10 minutes	Population Program Worker II Technical Division
	5.2 If one or both contracting parties are 18-24 years old, refers them to Designated Counselor of PMOC Team for PM Counseling and issuance Certificate of Marriage Counseling.			Population Program Worker II Technical Division
6. Answers the RPFP Form 1.	6.1 Conducts RPFP demand generation with the participants.	None	1 hour	Population Program Worker II Technical Division
	6.2 Refers the RPFP demand generated to corresponding health facility.			
TOTAL:		None	8 hours	



2. 1-Day Orientation, Seminar, and/or Training for Adolescent Health and Development (AHD), Responsible Parenthood and Family Planning (RPFP), and/or Population and Development (POPDEV)

Service Information: The Provincial Population Office of Bataan provides technical assistance in the conduct of 1- day seminar, orientation, and/or training on Adolescent Health and Development (AHD), Responsible Parenthood and Family Planning (RPFP), and Population and Development (POPDEV) from the preparation of proposals and presentation materials, facilitation of training and serving as resource speaker.

Office or Division:	Provincial Population Office/ Technical Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	AHD: Schools and Students (10-19 y.o); Community; LGUs and other government agencies/ Schools (Teachers, Students, and Parents of Students)/ Youth/ Service Providers/ Other Special Groups RPFP: Women and Men of Reproductive Age/ Other Special Groups/ BPWs POPDEV: LGUs and other government agencies/ Brgy. Secretaries and BPWs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Person/Agency requesting		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request/inquiry through email or personal.	1. Receives the request and informs on the availability of the requested service.	None	30 minutes	<i>Population Program Worker II Technical Division</i>
2. Sets schedule, venue, and identify audience. Provides necessary information being asked to be used in the training and other needed proposals and logistics.	2. Assists in the preparation of pre-requisites such as zoom link (for webinars), project proposal (optional), endorsement to the speaker, preparation of presentation materials, studying of materials, and projector and laptop (for face to face).	None	7 hours, 30 minutes	<i>Population Program Worker II Technical Division</i>
3. Coordinates with the PPW and set-up the venue, logistics and registration	3. Assists in setting-up of venue, logistics and registration	None	30 minutes	<i>Population Program Worker II Technical Division</i>
4. Attends to the seminar and sign-up in the attendance sheet	4. Provides the orientation/seminar/ training	None	8 hours	<i>Provincial Population Officer</i>
TOTAL:		None	2 days, 30 minutes	



3. 1-Day Orientation, Seminar, and/or Training for Adolescent Health and Development (AHD), Responsible Parenthood and Family Planning (RPFP), and Population and Development (POPDEV): PPW Initiative

Service Information: The Provincial Population Office of Bataan provides technical assistance in the conduct of 1- day seminar, orientation, and/or training on Adolescent Health and Development (AHD), Responsible Parenthood and Family Planning (RPFP), and Population and Development (POPDEV) from the preparation of proposals and presentation materials, facilitation of training and and serving as resource speaker.

Office or Division:	Provincial Population Office/ Technical Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	AHD: Schools and Students (10-19 y.o); Community; LGUs and other government agencies/ Schools (Teachers, Students, and Parents of Students)/ Youth/ Service Providers/ Other Special Groups RPFP: Women and Men of Reproductive Age/ Other Special Groups/ BPWs POPDEV: LGUs and other government agencies/ Brgy. Secretaries and BPWs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Person/Agency requesting		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request/inquiry through email or personal.	1. Coordinates with the client for scheduling of activities and preparation of needed information and logistics	None	8 hours	<i>Population Program Worker II Technical Division</i>
2. Sets schedule, venue, and identify audience. Provides necessary information being asked to be used in the training and other needed proposals and logistics.	2. Assists in the preparation of pre-requisites such as zoom link (for webinars), project proposal (optional), endorsement to the speaker, preparation of presentation materials, studying of materials, and projector and laptop (for face to face).	None	7 hours, 30 minutes	<i>Population Program Worker II Technical Division</i>
3. Coordinates with the PPW and set-up the venue, logistics and registration	3. Assists in the setting-up of venue, logistics and registration.	None	30 minutes	<i>Population Program Worker II Technical Division</i>
4. Attends to the seminar and sign-up in the attendance sheet	4. Provides the orientation/seminar/ training.	None	8 hours	<i>Provincial Population Officer</i>
TOTAL:		None	3 Days	



4. 2-3 Days Orientation, Seminar, and/or Training for Adolescent Health and Development (AHD), Responsible Parenthood and Family Planning (RPFP), and Population and Development (POPDEV)

Service Information: The Provincial Population Office of Bataan provides technical assistance in the conduct of 2-3 day seminar, orientation, and/or training on Adolescent Health and Development (AHD), Responsible Parenthood and Family Planning (RPFP), and Population and Development (POPDEV) from the preparation of proposals and presentation materials, facilitation of training and and serving as resource speaker.

Office or Division:	Provincial Population Office/ Technical Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	AHD: Schools and Students (10-19 y.o); Community; LGUs and other government agencies/ Schools (Teachers, Students, and Parents of Students)/ Youth/ Service Providers) Other Special Groups RPFP: Women and Men of Reproductive Age/ Other Special Groups/ BPWs POPDEV: LGUs and other government agencies/ Brgy. Secretaries and BPWs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Person/Agency requesting		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Sends request/inquiry through email or personal.	1. Receives the request and informs on the availability of the requested service.	None	30 minutes	<i>Population Program Worker II Technical Division</i>
2. Sets schedule, venue, and identify audience. Provides necessary information being asked to be used in the training and other needed proposals and logistics.	2. Assists in the preparation of pre-requisites such as zoom link (for webinars), project proposal (optional), endorsement to the speaker, preparation of presentation materials, studying of materials, and projector and laptop (for face to face).	None	2 days, 7 hours, 30 minutes	<i>Population Program Worker II Technical Division</i>
3. Coordinates with the PPW and set-up the venue, logistics and registration.	3. Assists in setting-up of the venue, logistics and registration	None	30 minutes	<i>Population Program Worker II Technical Division</i>
4. Attends to the seminar and sign-up in the attendance sheet.	4. Provides the orientation/ seminar/training.	None	3 days	<i>Provincial Population Officer Technical Division</i>
TOTAL:		None	6 days, 30 minutes	



5. 2-3 Days Orientation, Seminar, and/or Training for Adolescent Health and Development (AHD), Responsible Parenthood and Family Planning (RPFP), and Population and Development (POPDEV): PPW Initiative

Service Information: The Provincial Population Office of Bataan provides technical assistance in the conduct of 2-3- day seminar, orientation, and/or training on Adolescent Health and Development (AHD), Responsible Parenthood and Family Planning (RPFP), and Population and Development (POPDEV) from the preparation of proposals and presentation materials, facilitation of training and and serving as resource speaker.

Office or Division:	Provincial Population Office/ Technical Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	AHD: Schools and Students (10-19 y.o); Community; LGUs and other government agencies/ Schools (Teachers, Students, and Parents of Students)/ Youth/ Service Providers) Other Special Groups RPFP: Women and Men of Reproductive Age/ Other Special Groups/ BPWs POPDEV: LGUs and other government agencies/ Brgy. Secretaries and BPWs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Person/Agency requesting		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request/inquiry through email or personal.	1. Coordinates with the client for scheduling of activities and preparation of needed information and logistics	None	1 day	<i>Population Program Worker II Technical Division</i>
2. Sets schedule, venue, and identify audience. Provides necessary information being asked to be used in the training and other needed proposals and logistics	2. Assists in the preparation of pre-requisites such as zoom link (for webinars), project proposal (optional), endorsement to the speaker, preparation of presentation materials, studying of materials, and projector and laptop (for face to face).	None	2 days, 7 hours, 30 minutes	<i>Population Program Worker II Technical Division</i>
3. Coordinates with the PPW and set-up the venue, logistics and registration	3. Assists in the setting-up of the venue, logistics and registration	None	30 minutes	<i>Population Program Worker II Technical Division</i>
4. Attends to the seminar and sign-up in the attendance sheet	4. Provides the orientation/ seminar/training	None	3 days	<i>Provincial Population Officer</i>
TOTAL:		None	7 days	



6. Orientation, Seminar, and/or Training on GAD and Development (GAD)- Internal and External

Service Information: The Provincial Population Office of Bataan provides technical assistance in the conduct of seminar, orientation, and/or training on Gender and Development serving as resource speaker and Chief of the Bataan GFPS TWG.

Office or Division:	Provincial Population Office/ Technical Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Government Offices, NGAs, LGUs, and CSOs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Person/Agency requesting		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request/inquiry through email or personal.	1. Receives the request and informs on the availability of the requested service.	None	30 minutes	<i>Administrative Aide IV Technical Division</i>
2. Sets schedule, venue, and identify audience. Provides necessary information being asked to be used in the training and other needed logistics.	2. Assists in the preparation of pre-requisites such as zoom link (for webinars), project proposal (optional), endorsement to the speaker, preparation of presentation materials, studying of materials, and projector and laptop (for face to face).	None	7 hours ,30 minutes	<i>Administrative Aide IV Technical Division</i>
3. Coordinates with GAD Coordinator and set-up the venue and logistics. Attends the orientation/ training/seminar.	3. Provides the orientation/ seminar/training	None	4 hours	<i>Provincial Population Officer</i>
4. Answers post-exam	4. Provides post-exam, feedback forms and certificate of appearance/participation.	None	30 minutes	<i>Administrative Aide IV Technical Division</i>
5. NONE	5. Checks the post exam and input into system	None	2 hours	<i>Administrative Aide IV Technical Division</i>
TOTAL:		None	1 day, 6 hours, 30 minutes	



PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

EXTERNAL SERVICES



1. Assistance In Crisis Situation Operating Services

Identifying eligible clients in Crisis Situation and provision of on-the-day release of financial assistance with appropriate assessment for medical, hospital bill, burial, emergency shelter and special assistance to former rebels/insurgents.

Office or Division:	Provincial Social Welfare and Development Office / Crisis Intervention Section (Protective Services Division)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Bataan residents who are indigent, vulnerable, disadvantaged and facing crisis situations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. For the Provision of Financial Assistance for Medical</p> <ol style="list-style-type: none"> Medical Certificate with: (1 photocopy) <ul style="list-style-type: none"> Doctor's signature PTR No. /License No. Name & Address of the Patient Prescription/Laboratory request/diagnostic procedure/surgical procedure (1 photocopy) Personal letter to the Governor (1 original copy) Valid Identification Card (1 photocopy) Marriage Contract (if the client is the spouse) – (1 photocopy of the needed document) Marriage Contract (if the client is a daughter or sister who has been married and changed her surname) Birth Certificate (if the client has parent-child relationship) Birth Certificate (if the client is a sister/brother) Community Tax Certificate (1 photocopy) 	<p>A.</p> <ol style="list-style-type: none"> Hospital/Clinic where consultation takes place Attending physician Client Barangay or city/municipality where the client resides



<p>B. For The Provision of Financial Assistance for Hospital Bill</p> <p>1. Medical Certificate with: (1 photocopy)</p> <p>Doctor's signature</p> <ul style="list-style-type: none"> •PTR No. /License No. •Name & Address of the Patient <p>2. Hospital bill Updated/Final hospital bill duly signed by the billing clerk or person in authority (1 photocopy)</p> <p>3. Copy of notarized promissory note (if patient still have outstanding bill in the hospital) and Official Receipt (if already paid) - (1 photocopy)</p> <p>4. Personal letter to the Governor (1 original copy)</p> <p>5. Valid Identification Card (1 photocopy)</p> <p>6. Marriage Contract (if the client is the spouse) (1 photocopy of the needed document)</p> <p>Marriage Contract (if the client is a daughter or sister who has been married and changed her surname) Birth Certificate (if the client has parent-child relationship)</p> <p>Birth Certificate (if the client is a sister/brother)</p> <p>7. Community Tax Certificate (1 Photocopy)</p> <p>Note: Other supporting documents as the need arises will be required (Affidavit of Discrepancy, Barangay Certification, Social Case Study Report, etc.)</p>	<p>B.</p> <p>1. Hospital/Clinic where consultation takes place</p> <p>2. Attending physician</p> <ul style="list-style-type: none"> • 3-5. Client <p>6. Barangay or city/municipality where the client resides</p>
<p>C. For The Provision of Financial Assistance for Burial</p> <p>1. Death Certificate with: (1 Photocopy)</p> <p>2. Personal letter to the Governor (1 Original copy)</p> <p>3. Valid Identification Card (1 Photocopy)</p> <p>4. Marriage Contract (if the client is the spouse) (1 Photocopy of the needed document)</p> <p>Marriage Contract (if the client is a daughter or sister who has been married and changed her surname) Birth Certificate (if the client has parent-child relationship)</p> <p>Birth Certificate (if the client is a sister/brother)</p> <p>5. Community Tax Certificate (1 Photocopy)</p> <p>Note: Other supporting documents as the need arises will be required (Funeral Service Contract, Official Receipt if already paid, Affidavit of Discrepancy, Senior ID of the deceased, Barangay Certification, Social Case Study Report, etc.)</p>	<p>C.</p> <p>1. Local Civil Registry of City/Municipality where the place of death takes place</p> <p>2-4. Client</p> <p>5. Barangay or city/municipality where the client resides</p>



<p>D. For the Provision of Financial Assistance for Emergency Shelter (for the victims of disaster such as but not limited to typhoon and fire)</p> <ol style="list-style-type: none"> 1. Photo documentation of the damaged shelter together with the program recipient. 2. Personal letter to the Governor (1 Photocopy) 3. Valid Identification Card (1 Photocopy) 4. Certification/Endorsement of the C/MSWDO Head for the eligibility of the client to the program (1 original copy) 5. Certification from the Bureau of Fire (for the fire victims) to confirm the incident (1 original copy) 6. Certification from the C/MDRRMO (for the typhoon victims) to confirm the incident (1 original copy) 7. Certification from Barangay Captain to confirm the incident (1 original copy) 8. Community Tax Certificate (1 Photocopy) 	<p>D.</p> <ol style="list-style-type: none"> 1-3 Client 4. City/Municipal Social Welfare and Development Office 5. Fire Station of the City/Municipality where the fire transpired 6. City/Municipal Disaster Risk Reduction Management Office 7. Barangay or city/municipality where the client resides
<p>E. For the Provision of Special Assistance to Former Rebels/Insurgents</p> <ol style="list-style-type: none"> 1. JAPIC Certification (Joint AFP-PNP Intelligence Committee) (1 original copy) 2. Valid ID (1 Photocopy) 3. Community Tax Certificate will be required for Petty Cash Mode of Payment (1 Photocopy) 	<p>E.</p> <ol style="list-style-type: none"> 1. Joint AFP-PNP Intelligence Committee 2. Client 3. Barangay or city/municipality where the client resides



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers on the Visitors Log.	1. Assists client in registration to Visitors' Logbook	None	1 minute	CSIU-In-Charge
2. States the purpose of visit or case category in the application for financial assistance and hand over the set of documents for verification on the eligibility based on the frequency of availment.	2.1. Asks the client on the purpose of his/her visit. If it is for application for Financial Assistance, gathers the documents and forwards to encoder/verifier.	None	2 minutes	Social Welfare Aide Social Welfare Assistant Crisis Intervention Section (Protective Services Division)
	2.2. Verifies client's record in the PSWDO Data Base.	None	5 minutes	Social Welfare Assistant Crisis Intervention Section (Protective Services Division)
3. Completes the indicated checklist of requirements to the particular case category for financial assistance. Fills up the Pre-Intake Form and Obtains the queuing card as basis for interview	3.1. Checks the completeness and authenticity of all the documents as indicated in the checklist of requirements. Internal Routing Slip will be attached based on the assistance to be provided.	None	8 minutes	Social Welfare Aide Social Welfare Assistant Crisis Intervention Section (Protective Services Division)



	3.2. Logs on the Record Book the name of the client eligible for Interview	None	1 minute	<i>Social Welfare Aide Social Welfare Assistant Crisis Intervention Section (Protective Services Division)</i>
	3.3. Provides designated queuing cards using number (Regular Transaction)/letters (Priority Transaction)	None	1 minute	<i>Social Welfare Aide Social Welfare Assistant Crisis Intervention Section (Protective Services Division)</i>
	3.4. Encodes client's basic info on the Google Monitoring Template for Interview	None	2 minutes	<i>Social Welfare Assistant Crisis Intervention Section (Protective Services Division)</i>



4. Answers personal questions during interview and receives the petty cash claim stub	4.1. Orients, receives and reviews the completion and authenticity of the set of documents	None	2 minutes	Social Welfare Aide Social Welfare Assistant Crisis Intervention Section (Protective Services Division)
	4.2 Conducts interview to client and fill-up the General Intake Sheet and Tools in Determining the Levels of Well-Being.	None	12 minutes	
	4.3 Issues the petty cash claim stub.	None	1 minute	
	4.4. Reviews, assesses the documents and recommends appropriate amount of assistance based on the client's presented problem by means of Social Welfare Development Indicators (SWDI)	None	2 minutes	Social Welfare Officer II Social Welfare Officer III Crisis Intervention Section (Protective Services Division)
	4.5. The Department Head provides final assessment and indicates the amount of assistance and signs to the General Intake Sheet	None	2 minutes	Provincial Social Welfare & Development Officer
TOTAL:		None	39 minutes	



PROVINCIAL TOURISM OFFICE

EXTERNAL SERVICES



1. Assistance to Applicants for DOT Accreditation

Assists tourism stakeholders and staffs in their Online DOT Application by providing step-by-step process and close monitoring of the status of their application with the DOT Accreditation Team.

Office or Division:	Provincial Tourism Office / Standards, Regulation and Training Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Primary Tourism Establishments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mayors Permit (1 electronic copy) Business Permit (1 electronic copy) Comprehensive General Liability Insurance		Municipal Hall DTI Insurance Provider		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires with the person-in-charge.	1. Informs and explains the documentary requirements and gives the link for the online application for accreditation.	None	25 minutes	<i>Tourism Operations Officer II Standards, Regulation and Training Division</i>
2. Inquires regarding problems encountered during the online application.	2. Answers the inquiries and coordinates with DOT Accreditation Team, if necessary.	None	35 minutes	<i>Tourism operations Officer II Standards, Regulation and Training Division</i>
TOTAL:		None	1 hour	



2. Assistance to Tour Guide DOT Accreditation

Assists tour guide in their Online DOT Application by providing step-by-step process and close monitoring of the status of their application with the DOT Accreditation Team.

Office or Division:	Provincial Tourism Office / Planning, Product Development and Marketing
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Tour Guides

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate to the Tour Guiding Seminar Conducted by DOT or DOT Accredited Training Center (1 electronic copy) 2. Police Clearance / NBI (1 electronic copy) 3. Valid Health Certificate (1 electronic copy) 4. Valid Mayors/Occupational Working Permit (1 electronic copy)		1. Department of Tourism Region III 2. Municipal Police Station/ NBI 3. City / Municipal Health Office/ Hospitals 4. City/ Municipal Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on the requirements for accreditation.	1. Provides the requirements and link for the application.	None	25 minutes	<i>Tourism Operations Officer II Planning, Product Development and Marketing</i>
2. Inquires regarding problems encountered during the online application.	2. Answers the inquiries and coordinates with DOT Accreditation Team, if necessary.	None	35 minutes	<i>Tourism Operations Officer II Planning, Product Development and Marketing</i>
TOTAL:		None	1 hour	



3. Assistance to Guests and Tourists

Assists guests and tourists who will visit and inquire at Bataan Tourism Center

Office or Division:	Provincial Tourism Office / Planning, Product Development and Marketing Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business Entity
Who may avail:	Guests, School, Company, Travel Agencies and LGU's

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the Bataan Tourism Center.	1. Conducts brief audio visual presentation and tour at Bataan Tourism Center.	None	20 minutes	<i>Tourism Operations Officer II Planning, Product Development and Marketing Division</i>
2. Inquires regarding tourism products.	2. Provides information needed by tourists/guests.	None	10 minutes	<i>Tourism Operations Officer II Planning, Product Development and Marketing Division</i>
TOTAL:		None	30 minutes	



4. Assistance to Students and Researchers

Assists students and researchers with their study by providing necessary information about Bataan

Office or Division:	Provincial Tourism Office / Planning, Product Development and Marketing Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests necessary tourism data needed for research.	1. Receives and approves the letter of request and provides information on the methods of research and use of the requested data.	None	15 minutes	<i>Tourism Operations Officer I Planning, Product Development and Marketing Division</i>
2. Conducts interview.	2. Answers set of questions given by the student/ researcher and provides other necessary data needed.	None	45 minutes	<i>Tourism Operations Officer I Planning, Product Development and Marketing Division</i>
TOTAL:		None	1 hour	



5. Tour Guide Engagement

Assists guests and tourist for providing a tour guide that can explain the history, culture, livelihood, products and destinations of Bataan.

Office or Division:	Provincial Tourism Office / Planning, Product Development and Marketing Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business Entity
Who may avail:	Guests, School, Company, Travel Agencies and LGU's

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on the availability of a tour guide.	1. Gets the details of the tour.	None	15 minutes	<i>Tourism Operations Officer II Planning, Product Development and Marketing Division</i>
	2. Coordinates with the members of Bataan Peninsula Tour Guides for their availability.	None	40 minutes	<i>Tourism Operations Officer II Planning, Product Development and Marketing Division</i>
	3. Endorses the tour guide.	None	5 minutes	<i>Tourism Operations Officer II Planning, Product Development and Marketing Division</i>
TOTAL:		None	1 hour	



METRO BATAAN DEVELOPMENT AUTHORITY

EXTERNAL SERVICES



1. Bataan 911 and mbda hotline emergency calls and emergency response by mbda medics and or mbda enforcers

Mbda call center hotline numbers and 911 Bataan for emergency calls and mbda medics and tactical operation center enforcer's response to all road related accidents and other incidents such as shooting, stabbing, drowning, fire, stoning and etc.

Office or Division:	Metro Bataan Development Authority / Public Safety Division
Classification:	Simple
Type of Transaction:	G2G=Government to Government, G2C=Government to Citizen and G2B=Government to Business entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete details of emergency caller to be given to the 911 or hotline operator. This might include presentation of driver's license or any government issued identifications upon request of the mbda responders.		Caller		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial 911 or mbda hotlines for emergency	1. Accepts emergency call and secures detailed information about the incident	None	5 minutes	<i>Admin Assistant I (First Level Operator) Public Safety Division Admin Assistant I (911 Agent) Public Safety Division</i>
2. Reports detailed information to command center through phone call	2. Forwards the information from client to dispatch operator for dispatch of nearest patrol vehicle or ambulance.	None	10 minutes	<i>Admin Assistant I (Dispatch Operator) Public Safety Division</i>



3. Awaits for the next inquiry	3. Calls back client,if there is a need for further information and verification	None	5 minutes	<i>Admin Assistant I (First Level Operator) Public Safety Division Admin Assistant I (911 Agent) Public Safety Division</i>
4. Awaits for the mbda responders	4. Mbda medics or enforcers proceeds to the location of the incident as instructed by the command center	None	10 minutes	<i>Nursing Attendant II (MBDA Medic) Emergency Response Division Traffic Aide I (TOC Enforcer) Transportation and Traffic Division Other Agency Concerns</i>
5. Acts in accordance to the instructions given by the mbda personnel. Provides identification cards when requested.	5.1 Provides the necessary emergency procedure and asks for identification cards for documentation to be forwarded to the command center	None	20 minutes	<i>Nursing Attendant II (MBDA Medic) Emergency Response Division Traffic Aide I (TOC Enforcer) Transportation and Traffic Division Other Agency Concerns</i>
None	5.2 Accepts the report from the mbda responders and stores the data in the mbda database for documentation	None	10 minutes	<i>Admin Assistant I (First Level Operator) Public Safety Division Admin Assistant I (911 Agent) Public Safety Division</i>
	TOTAL:	None	1 hour	



2. CCTV footage review and request for PNP copy

CCTV footage review and or request for pnp copy of incident by the requester and the accompanying pnp officer from command center

Office or Division:	Metro Bataan Development Authority / Public Safety Division			
Classification:	Simple			
Type of Transaction:	G2G=Government to Government, G2C=Government to Citizen and G2B=Government to Business entity			
Who may avail:	PNP and All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from pnp chief of police office (2 copies)		Pnp headquarters nearest to the place of incident		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits cctv footage review request letter from pnp (2 copies)	1. Receives and checks request letter from pnp and forwards to mbda administrative staff for stamping	None	5 minutes	<i>Admin Assistant III (EOC Supervisor) Public Safety Division</i>
2. Accepts stamped request letter from admin as receiving copy	2. Stamps request letter from client. "one copy for pnp and one copy for admin"	None	5 minutes	<i>Senior Admin Assistant II (Admin Staff) General Administrative Service Division</i>
3. Proceeds to emergency operation center for the review of the request. If the request includes a copy for pnp, records the video of incident via cellphone. (pnp officer only)	3. Playbacks cctv for review by pnp and requester. If the request includes a copy of the video, allows the pnp officer to capture the video via cellphone recording	None	20 minutes	<i>Admin Assistant I (CCTV Supervisor) Public Safety Division</i>
	TOTAL:	None	30 minutes	



3. Stranded vehicle assistance

Mbda assistance to stranded vehicles experiencing vehicular trouble such as flat tires, battery problem, engine trouble and etc. In roman superhighway and major thoroughfares of bataan

Office or Division:	Metro Bataan Development Authority / Transportation and Traffic Division
Classification:	Simple
Type of Transaction:	G2G=Government to Government, G2C=Government to Citizen and G2B=Government to Business entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Detailed information about the assisted vehicle and exact location to be given to the command center or mbda patrol officers for documentation. This might include presentation of driver's license or any government issued identifications.		Stranded vehicle owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports/requests the assistance needed to command center using the hotline numbers and 911 or the the patrolling mbda officer.	1. Receives complete information from the emergency caller or the stranded vehicle owner and forwards the request to the mbda dispatch team.	None	5 minutes	<i>Admin Assistant I (First Level Operator) Public Safety Division</i>
2. Awaits for the mbda patrol assistance or signals help to any incoming mbda patrol vehicle.	2. Locates and alerts the nearest patrol vehicle to the location of the assistance.	None	5 minutes	<i>Admin Assistant I (Dispatch Operator) Public Safety Division</i>
3. Acts in accordance to the instructions given by the mbda personnel	3.1 Provides the requested assistance to the client and gets the information and identifications for documentation to be forwarded to the command center after performing the assistance.	None	30 minutes	<i>Traffic Aide I (TOC Enforcer) Transportation and Traffic Division</i>
None	3.2 Accepts the report from the mbda responders and stores the data in the mbda database for documentation.	None	10 minutes	<i>Admin Assistant I (First Level Operator) Public Safety Division Admin Assistant I (911 Agent) Public Safety Division</i>
	TOTAL:	None	50 minutes	



4. Request for ambulance assistance

Mbda medic's response to any reported medical incident requiring first aid and immediate transfer to the hospital this may include request for ambulance assistance for home to hospital and hospital to other hospital transfer.

Office or Division:	Metro Bataan Development Authority/ Emergency Response Division
Classification:	Simple
Type of Transaction:	G2G=Government to Government, G2C=Government to Citizen and G2B=Government to Business entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Detailed information about the person that needs medical emergency assistance. This may include driver's license or any government issued identification cards.		Emergency caller		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports the ambulance assistance to command center	1. Receives the complete information from the emergency caller.	None	5 minutes	<i>Admin Assistant I (First Level Operator) Public Safety Division</i>
2. Awaits for the ambulance	2. Locates the nearest mbda ambulance from the location of the medical emergency. If no mbda ambulance is available, calls the nearest lgu with an ambulance to the location of the emergency for dispatch.	None	8 minutes	<i>Admin Assistant I (Dispatch Operator) Public Safety Division</i>
3. Acts in accordance to the instructions given by the mbda medics	3. Performs first aid or needed medical attention	None	10 minutes	<i>Nursing Attendant II (MBDA Medic) Emergency Response Division</i>



4. Aboards ambulance with mbda medic's help. Submits identification cards if requested by the medics	4.1 Transports patient to hospital if needed. Requests for identification cards if possible for documentation to be forwarded to the command center. Endorses the patient to the hospital	None	30 minutes	<i>Nursing Attendant II (MBDA Medic) Emergency Response Division</i>
None	4.2 Accepts the report from the mbda responders and stores the data in the mbda database for documentation.	None	10 minutes	<i>Admin Assistant I (First Level Operator) Public Safety Division Admin Assistant I (911 Agent) Public Safety Division</i>
TOTAL:		None	1 hour, 3 minutes	



5. CCTV footage request for copy for court use and mbda representation for court hearing

Cctv footage request of copy of incident from command center for court use and request for mbda representation to appear before the court on hearing on incidents captured by cctv recorded at the command center.

Office or Division: Metro Bataan Development Authority / Public Safety Division

Classification: Simple

Type of Transaction: G2G=Government to Government

Who may avail: RTC and MTC

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Subpoena commanding to submit cctv copy of incident and commanding an mbda personnel to appear before the court on hearing on incidents captured by cctv recorded at the command center.		RTC and MTC		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits subpoena commanding to submit cctv copy of incident (2 copies)	1. Receives and checks subpoena from rtc, mtc	None	2 minutes	<i>Admin Assistant III (EOC Supervisor) Public Safety Division</i>
2. Accepts stamped subpoena from admin as receiving copy	2.1 Stamps subpoena from rtc/mtc. "one copy for rtc/mtc and one copy for admin"	None	2 minutes	<i>Senior Admin Assistant II (Admin Staff) General Administrative Service Division</i>



	2.2 Forwards the request to the mbda mis for verification of the availability of data	None	10 minutes	<i>Nursing Attendant II (MBDA Medic) Emergency Response Division</i>
	2.3 Creates a copy of the requested recording of incident from cctv footage if available. If data is not available, forwards a request to the provincial legal office to send a letter to the court informing the unavailability of the data requested.	None	30 minutes	<i>Admin Assistant I (MIS Staff) MIS Technical Division</i>
3. Receives copied cctv footage of incident from the command center	3. Brings the requested cctv copy of the incident and appears before the court to represent mbda on hearing on incidents captured by cctv recorded at the command center	None	4 hours	<i>Admin Assistant I (MIS Staff) MIS Technical Division</i>
	TOTAL:	None	4 hours, 44 minutes	



**PROVINCIAL DISASTER RISK
REDUCTION AND MANAGEMENT
OFFICE
EXTERNAL SERVICES**



1. Provision of Resources Services (Technical Assistance)

This procedure covers the incoming requests specifically for personnel, tools , equipments, and accessories from the external clients and for appropriate actions.

Office or Division:	Provincial Disaster Risk Reduction and Management Office/ Administration and Training Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. If equipments / tools / accessories / vehicle 1. Request letter (1 original copy or 1 electronic copy) 2. Identification card of assigned personnel to receive the borrowed equipments / tools / accessories / vehicle B. If manpower 1. Request letter (1 original copy or 1 electronic copy) 2. Invitation letter to the participants and other guests (as needed) 3. Attendance / Program / Venue / Accommodation / Transportation and other logistical / tech. needs (as needed) 4. Certificate to the resource personnel (esp. if training)	1. Local Chief Executive / Head of Requesting Dept. / Agency 2. PDRRMO 1. Local Chief Executive / Head of Requesting Dept. / Agency 2. Head of Requesting Dept. / Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If equipments / tools / accessories / vehicle				
1. Submits request letter address to the Governor thru the PDRRMO Head	1.1 Receives and encode to the spreadsheet for incoming document	None	10 minutes	<i>LDRRM Asst. Admin. & Training Division</i>
	1.2 Approves and assign the incoming request	None	15 minutes	<i>Department Head PDRRM Office</i>



	1.3 Receives the incoming request through google spreadsheet by the Division Head	None	15 minutes	<i>LDRRM Officer Admin. & Training Division / Operations and Warning Division</i>
	1.4 Communicate with the requesting agency / office / department / client	None	30 minutes	<i>LDRRM Officer / LDRRM Asst. Admin. & Training Division / Operations and Warning Division</i>
2. Assigns personnel to pick up and received the orientation for proper use of equipments / tools / accessories / vehicle being borrowed.	2. Prepare and conduct orientation for the requested equipments / tools/ accessories / vehicle	None	1 hour	<i>LDRRM Asst. / LDRRM Officer Admin. & Training Division / Operations and Warning Division</i>
3. Presents ID, receives requested equipments / tools / accessories / vehicle and sign the borrower's logbook	3.1 Facilitate the logbook documentation and photocopy the ID presented	None	10 minutes	<i>LDRRM Asst. Admin. & Training Division</i>
	3.2 Communicate and follow up with the concerned agency / office / department / client for the return of the requested equipment's/ tools / accessories / vehicle	None	10 minutes	<i>LDRRM Asst. Admin. & Training Division / Operations and Warning Division</i>
4. Returns the borrowed equipments / tools / accessories / vehicle and sign the returned log.	Check the condition of equipments / tools / accessories / vehicle and have the client signed the returned logbook	None	1 hour	<i>LDRRM Asst. Admin. & Training Division</i>



B. If manpower;				
1. Submits request letter address to the Governor thru the PDRRMO Head	1.1 Receives and encode to the spreadsheet for incoming document	None	10 minutes	<i>LDRRM Asst. Admin. & Training Division</i>
	1.2 Approves and assigns the incoming request	None	15 minutes	<i>Department Head PDRRM Office</i>
	1.3 Receives the incoming request through google spreadsheet by the Division Head	None	15 minutes	<i>LDRRM Officer Admin. & Training Division / Operations and Warning Division / Research and Planning Division</i>
	1.4 Communicates with the requesting agency / office / department / client and set the schedule for coordination meeting (as needed)	None	10 minutes	<i>LDRRM Asst. / LDRRM Officer Admin. & Training Division / Operations and Warning Division / Research and Planning Division</i>
	1.5 Prepares / reviews / signs for the admin. Documents needed for the coordination meeting (eg. Travel Order / Dispatch form) and other technical / logistical needs for the meeting (as needed)	None	2 hours	<i>LDRRM Asst. / LDRRM Officer / Driver / Dept. Head Admin. & Training Division / Operations and Warning Division / Research and Planning Division / PDRRM Office</i>



2. Organizes the coordination meeting. Provides attendance, venue and other logistical needs for the meeting (as needed)	2.1 Facilitates the coordination meeting . Prepare / review / sign for the minutes of the meeting. Have signed the attendance and feedback form by the client . (as needed)	None	2 hours	LDRRM Asst. / LDRRM Officer / Driver / Dept. Head Admin. & Training Division / Operations and Warning Division / Research and Planning Division / PDRRM Office
	2.2 Prepares / review / sign and submit for the Travel Order or dispatch form	None	30 minutes	LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / Operations and Warning Division / Research and Planning Division / PDRRM Office
3. Organizes the activity.	3. Attends / Facilitates the subject matter requested	None	1 day	LDRRM Asst. / LDRRM Officer / Driver Admin. & Training Division / Operations and Warning Division / Research and Planning Division
4. Provides certificate of appearance and certificate to the resource person	4.1 Prepares / reviews / signs the Report (After Activity Report, etc.)	None	3 hours	LDRRM Asst. / LDRRM Officer / Driver / Dept. Head Admin. & Training Division / Operations and Warning Division / Research and Planning Division / PDRRM Office
	4.2 Files / database the documents.	None	1 hour	LDRRM Asst. Admin. & Training Division
TOTAL:		None	2 days, 3 hours, 40 minutes	



2. Conduct of Disaster Risk Reduction and Management (DRRM) Training

This procedure covers all the trainings to be conducted to the Balanga City, Municipalities of Dinalupihan, Hermosa, Orani, Samal, Abucay, Pilar, Orion, Mariveles, Limay, Bagac and Morong, schools, private sectors, hospitals and other agencies in the Province of Bataan. This includes drills, exercises, simulations, planning workshops, etc.

Office or Division:	Provincial Disaster Risk Reduction and Management Office (Administration and Training Division)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original copy or 1 electronic copy)		1. Local Chief Executive / Head of Requesting Dept. / Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter address to the Governor thru the PDRRMO Head	1.1 Receives and encode to the spreadsheet for incoming document	None	10 minutes	<i>LDRRM Asst. Admin. & Training Division</i>
	1.2 Assigns the incoming request	None	10 minutes	<i>Department Head PDRRM Office</i>
	1.3 Receives the incoming request through google spreadsheet by the Division Head	None	15 minutes	<i>LDRRM Officer Admin. & Training Division</i>
	1.4 Acquires approval of the Governor to conduct the requested activity with funding from PDRRMO	None	2 days	<i>LDRRM Officer Admin. & Training Division</i>



	1.5 Once approved, communicates with the requesting agency / client to set schedule for coordination meeting. Prepare / review / sign and submit OBR / PR for the meeting.	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>
	1.6 Prepares/ reviews / signs and sends the letter of invitation for coordination meeting with attached confirmation slip	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>
2. Acknowledges / receives the letter for coordination meeting, fill- out the confirmation slip and send back.	2. Receives the confirmation slip and prepare other admin. Documents / logistical/ tech. needs for the coordination meeting	None	4 hours	<i>LDRRM Asst. Admin. & Training Division</i>
3. Attends in a coordination meeting, signs on the attendance , fills-out feedback form and receives cert. of appearance	3. Facilitates the coordination meeting . Prepares / reviews / signs for the minutes of the meeting. Have signed the attendance and feedback form by the client and provide certificate of appearance and other tech./ logistical support	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head / Driver / Utility Admin. & Training Division / PDRRM Office</i>
4. Prepare and send communication letter to invite the participants and other guests. Provide the venue and other preparations needed for the training	4.1 Prepares/ reviews / signs / submits the Project Proposal for the conduct of training.	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>



	4.2 Prepares / reviews / signs / submits (OBR) and Purchase Request (PR) of the training	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>
	4.3 Prepares/ reviews / signs and sends the invitation letter to the trainers and secretariat for planning meeting and other logistical and tech. needs	None	3 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>
	4.4 Conducts / facilitates coordination meeting (Planning) with the trainers and secretariat	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head / Driver / Utility Admin. & Training Division / PDRRM Office</i>
5. Follows up the confirmation of participants and other guests. Prepare for the program, venue and other logistical needs .	5. Prepares, gets and logs for the training materials, equipment and other admin documents and other logistical needs.	None	4 hours	<i>LDRRM Asst. Admin. & Training Division</i>
6. Assists the facilitation of the activity and provide certificate to the trainers / facilitators	6.1 Conducts / facilitates the training together with the invited subject matter experts.	None	5 days (depend on the training requested)	<i>LDRRM Asst. / LDRRM Officer / Dept. Head / Driver / Utility Admin. & Training Division / PDRRM Office</i>
	6.2 Prepares / reviews / signs the After Activity Report of the training	None	3 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>



	6.3 Prepares / reviews / signs and submits the attachments for liquidations of the purchased logistical needs.	None	4 hours (depend on the no. of procurements)	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>
	6.4 Sets schedule for post evaluation meeting. Prepare / review / sign and submit OBR / PR for the meeting.	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>
	6.5 Prepares / reviews / signs and sends the communications for post evaluation meeting with attached confirmation slip	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Admin. & Training Division / PDRRM Office</i>
7. Acknowledges / receives the letter for post evaluation meeting, fill- out the confirmation slip and send back.	7.Receives the confirmation slip and prepare other admin. Documents needed for the coordination meeting	None	4 hours	<i>LDRRM Asst. Admin. & Training Division</i>
8. Attends in post evaluation meeting, sign on the attendance , fill-out feedback form and receive cert. of appearance	8.1 Facilitates the post evaluation meeting . Prepares / reviews / signs for the minutes of the meeting. Have signed the attendance and feedback form by the client and provide certificate of appearance and other tech./ logistical support	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head / Driver / Utility Admin. & Training Division / PDRRM Office</i>
	8.2 Files / database the documents. Log (returned logbook) the logistical used and bring back to the storage room.	None	1 hour	<i>LDRRM Asst. Admin. & Training Division</i>
TOTAL:		None	17 days, 1 hour , 35 minutes	



3. Activation of event / Incident Command System (Technical Assistance)

This procedure covers all the planned events to be conducted to the Province, Balanga City, Municipalities of Dinalupihan, Hermosa, Orani, Samal, Abucay, Pilar, Orion, Mariveles, Limay, Bagac and Morong, schools, private sectors, hospitals and other agencies in the Province of Bataan. This activation is being managed by the part of Incident / Event Management Team.

Office or Division:	Provincial Disaster Risk Reduction and Management Office (Operations and Warning Division)
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original copy or 1 electronic copy)		1. Local Chief Executive / Head of Requesting Dept. / Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter address to the Governor thru the PDRMO Head	1.1 Receives and encodes to the spreadsheet for incoming document	None	10 minutes	<i>LDRRM Asst. Admin. & Training Division</i>
	1.2 Assigns the incoming request	None	10 minutes	<i>Department Head PDRRM Office</i>
	1.3 Receives the incoming request through google spreadsheet by the Division Head	None	15 minutes	<i>LDRRM Officer Operations and Warning Division</i>
	1.4 Acquires approval of the Governor to conduct the requested activity with funding from PDRMO	None	2 days	<i>LDRRM Officer Operations and Warning Division</i>
	1.5 Once approved, communicates with the requesting agency / client to set schedule for coordination meeting. Prepare / review / sign and submit OBR / PR for the meeting.	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
	1.6 Prepares / reviews / signs and send the letter of invitation for coordination meeting with attached confirmation slip	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>



2. Acknowledges / receives the letter for coordination meeting, fill-out the confirmation slip and send back.	2. Receives the confirmation slip and prepares other admin. Documents / logistical / tech. needs for the coordination meeting	None	4 hours	<i>LDRRM Asst. Operations and Warning Division</i>
3. Attends in a coordination meeting, sign on the attendance , fill-out feedback form and receive cert. of appearance	3.1 Facilitates the coordination meeting . Prepares / reviews / signs for the minutes of the meeting. Have signed the attendance and feedback form by the client and provide certificate of appearance and other tech./ logistical support	None	4 hours	<i>LDRRM Officer / LDRRM Asst. / Dept. Head / Utility / Driver Operations and Warning Division / Admin. & Training Division / PDRRM Office</i>
	3.2 Prepares / review / sign / submit the Project Proposal for the conduct in the activation of ICS.	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
	3.3 Prepares / reviews / signs / submits (OBR) and Purchase Request (PR) in the activation of ICS.	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
	3.4 Prepares/ reviews / signs and sends the invitation letter to the IMT for planning meeting and other logistical and tech. needs	None	3 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>



	3.5 Conducts / facilitates coordination meeting (Planning) with the IMT and secretariat	None	4 hours	<i>LDRRM Officer / LDRRM Asst. / Dept. Head / Utility / Driver Operations and Warning Division / Admin. & Training Division / PDRRM Office</i>
4. Assists in the site inspection and provide cert. of appearance (as needed)	Prepares for admin. Documents (Travel Order, Dispatch Form , etc.) / logistical / tech. needs and Conduct initial site inspection with the concerned agencies	None	5 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
	Prepares / reviews of the implan or emergency preparedness and response plan based on the site inspection	None	3 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
5. Attends in the conduct of planning meetings . Organize the activity. Prepare and provide for the logistical / tech. Needs (As needed)	5.1 * Series of Planning meetings / site inspection with the IMT and requesting agency (Presentation of EPRP / EAP) with admin. Concerns	None	4 hours	<i>LDRRM Officer / LDRRM Asst. / Dept. Head / Utility / Driver Operations and Warning Division / Admin. & Training Division / PDRRM Office</i>
	5.2 Sets schedule for next / final coordination meeting. Prepare / review / sign and sbmit OBR / PR for the meeting .	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
	5.3 Prepares / reviews / signs and sends the letter of invitation for next / final coordination meeting with attached confirmation slip	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>



6. Acknowledge / receive the letter for next / final coordination meeting , fill- out the confirmation slip and send back.	6. Receives the confirmation slip and prepare other admin. Documents / logistical/ tech. needs for the coordination meeting	None	4 hours	<i>LDRRM Asst. Operations and Warning Division</i>
7. Attend in next / final coordination meeting, sign on the attendance , fill- out feedback form and receive cert. of appearance	7.1 Facilitates the next / final coordination meeting. Prepares / reviews / signs for the minutes of the meeting. Have signed the attendance and feedback form by the client and provide certificate of appearance and other tech./ logistical support	None	4 hours	<i>LDRRM Officer / LDRRM Asst. / Dept. Head / Utility / Driver Operations and Warning Division / Admin. & Training Division / PDRRM Office</i>
	7.2 Consolidates / reviews / signs and photocopy the Event Action Plan (EAP)	None	6 hours	<i>LDRRM Asst. Operations and Warning Division</i>
	7.3 Prepares, gets and logs for the materials, equipment and other admin documents and other logistical / tech . needs.	None	4 hours	<i>LDRRM Asst. Operations and Warning Division</i>
	7.4 Set ups and establishes ICS Facilities to the location	None	1 day	<i>LDRRM Asst. / LDRRM Officer Operations and Warning Division</i>
8. Assists and provides other logistical and tech. needs and Provide certificate of appearance	8.1.Activates of Provincial Incident Management Team for the event .	None	2 days	<i>LDRRM Officer / LDRRM Asst. / Dept. Head / Utility / Driver Operations and Warning Division / Admin. & Training Division / PDRRM Office</i>



	8.2 Sets schedule for post evaluation meeting. Prepares / reviews / signs and submits OBR / PR for the meeting.	None	2 days	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
	8.3 Prepares / reviews / signs and sends the communications for post evaluation meeting with attached confirmation slip	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
9. Acknowledge / receive the letter for post evaluation meeting, fill-out the confirmation slip and send back.	9. Receives the confirmation slip and prepare other admin. Documents needed for the coordination meeting	None	4 hours	<i>LDRRM Asst. Operations and Warning Division</i>
10. Attends in post evaluation meeting, sign on the attendance , fill-out feedback form and receive cert. of appearance	10.1 Facilitates the post evaluation meeting . Prepare / review / sign for the minutes of the meeting. Have signed the attendance and feedback form by the client and provide certificate of appearance and other tech./ logistical support	None	4 hours	<i>LDRRM Officer / LDRRM Asst. / Dept. Head / Utility / Driver Operations and Warning Division / Admin. & Training Division / PDRRM Office</i>
	10.2 Files / database the documents. Log the logistical used and bring back to the storage room.	None	1 hour	<i>LDRRM Asst. Operations and Warning Division</i>
TOTAL:		None	23 days, 32 minutes	
Activation of event / Incident Command System (Technical Assistance) qualified for multi-stage processing				



4. Provincial Disaster Risk Reduction and Management Office Hotline Services

This procedure covers the response to any call re; emergencies in any untoward incidents.

Office or Division:	Provincial Disaster Risk Reduction and Management Office (Operations and Warning Division)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete information of the emergency or incident such as persons involved, place of incident, injured and required response , etc.		Caller		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dials PDRRMO hotline for emergency and give detailed information	1.1 Receives emergency call and secure detailed information about the incident	None	5 minutes	LDRRM Asst. Operations and Warning Division
	1.2 Relays the information to the concerned LGU's (LDRRMO's) for appropriate response action	None	10 minutes	LDRRM Asst. Operations and Warning Division
2. Awaits for the response team	2.1 Communicates with the concerned LGU's / response cluster agencies / departments should additional response are needed	None	10 minutes	LDRRM Asst. Operations and Warning Division
	2.2 Monitors and follow up for the update of the incident to the responding team	None	6 hours	LDRRM Asst. Operations and Warning Division
	2.3 Prepares / reviews / signs and submit the sitrep (if needed)	None	4 hours	LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office
	2.4 Continuous to monitor and communicate on the incident until managed and cleared	None	2 hours	LDRRM Asst. Operations and Warning Division
	2.5 Logs the monitored incidents and activity actions taken to the daily operations report	None	15 minutes	LDRRM Asst. Operations and Warning Division
TOTAL:			8 days, 1 hour, 7 minutes	



PROVINCIAL HEALTH OFFICE

EXTERNAL SERVICES



1. Covid-19 Vaccination

Free Covid-19 vaccines to all eligible citizens in the entire province of Bataan - Process of administering COVID-19 vaccination

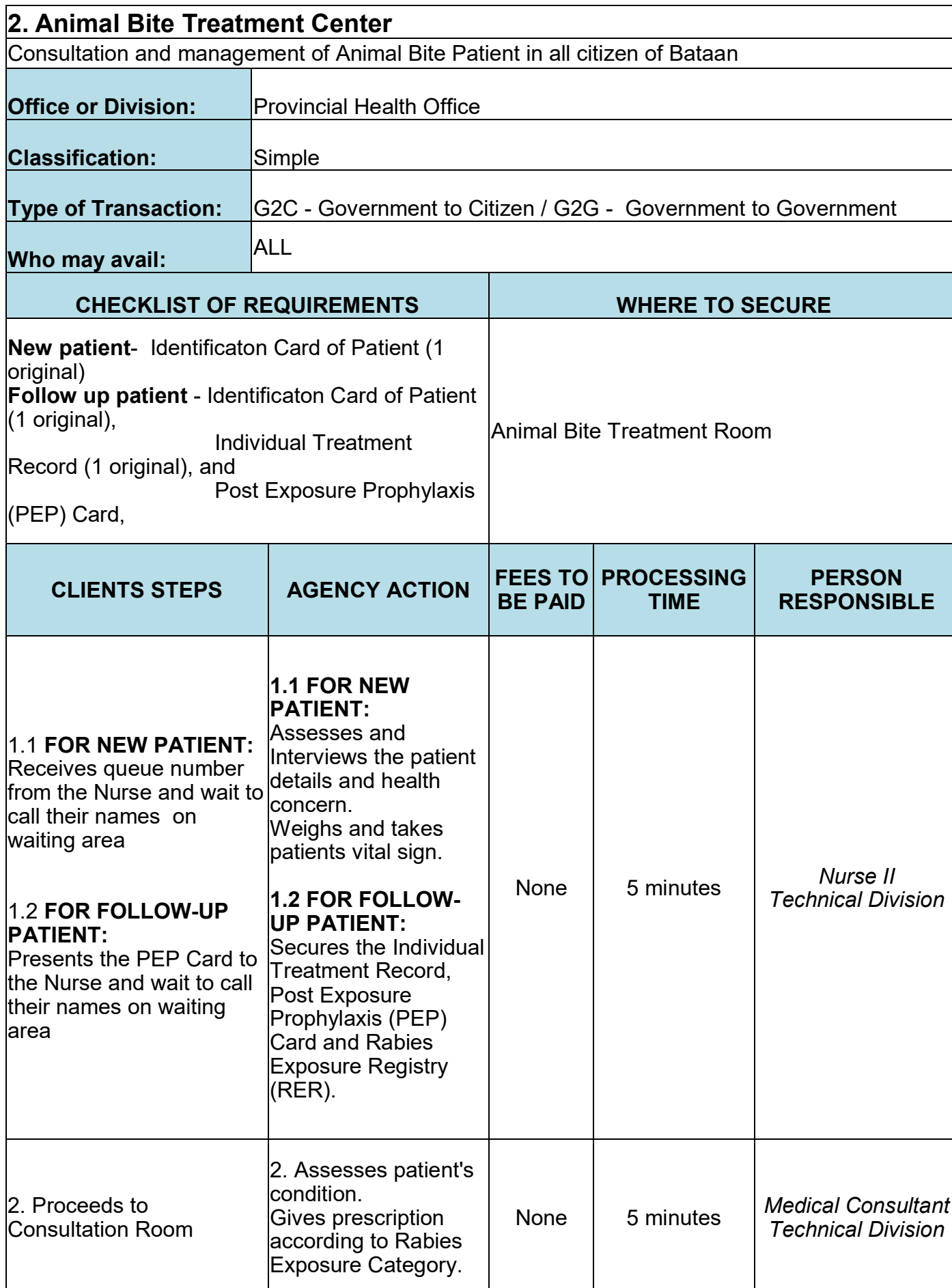
Office or Division:	Provincial Health Office/ Technical Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G - Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>5-17 years old - Birth Certificate (1 photocopy) or Baptismal Certificate of the child (1 photocopy), Valid Identification Card of Parent (1 original), Identification Card of the Child if available (1 original), in case parent is not available there should be 1 original authorization letter from the parent to allow his/her child's guardian to accompany his/her child, Valid Identification Card of the guardian (1 original)</p> <p>18-59 years old- Valid Identification Card (1 original)</p> <p>Health workers-PRC ID (1 original) or Valid Identification Card (1 original)</p> <p>18-59 years old with comorbidity- Valid Identification Card (1 original) , Medical certificate or Doctor's prescription (1 original)</p> <p>Essential Workers- Valid Identification Card from the company (1 original)</p> <p>60 years old and above -Valid Identification Card or Senior Citizen's ID (1 original)</p> <p>general population 18-59 years old- Valid Identification Card (1 original)</p> <p>*for 2nd dose or booster presents also the Covid-19 vaccination card</p>	PHO Covid Vaccination Room

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Valid ID or other requirements/documents needed	1. Validates ID and other requirements/ documents	None	2 minutes	<i>Administrative Assistant IV Technical Division</i>



2. None	2. Registers vaccinees in the system (BataanVax) and generates QR Code for 1st doser or scans Covid-19 vaccination card for 2nd doser or for booster doser	None	2 minutes	<i>Administrative Assistant IV Technical Division</i>
3. Proceeds to vital signs area	3. Assesses and Interviews the patient details and health concern, Weighs and takes patients vital sign	None	2 minutes	<i>Midwife II Technical Division</i>
4. Proceeds to screening area and presents the monitoring sheet	4. Screens vaccinees using the health declaration form provided by DOH per vaccine brand/category	None	2 minutes	<i>Nurse I Technical Division</i>
5. Signs the documents presented by the health worker	5. Informs the vaccinees the vaccine they will receive, the possible reactions after vaccination and signing of informed consent	None	2 minutes	<i>Nurse I Technical Division</i>
6. Keeps the vaccination card for the next visit	6. Encodes vaccines receive and releasing of vaccination card (Vaccination Proper)	None	2 minutes	<i>Nurse I Technical Division</i>
7. Proceeds to monitoring area	7. Takes vital signs and monitors post vaccination status of the client (15mins and 30 mins if with asthma, allergy or with comorbidity), health teaching on what to do if AEFI occur : Post vaccination, Instructs for the next visits	None	30 minutes	<i>Nurse I Technical Division</i>
TOTAL:		None	42 minutes	





3. Proceeds to Treatment Room	<p>3. Performs local wound care. Gives Anti-Tetanus (TT/ATS) Vaccine. Gives Tissue Culture Vaccine (TCV). Issues and completes details of vaccination card.</p> <p>FOR CATEGORY III Patient: Gives Rabies Immunoglobulin (RIG) vaccine. Observes the patient for adverse reactions.</p>	None	30 minutes	<i>Medical Consultant Technical Division</i>
4. Proceeds to holding area	<p>4. Educates patient about rabies and the importance of completion of the vaccination. Explains the vaccination schedule. Instructs for the next visits</p>	None	5 minutes	<i>Nurse II Technical Division</i>
TOTAL:		None	45 minutes	



3. Non-Communicable Disease Program

Annual assessment of all capitol employees, and monthly check-up for HPN/DM PGB clients and provides medicines

Office or Division:	Provincial Health Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card of the employee (1 original)		PHO Technical Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to assessment area	1. Gets employee's information using the health risk assessment form	None	5 minutes	<i>Nurse I Technical Division</i>
2. NONE	2. Weighs and takes patients vital signs, BMI, waist circumference, and blood glucose	None	5 minutes	<i>Nurse I Technical Division</i>
3. NONE	3. Provides dietary counselling and promotes healthy lifestyle	None	5 minutes	<i>ND II Technical Division</i>
4. NONE	FOR NORMAL ASSESSMENT: 4.1 Instructs employees to continue healthy lifestyle and proper diet FOR BLOOD CHEMISTRY LABORATORY: 4.2 Instructs employees for the schedule of blood chemistry and provides instructions for their preparations before blood chemistry laboratory	None	2 minutes	<i>Medical Technologist II Technical Division</i>



5. Prepares 8-hour fasting for blood collection and proceeds to blood extraction area	Fills out form and extracts blood for blood chemistry laboratory	None	5 minutes	<i>Medical Technologist II Technical Division</i>
6. Waits for the instructions of the Med. Tech	Explains the waiting time for the releasing of the results to the patient	None	2 minutes	<i>Medical Technologist II Technical Division</i>
7. Proceeds to PHO technical room	Releases the result to the patient	None	2 minutes	<i>Medical Technologist II Technical Division</i>
8. Signs documents/ forms presented	Refers patient to Medical Officer for consultation	None	2 minutes	<i>Medical Technologist II Technical Division</i>
9. Proceeds to consultation room	Check-up patient and provides health teachings	None	10 minutes	<i>Chief of Hospitals I Technical Division</i>
10. None	Enrolls patients to HPN/DM Club	None	2 minutes	<i>Chief of Hospitals I Technical Division</i>
11. Signs log book and receiving copy	Provides medicines for the HPN/DM patient	None	2 minutes	<i>Chief of Hospitals I Technical Division</i>
12. None	Instructs HPN/DM patient for the next visit	None	2 minutes	<i>Chief of Hospitals I Technical Division</i>
	TOTAL:	None	44 minutes	



4. Covid-19 Oral Pharyngeal Swab and Nasopharyngeal Swab

Free Covid-19 Oral Pharyngeal Swab and Nasopharyngeal Swab as need a rises

Office or Division:	Provincial Health Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card, Philhealth		Swabbing Area and PESU Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Swabbing Area	1.1 Investigates Case for Covid-19	None	30 minutes	<i>Medical Technologist II Technical Division</i>
	1.2 Encodes BGHMC-SDN the information of the patient	None	20 minutes	<i>Medical Technologist II Technical Division</i>
2. Proceeds to Swabbing Area	2. Swabs the patient and instructs the time of the result	None	10 minutes	<i>Medical Technologist II Technical Division</i>
3. Wait the call/text of the Nurse for the result of the swab test	3. Releases results and instructs next steps	None	10 minutes	<i>Nurse I Technical Division</i>
	TOTAL:	None	1 hour, 10 minutes	



5. Water Laboratory

Water laboratory test for all households, water refilling stations and other water sources

Office or Division:	Provincial Health Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G - Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water sample from the client (1 bottle)		PHO Technical Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for the water analysis request	1. Issues requests for water analysis	None	2 minutes	Medical Technologist II Technical Division
2. Receives order of payment	2. Prepares order of payment and gives to client	None	2 minutes	Medical Technologist II Technical Division
3. Pays for water analysis	3. Receives payment from client	PHP 400	2 minutes	Administrative Assistant II Technical Division
4. Takes the OR from PHO	4. Issues Official Receipt to the client	None	2 minutes	Administrative Assistant II Technical Division
5. Presents OR to in charge for issuance of sample bottle	5. Issuances of sample bottle(s); instruct clients for proper collection	None	2 minutes	Medical Technologist II Technical Division
6. Submits sample(s) together with the request form	6. Receives samples from the client	None	2 minutes	Medical Technologist II Technical Division
7. Waits for the instruction for the next issuance of result	7. Instructs the client for the Issuance of Result (s) every Wednesday of the following week	None	2 minutes	Medical Technologist II Technical Division
TOTAL:		PHP 400	14 minutes	



6. Clinical Laboratory

Clinical laboratories for all citizens of Bataan

Office or Division:	Provincial Health Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G - Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		PHO Technical Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for the clinical laboratory slip	1.1 Issues requests for clinical laboratory and specimen assessment	None	2 minutes	<i>Medical Technologist III Technical Division</i>



<p>2. Receives order of payment depends on the service</p>	<p>2. Issues charge slip/order of payment</p> <p>I. Blood Examinations</p> <p>a. Complete Blood Count (CBC)</p> <p>b. Platelet</p> <p>c. Hemoglobin/Hematocrit</p> <p>d. White Blood Cell (WBC)</p> <p>e. Clotting Time /Bleeding Time (CTBT)</p> <p>f. Peripheral Smear</p> <p>g. Malaria Smear</p> <p>II. Blood Chemistry</p> <p>a. Fasting Blood Sugar (FBS)</p> <p>b. Blood Urea Nitrogen (BUN)</p> <p>c. Creatinine</p> <p>d. Blood Uric Acid</p> <p>e. Cholesterol</p> <p>f. Triglyceride</p> <p>g. High-Density Lipoprotein/Low-Density Lipoprotein (HDL/ LDL)</p> <p>h. Serum Glutamic-Oxaloacetic Transaminase (SGOT)</p> <p>i. Serum Glutamic Pyruvic Transaminase (SGPT)</p> <p>III. Microscopy</p> <p>a. Urinalysis</p> <p>b. Fecalalysis</p> <p>IV. Blood Banking & Serology</p> <p>a. Blood Typing (ABO-Rh)</p> <p>b. Hepa B Surface Ag</p> <p>c. HIV Screening Test</p>	<p>I. Blood Examinations</p> <p>a. PHP 85.00</p> <p>b. PHP 85.00</p> <p>c. PHP 70.00</p> <p>d. PHP 80.00</p> <p>e. PHP 80.00</p> <p>f. PHP 80.00</p> <p>g. None</p> <p>II. Blood Chemistry</p> <p>a. PHP 85.00</p> <p>b. PHP 85.00</p> <p>c. PHP 85.00</p> <p>d. PHP 85.00</p> <p>e. PHP 85.00</p> <p>f. PHP 150.00</p> <p>g. PHP 350.00</p> <p>h. PHP 150.00</p> <p>i. PHP 150.00</p> <p>III. Microscopy</p> <p>a. PHP 50.00</p> <p>b. PHP 50.00</p> <p>IV. Blood Banking & Serology</p> <p>a. PHP 85.00</p> <p>b. PHP 160.00</p> <p>c. None</p>	<p>2 minutes</p>	<p>Medical Technologist III Technical Division</p>
	<p>V. Microbiology</p> <p>a. Gram Staining</p> <p>b. Wet Smear</p> <p>c. Slit Skin Smear (Leprosy)</p> <p>d. Acid Fast Bacilli (AFB)</p>	<p>V. Microbiology</p> <p>a. PHP 75.00</p> <p>b. PHP 50.00</p> <p>c. None</p> <p>d. None</p>		<p>Medical Technologist III Technical Division</p>



3. Takes the OR from PHO	3. Issues Official Receipt to the client	None	2 minutes	<i>Administrative Assistant II Technical Division</i>
4. Proceeds to clinical laboratory for specimen collection	4. Collects specimen for testing	None	2 minutes	<i>Medical Technologist III Technical Division</i>
5. Waits for the releasing of lab result	5. Releases the result to the client	None	1 hour	<i>Medical Technologist III Technical Division</i>
	TOTAL:		1 hour ,8 minutes	



JOSE C. PAYUMO JR. MEMORIAL HOSPITAL

EXTERNAL SERVICES



1. Patient Triage				
Early identification and separation of suspected COVID-19 patients to prevent transmission and contamination of clean (non-COVID) areas.				
Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Triage Area			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist Hospital Card Patient Medical Record		Triage Area Records Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage	1.1 Interviews the purpose of visit. 1.2 If for consultation, categorizes patient condition (non-emergent, emergent, urgent) along with COVID-like symptoms 1.3 If emergent/urgent case, directs to the Emergency Room as endorsed by the nurse. 1.4 If non-emergent, follow the next step.	None	3 minutes	<i>Nurse I Triage Area</i>
2. Submits information on Health Declaration	2.1 Interviews the patient/ relative/ guest/ staff for signs and symptoms, exposure and travel history and completes the health declaration. 2.2 Signs the health declaration form. 2.3 If NOT for consultation, assists to identified concern department.	None	3 minutes	<i>Nurse I Triage Area</i>



3. Provides information on the creation of new medical record. (New Patient)	3. Creates medical record of the patient.	None	2 minutes	<i>Nurse I Triage Area</i>
4. Proceeds to Records section and presents the hospital card for the retrieval of old patient record. (Old Patient)	4. Retrieves old patient record of the previous consultation and treatment management done.	None	4 minutes	<i>Medical Records Clerk Records section</i>
5. Waits for the assessment of the nurse.	5. Conducts initial assessment, vital signs (temperature, pulse, oxygen saturation, blood pressure, weight) and history taking.	None	3 minutes	<i>Nurse I Triage Area</i>
6. Waits for endorsement.	6. Endorses the patient to Out Patient Department or Consultant clinic.	None	2 minutes	<i>Nurse I Triage Area</i>
TOTAL:		None	17 minutes	



2. Emergency Room: Consultation & Treatment

Area specializing in the acute care of patient who present without prior appointment; either by their own means or ambulance. The department provide initial treatment and immediate attention for a broad spectrum of illnesses and injuries .

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Emergency Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist, Patient Medical Record (New) Patient Medical Record (Old) Referral Form/ Hospital Chart		Triage Area Medical Records Section RHU or other hospital/clinic		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in the Triage	1. Assesses the patient' condition as emergent/ urgent and COVID and non-COVID case.	None	3 minutes	<i>Nurse I Triage Area</i>
2. Proceeds to the Emergency room and approaches the nurse.	2.1 Interviews the patients' complaint and past medical history. 2.2 Takes initial vital signs and refers to the doctor.	None	7 minutes	<i>Nurse I Emergency Department</i>
3. Waits for the doctor's initial assessment.	3. Conducts thorough assessment and suggests appropriate treatment management.	None	20 minutes	<i>Medical Officer I Emergency Department</i>
4. Receives initial treatment/ management	4. Provides prompt and appropriate medical management and treatment to stabilize patient condition	None	1 hour	<i>Nurse II Emergency Department</i>
5. Waits for the advised plan of care/ treatment	5. Explains the patients' condition and advises patient to be admitted/ discharge/ referred to a higher facility.	None	15 minutes	<i>Medical Officer I Emergency Department</i>
6. Decides on compliance on the appropriate treatment options presented.	6. Admits, discharges, or refers the patient to a higher facility as needed.	None	15 minutes	<i>Medical Officer I Emergency Department</i>
TOTAL:		None	2 hours	



3. Emergency Room: Consultation, Diagnostics and Treatment

Area specializing in the acute care of patient who present without prior appointment; either by their own means or ambulance. The department provide initial treatment and immediate attention for a broad spectrum of illnesses and injuries .

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Emergency Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist, Patient Medical Record (New) Patient Medical Record (Old) Referral Form/ Hospital Chart		Triage Area Medical Records Section RHU or other hospital/clinic		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Arrives in the Triage	1. Assesses the patient' condition as emergent/ urgent and COVID and non-COVID case.	None	3 minutes	<i>Nurse I Triage Area</i>
2. Proceeds to the Emergency room and approaches the nurse.	2.1 Interviews the patients' complaint and past medical history. 2.2 Takes initial vital signs and refers to the doctor.	None	7 minutes	<i>Nurse II Emergency Department</i>
3. Waits for the doctor's initial assessment.	3.1 Conducts thorough assessment and suggests appropriate treatment management. 3.2 Requests diagnostic examination for differential diagnosis.	None	15 minutes	<i>Medical Officer III Emergency Department</i>



4. Waits for the diagnostic procedure to be done	4.1 Completes and forwards request to appropriate department. 4.2 Collects blood sample; performs x-ray procedure.	None	40 minutes	<i>Nurse I Medical Technologist and/or Radiologic Emergency Department</i>
5. None	5. Retrieves old medical record/chart of patient by the relative to the Medical Record Section.	None	10 minutes	<i>Medical Records Clerk Records Section</i>
6. Receives initial treatment/management	6. Provides prompt and appropriate medical management and treatment to stabilize patient condition.	None	1 hour	<i>Medical Officer III Nurse II Emergency Department</i>
7. Waits for diagnostic findings and/or effect of initial treatment	7. Gathers and interprets result of diagnostic tests, makes diagnosis and monitors the response of the patient to the initial treatment.	None	1 hour	<i>Medical Officer III Nurse II Emergency Department</i>
8. Waits for the advised plan of care/ treatment	8. Explains the patients' condition and advises patient to be admitted/ discharge/ referred to a higher facility.	None	15 minutes	<i>Medical Officer III Emergency Department</i>
9. Decides on compliance on the appropriate treatment options presented.	9. Admits, discharges, or refers the patient to a higher facility as needed.	None	15 mins	<i>Medical Officer III Emergency Department</i>
TOTAL:		None	3 hours, 45 minutes	



4. Out Patient Department: Consultation

Area that provides non-urgent diagnosis and care, and follow-up for patients.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Out Patient Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Form Patient Medical Record, Old Laboratory and X-ray Results		Triage Area Medical Records Section Laboratory and Radiology Department		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Out Patient Department, submits the medical record and waits to be called by the nurse.	1. Receives the medical record, arrange the patients by number.	None	2 minutes	<i>Nurse I Out Patient Department</i>
2. Waits for secondary assessment and history taking.	2. Conducts secondary assessment, vital signs, and history taking.	None	8 minutes	<i>Nurse I Out Patient Department</i>
3. Waits for consultation to the doctor.	3. Conducts medical assessment and provide plan of care for the patient.	None	20 minutes	<i>Medical Officer III Out Patient Department</i>
4. Waits for the prescribed medications and other instructions of treatment plan.	4. Issues prescription of needed medications and explain to the patient and relative.	None	10 minutes	<i>Medical Officer III Out Patient Department</i>
5. None	5. Provides health teachings.	None	5 minutes	<i>Nurse I Out Patient Department</i>
		None	45 minutes	



5. Out Patient Department: Consultation

Area that provides non-urgent diagnosis and care, and follow-up for patients.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Form Patient Medical Record, Old Laboratory and X-ray Results		Triage Area Medical Records Section Laboratory and Radiology Department		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Out Patient Department, submits the medical record and waits to be called by the nurse.	1. Receives the medical record, arrange the patients by number.	None	2 minutes	<i>Nurse I Out-Patient Department</i>
2. Waits for secondary assessment and history taking.	2. Conducts secondary assessment, vital signs, and history taking.	None	8 minutes	<i>Nurse I Out-Patient Department</i>
3. Waits for consultation to the doctor.	3. Conducts medical assessment and provide plan of care for the patient.	None	20 minutes	<i>Medical Officer I/ Medical Officer III Out-Patient Department</i>



4. Takes the laboratory request and proceeds to the Laboratory for blood tests and to Radiology department for x-ray procedures.	4. Collects blood sample; performs x-ray procedure	None	1 hour, 30 minutes	<i>Medical Technologist and/or Radiologic Technologist Laboratory/Radiology Department</i>
5. Brings the laboratory results or x-ray findings to OPD department for interpretation and management.	5. Interprets the diagnostic results and provide treatment plan as based on the patients' diagnosis.	None	15 minutes	<i>Medical Officer I/ Medical Officer III Out-Patient Department</i>
6. Waits for the prescribed medications and other instructions of treatment plan.	6. Issues prescription of needed medications and explain to the patient and relative. Provides health teachings.	None	10 minutes	<i>Medical Officer I/ Medical Officer III Nurse I Out-Patient Department</i>
7. May go home if advised. Transfers to Emergency Room assisted by nurse if for admission or transfer to higher facility.	7. Advises patient to be admitted/ discharge/ referred to a higher facility if necessary.	None	10 minutes	<i>Medical Officer I/ Medical Officer III Out-Patient Department</i>
TOTAL		None	2 hours, 35 minutes	



6. Admission

Admission of patient to a facility as an In-Patient for continuity of medically necessary and appropriate care and treatment of an illness or injury.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Emergency Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Record with endorsement for admission Laboratory and/or Radiology Results Referral form Valid Identification Card		Out Patient Department/ Consultant Clinic Laboartory/ Radiology Department RHU/ other clinics Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds in the Emergency Room and willing to comply with the treatment plan and be admitted. Submits the medical records.	1. Receives all the necessary medical records from the patient. Takes vital signs, assesses, and refers the patient to the doctor.	None	10 minutes	<i>Nurse I Emergency Department</i>
2. Wait for the doctor's explanation of treatment plan and sign the informed consent.	2. Explains to the patient and/or immediate relative/ legal guardian the diagnosis and treatment plan of and ask them to sign the informed consent as a proof of approval and understanding.	None	10 minutes	<i>Medical Officer III Emergency Department</i>
3. Occupies bed and waits for the nurse to carry out the doctors' orders on the plan of care.	3. Accomplishes the patient chart. Completes the Doctor's Order Sheet for the medical care and treatment plan.	None	20 minutes	<i>Medical Officer III Emergency Department</i>



4. Provides accurate personal information; present valid identification card if available.	4. Completes all other personal information for encoding in iHOMIS Database and Patient Chart.	None	5 minutes	<i>Nurse I Emergency Department</i>
5. Cooperates with administration of medicines and other needed procedures.	5. Performs initial venoclysis, administer medications and other nursing procedures.	None	30 minutes	<i>Nurse II Emergency Department</i>
6. Waits for the completion of patients chart.	6. Completes patient chart and documents all treatment and management done.	None	10 minutes	<i>Nurse II Emergency Department</i>
7. Awaits transfer to designated ward.	7.1 Transports patient via stretcher/ wheelchair. 7.2 Endorses patient to Ward Nurse for continuity of care.	None	10 minutes	<i>Utility Worker Emergency Department</i> <i>Nurse I Emergency Department</i>
TOTAL:		None	1 hour ,35 minutes	



7. Discharge

Discharge procedure for may go home (MGH), home against medical advice (HAMA), and/or transfer.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Covid Isolation Ward/OB-GYNE Ward/Surgery Ward/Medical-Pedia Ward			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Discharge Clearance Itemized Billing Statement CSF, CF1 Summarized Statement of Account Official Receipt/ Guarantee Letter/ Discharge Clearance		Nurse Station Billing Section PhilHealth Office Billing Section Cashier/ Social Services/ Billing Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the doctors' advise of may go home. 1.1 Insists on going home against medical advise; must sign the waiver.	1. Examines by the resident on duty and orders May Go Home with home medications and instructions. 1.1 Orders Home Against Medical Advise (HAMA) if the patient and relative still insist to go home after doctors' explanation and signs on the chart and writes a waiver.	None	15 minutes	<i>Medical Officer Covid Isolation Ward/ OB-GYNE Ward/ Surgery Ward/Medical-Pedia Ward</i>
2. Waits for the nurse to process discharge.	2. Carries out doctor's order and updates disposition of patient on iHOMIS database. Prepares the discharge clearance form and client satisfaction survey form, then distributes to patients' relatives.	None	10 minutes	<i>Nurse I Covid Isolation Ward/ OB-GYNE Ward/ Surgery Ward/Medical-Pedia Ward</i>



3. Goes to Nursing Station to return the linen.	3. Receives and document the returned linen; signs the discharge clearance. Tallies all oxygen consumption report and attaches in the clearance.	None	5 minutes	<i>Nursing Attendant Nurse I Covid Isolation Ward/ OB-GYNE Ward/ Surgey Ward/Medical- Pedia Ward</i>
4. Goes to Nursing Station to get the unused medicines or supplies.	4. Checks the medication box for any unused medicines and medical supplies to be given to patients' relatives.	None	7 minutes	<i>Nurse I Covid Isolation Ward/ OB-GYNE Ward/ Surgey Ward/Medical- Pedia Ward</i>
5. Proceeds to Pharmacy to return the unused medicines and supplies.	5. Receives the unused medicine and supplies, verify incurred charges and signs the discharge clearance.	None	10 minutes	<i>Pharmacist Pharmacy Department</i>
6. Proceeds to Laboratory to check incurred charges for blood tests, newborn screening/ blood consumption.	6. Verifies incurred charges for blood tests, newborn screening/ blood consumption and signs the discharge clearance.	None	10 minutes	<i>Medical Technologist/ Laboratory Aide Laboratory Department</i>
7. Proceeds to Billing Section for initial billing procedure.	7. Makes a copy of the itemized billing statement and gives it to patients' relative.	None	10 minutes	<i>Billing Clerk Billing Section</i>
8. Proceeds to PhilHealth to check Philhealth eligibility.	8. Validates eligibility of patient to avail PhilHealth benefits.	None	10 minutes	<i>PhilHealth Clerk Philhealth Section</i>



9. Proceeds to Social Worker to check eligibility for social assistance.	9. Validates eligibility of patient to avail social assistance.	None	10 minutes	<i>Social Welfare Officer Medical Social Work</i>
10. Proceeds to Billing for issuance of Final Statement of Account.	10. Validates if payment is still needed and issues the final statement of account. Signs the discharge clearance.	None	10 minutes	<i>Billing Clerk Billing Section</i>
11. Proceeds to Cashier to pay the prescribed amount noted in clearance	11. Collects the prescribed amount and issues official receipt.	Varies	8 minutes	<i>Cashier Cashier Section</i>
12. Returns to Nurse Station and give one copy of the discharge clearance.	<p>12.1 Validates the completeness of Discharge Clearance.</p> <p>12.2 Instructs patient and/or relative on medications and follow-up consultation.</p> <p>12.3 Removes patient's contraptions and collects the client satisfaction survey.</p> <p>12.4 Collects the completed discharge clearance and cuts the patient ID band prior to exit.</p>	None	10 minutes	<i>Nurse I / Nursing Attendant Covid Isolation Ward/ OB-GYNE Ward/ Surgey Ward/Medical- Pedia Ward</i>
13. None	<p>13.1 Transports the patient for discharge via wheelchair to be sent home.</p> <p>13.2 Collects the completed discharge clearance and cuts the patient ID band prior to exit.</p>	None	10 minutes	<i>Utility Worker Security Guard Covid Isolation Ward/ OB-GYNE Ward/ Surgey Ward/Medical- Pedia Ward</i>
TOTAL:		Varies depending on all incurred charges	2 hours, 5 minutes	



8. Surgery, Emergency

This procedure covers from the initial contact (consultation), performance of diagnostic exams and swab, clearance, admission, and actual performance of surgery to recovery room.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Emergency Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration, Patient Medical Record (Old) Diagnostic Exam Results		Triage Laboratory and Radiology		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in the Triage.	1. Categorizes patient as non-COVID, non-urgent case and creates patient medical record	None	10 minutes	<i>Nurse I Triage Area</i>
2. Proceeds to Consultation Clinic.	2. Conducts assessment and history taking and advises patient the need to undergo emergency surgery.	None	30 minutes	<i>Medical Specialist Out-patient Department</i>
3. Decides to continue with surgery.	3. Explains the procedure to the patient and relative, completes the history and doctors' order	None	30 minutes	<i>Medical Specialist Out-patient Department</i>



4. Transfers to Emergency Room for admission.	4. Performs admission procedure and notifies Operating Room, Surgeon, and Anesthesiologist for the surgery case	None	30 minutes	<i>Nurse II Emergency Department</i>
5. Occupies bed in the ward.	5. Performs pre operative protocols and procedure, and administers pre operative medications.	None	30 minutes	<i>Nurse II Surgery Ward</i>
6. Awaits transfer to operating Room.	6. Endorses the patient to Operating room. 6.1 Transports the patient to Operating Room after proper coordination.	None	15 minutes	<i>Nurse I Surgery Ward Utility Worker Surgery Ward</i>
7. Occupies the OR table.	7. Performs surgery in strict infection control protocol wearing level 3/4 PPE.	None	4 hours	<i>Surgeon, Anesthesiologist, Assistant Surgeon, Scrub Nurse, Circulating Nurse (Nurse I/ Nurse II) Emergency Department</i>
8. Awaits transfer to Post Anesthesia Care Unit	8. Transports to Post Anesthesia Care unit. Monitors patient condition.	None	3 hours	<i>Utility Worker Nurse I Operating Room Department</i>
TOTAL:		None	9 hours, 25 minutes	



9. Surgery, Elective

This procedure covers from the initial contact (consultation), performance of diagnostic exams and swab, clearance, admission, and actual performance of surgery to recovery room.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/Out-Patient Department / Emergency Room
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration, Patient Medical Record (Old) Diagnostic Exam Results		Triage Laboratory and Radiology		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in the Triage.	1. Categorizes patient as non-COVID, non-urgent case and creates patient medical record	None	10 minutes	<i>Nurse I Triage Area</i>
2. Proceeds to Consultation Clinic.	2. Conducts assessment and history taking and advises patient the need to undergo surgery	None	30 minutes	<i>Medical Specialist Nurse I Out-Patient Department</i>
3. Waits for the schedule of swab test or rapid antigen test and other laboratory tests.	3. Schedules patient to undergo NPS/OPS and other diagnostic exams for clearance.	Swab: PHP 2,800 (may be covered by PhilHealth)	2 days	<i>Medical Specialist Out-Patient Department</i>
4. Returns to the Consultant Clinic with complete laboratory results.	4. Provides secondary consultation for CP Clearance and schedules for surgery.	None	30 minutes	<i>Medical Specialist Out-Patient Department</i>



5. Proceeds to emergency Room for admission.	5. Performs admission procedure and notifies Operating Room, Surgeon, and Anesthesiologist for the surgery case	None	45 minutes	<i>Nurse I Emergency Department</i>
6. Awaits transfer to surgery ward.	6.1 Transports the patient to ward via wheelchair. 6.2 Endorses the patient to ward.	None	15 minutes	<i>Utility Worker Emergency Department</i> <i>Nurse I Emergency Department</i>
7. Occupies bed in the ward.	7. Performs pre operative protocols and procedure, and administers pre operative medications	None	1 day	<i>Nurse I Surgery Ward</i>
8. Waits for the assessment of the anesthesiologist.	8. Performs pre-anesthetic assessment prior to surgery	None	25 minutes	<i>Anesthesiologist</i>
9. Awaits transfer to operating Room.	9. Endorses the patient to Operating room. 9.1 Tranports the patient to Operating Room after proper coordination.	None	25 minutes	<i>Nurse I Emergency Department</i> <i>Utility Worker Emergency Department</i>
10. Occupies the OR table.	10. Performs surgery in strict infection control protocol wearing level 3/4 PPE.	None	4 hours	<i>Surgeon, Anesthesiologist, Assistant Surgeon, Scrub Nurse, Circulating Nurse (Nurse I/ Nurse II) Emergency Department</i>
11. Awaits transfer to Post Anesthesia Care Unit	11. Transports to Post Anesthesia Care unit. Monitors patient condition.	None	3 hours	<i>Utility Worker Nurse I Emergency Department</i>
TOTAL: PHP 2800			3 days, 10 hours	



10. Normal Spontaneous Vaginal Delivery

Covers from the period when patient experienced her first labor pains, admission, delivery of the newborn and placenta.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Delivery Room
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist, Patient Medical Record (Old) Patient Chart Partograph Delivery Room Record		Triage Labor/Delivery Room Labor Room Delivery Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage	1.1 Categorizes patient as non-COVID case and creates patient medical record. 1.2 Retrieves old patient record to the Records section.	None	7 minutes	<i>Nurse I Triage Area</i>
2. Waits for transport to Delivery Room (DR).	2. Endorses the patient and her vital signs to the Delivery Room nurse and midwife. Transports to Delivery Room via wheelchair.	None	8 minutes	<i>Nurse I Utility Worker Delivery Room</i>
3. Arrives in the Delivery Room.	3. Re-assesses blood pressure of patient and verifies complaint and history.	None	8 minutes	<i>Nurse I Delivery Room</i>



4. Position to the DR table.	<p>4. Performs initial internal examination (IE) and assessment.</p> <p>4.1 For patient under active phase of labor (cervical dilatation of 4cm and above), proceeds to admission procedure.</p> <p>4.2 For patient under latent phase of labor (cervical dilatation of less than 4cm) sends home or in the waiting area with proper instructions.</p> <p>4.3 Conducts secondary assessment and cervical dilatation, vital signs, and history taking.</p>	None	10 minutes	<p><i>Obstetrician Delivery Room</i></p> <p><i>Nurse I Delivery Room</i></p> <p><i>Midwife Delivery Room</i></p>
5. Signs the informed consent for admission and transfer to Labor Room assisted by nurse.	5. Completes patients' chart with doctors orders. Carries out doctors orders.	None	15 minutes	<i>Obstetrician Nurse I Delivery Room</i>
6. Monitors feeling of contractions and report if contractions become stronger and persistent.	6. Monitors progress of labor, fetal heart tone, fetal movement, and vital signs every 30 mins or as needed.	None	4 hours	<i>Nurse I Delivery Room</i>
7. Verbalizes strong and regular contractions, or feeling of rupture of bag of water.	7. Performs internal examination. If fully dilated, patient is transported to Delivery Room.	None	7 minutes	<i>Midwife Delivery Room</i>



8. Occupies the DR table.	8. Assists patient in positioning to DR table.	None	5 minutes	<i>Nurse I Delivery Room</i>
9. Follows the instructions given by nurse/ midwife.	9.1 Assists patient on the delivery of the newborn following strict infection control wearing level 3/4 PPE. 9.2 Assists on the delivery of the placenta and assesses its completeness and integrity.	None	1 hour	<i>Nurse I Delivery Room Midwife Delivery Room</i>
10. Cooperates with the administration of medications and other procedures.	10.1 Administers prescribed medication and treatment. 10.2 Assesses for perineal laceration and repairs it.	None	20 minutes	<i>Nurse I Delivery Room Midwife Delivery Room</i>
11. Transfers to bed and reports if there is profuse vaginal bleeding.	11. Monitors vitals signs and signs of profuse bleeding.	None	2 hours	<i>Nurse I Delivery Room</i>
12. Awaits completion of monitoring and transfer to ward.	12. Documents all procedures, completes monitoring and endorses to ward for continuity of care.	None	15 minutes	<i>Nurse Delivery Room</i>
TOTAL:		None	8 hours, 35 minutes	



11. Essential Newborn Care

Essential newborn care is the care provided to the newborn after birth within the delivery room by skilled personnel which includes drying and stimulating, assessing breathing, cord care, skin-to-skin contact, initiating exclusive breastfeeding, eye care, vitamin K provision, place of identification band and weighing.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Delivery Room
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Chart, Patient Medical Record Maturity Rating NBS and NBHST Request		Delivery Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Awaits for the baby.	1. Catches the baby and places under the mother's abdomen	None	1 minute	<i>Nurse I Delivery Room</i>
2. Receives and holds the baby well maintaining skin to skin contact.	2. Dries the newborn thoroughly using a clean cloth by wiping the eyes, face, head, front and back, arms, and legs	None	1 minute	<i>Nurse I Delivery Room</i>
3. Observes her baby's cry.	3. Assesses newborn if breathing, if not, may perform ventilation or suctioning	None	1 minute	<i>Nurse I Delivery Room</i>
4. Maintains skin to skin contact with the baby.	4. If newborn is breathing and crying, places the newborn in prone position on mother's abdomen and covers with dry blanket and bonnet and places identification band on ankle.	None	3 minutes	<i>Nurse I Delivery Room</i>



12. Hemodialysis

Hemodialysis is a treatment to filter wastes and water from a patient's blood.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Dialysis Department

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist Patient Medical Record, Treatment Sheet		Triage Nurse Dialysis		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds in the Triage.	1. Categorizes patient as non-COVID case and creates patient medical record.	None	8 minutes	<i>Nurse I Triage Area</i>
2. Proceeds to Dialysis and awaits preparation of machine.	2. Prepares the machine and mixes the solution.	None	40 minutes	<i>Dialysis Technician Dialysis Department</i>
3. Cooperates with the hemodialysis treatment procedure.	3. Performs hemodialysis treatment and monitor its progress and patients' vital signs.	None	6 hours	<i>Nurse I Dialysis Department</i>
4. Consults to the doctor if with problems during hemodialysis treatment.	4. Assesses and performs consultation if needed.	None	20 minutes	<i>Medical Officer III Dialysis Department</i>
5. The relative of patient process the patients' billing and discharge.	5. Assists with billing and discharge procedures.	None	40 minutes	<i>Billing Clerk, PhilHealth Clerk, Cashier, Social Welfare Officer Dialysis Department</i>
TOTAL:		None	7 hours, 48 minutes	



13. Dental

This department primarily focus on the dental health of patient. It provide dental consultation and tooth extraction.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Dental Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist Dental Record		Triage Dental Clinic		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives to Triage.	1. Categorizes patient as non-COVID case and creates patient medical record	None	7 minutes	<i>Nurse I Triage Area</i>
2. Receives number and proceeds to Dental Clinic.	2. Arranges the patient by number and assists them to the waiting area in the Dental Clinic.	None	3 minutes	<i>Security Guard Admin</i>
3. Awaits for your number to be called for initial assessment.	3. Registers patient in the logsheet and creates/ retrieves dental record. Also, interviews patient history and takes vital signs.	None	10 minutes	<i>Dental Aide Dental Department</i>



4. Awaits for your turn for consultation.	4. Performs dental assessment and consultation and may send patient for tooth extraction.	None	25 minutes	<i>Dentist Dental Department</i>
5. Buys dental supplies in the pharmacy and pay dental fee in the Cashier, if for tooth extraction:	5. Instructs the patient / relative to buy dental supplies in the pharmacy and pays dental fee.	None	10 minutes	<i>Pharmacist Pharmacy Cashier Cashier Section</i>
6. Occupies the dental chair and cooperates with tooth extraction.	6. Performs tooth extraction and check for signs of complication.	PHP 150	60 minutes	<i>Dentist Dental Department</i>
7. None	7. Instructs patients for home medications and instructions.	None	5 minutes	<i>Dentist Dental Department</i>
TOTAL:		PHP 150	2 hours	



14. ARV Refill

This covers the refill of Antiretroviral (ARV) Treatment for HIV & Hepa B Treatment Hub patient.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital / HIV & Hepa B Treatment Hub			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist Patient Medical Record ARV Treatment Card		Triage HEARTH Unit		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in the Triage.	1. Categorizes patient as non-COVID case and creates patient medical record.	None	7 minutes	<i>Nurse I HIV & Hepa B Treatment Hub</i>
2. Proceeds to HEARTH Unit. Present ARV Treatment Card.	2. Retrieves patient medical record.	None	8 minutes	<i>Nursing attendant I HIV & Hepa B Treatment Hub</i>
3. Cooperates with adherence counselling and verbalizes concerns.	3. Performs adherence counseling and assesses patient current medical condition and compliance.	None	30 minutes	<i>Nurse I HIV & Hepa B Treatment Hub</i>
4. Awaits for the ARV refill.	4. Refills pill bottle and other medications.	None	15 minutes	<i>Nurse I HIV & Hepa B Treatment Hub</i>
5. None	5. Advises follow-up as prescribed on the date written on Treatment Card.	None	5 minutes	<i>Nurse I HIV & Hepa B Treatment Hub</i>
TOTAL:		None	1 hour, 5 minutes	

15. Dispensing of Medicines and Supplies

Covers the issuance of medicines and medical supplies of pharmacy.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital / Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription Charge Slip		Physician/ Dentist/ Nurse Pharmacy		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the Prescription for the needed medicines and supplies.	1.1 Issues prescription of medicines and supplies. 1.2 Instructs to proceed to Pharmacy to buy/ collect medicines and medical supplies.	None	5 minutes	<i>Medical Officer/ Dentist/Nurse Emergency or Out Patient Department</i>
2. Awaits for verification if medicines are available.	2. Verifies and collects available medicines and supplies.	None	5 minutes	<i>Pharmacist Pharmacy</i>
3. Awaits for the charge slip.	3. Logs patient in the iHOMIS database and issues charge slip.	None	5 minutes	<i>Pharmacist Pharmacy</i>



4. Proceeds to Cashier for payment.	4. Collects the prescribed amount and issues official receipt.	<p>Medicines:</p> <p>0.9% Saline, 50 ml. - 78.00</p> <p>0.9% Sodium Chloride for irrigation, 1 lit - 107.00</p> <p>A.T.S. 1,500 I.U. - 182.00</p> <p>A.T.S. 3,000 I.U. - 185.00</p> <p>Acetylcysteine 600mg tab - 46.00</p> <p>Activated Charcoal Sachet 100g - 256.00</p> <p>Acyclovir 200mg - 13.00</p> <p>Adenosine 3mg/ml - 1,389.00</p> <p>Allopurinol 300 mgt ab - 18.00</p> <p>Al (Mg OH) 225 mg tab - 3.00</p> <p>Amikacin 250mg/ml., 2ml. - 150.00</p> <p>Amino Acid + Sorbitol amp - 543</p> <p>Aminophylline 25 mg./ml. 10 ml. - 54.00</p> <p>Amiodarone 200 mg - 48.00</p> <p>Amiodarone 50mg/ml., 3 ml. amp - 384.00</p> <p>Amlodipine Besylate 10 mg. - 2.00</p> <p>Amlodipine Besylate 5 mg. - 1.50</p> <p>Amoxicillin 250 mg. cap. - 2.00</p> <p>Amoxicillin 250 mg/5ml., 60ml. - 34.78</p> <p>Amoxicillin 500 mg tab - 3.00</p> <p>Ampicillin+Sulbactam 500/250 mg. - 226.00</p> <p>Ampicillin 1g (IM, IV) - 26.00</p> <p>Ampicillin 250 mg. - 24.00</p> <p>Ampicillin 500 mg. - 16.00</p>	7 minutes	Cashier
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		Ampicillin 500 mg. - 16.00 Anti-Rabies Serum, (equine) Ascorbic Acid (Vitamin C) 500 mg Tab-2.00 Ascorbic Acid (Vitamin C) syrup, 60 ml. - 143.00 Ascorbic Acid (Vit. C) 250 mg/m amp - 52.00 Aspirin 80 mg. Tablet - 2.00 Atenolol 50 mg tab - 5.00 Atorvastatin 40 mg tab. - 7.00 Atorvastatin 80mg tab - 30.00 Atropine Sulfate 1mg/ml. - 130.00 Azithromycin 200 mg/5 ml, 15 ml. - 700.00 Azithromycin 500 mg - 54.00 Benzyl Penicillin Sodium 1M unit - 20.00 Benzyl Penicillin Sodium 5M unit - 35.95 Betahistine tab. 16 mg. - 20.00 Betahistine tab. 24 mg. - 71.50 Bisacodyl 10 mg. supp. - 98.00 Bisacodyl 5 mg. supp. - 52.00 Budesonide 250mcg/ml., 2 ml. resp - 100.00		
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		Bupivacaine hcl. Heavy, 5 mg/ml. 4 ml. - 987.00 Butamirate citrate 500mg - 25.00 Calcium Gluconate 10% 10 ml. - 100.00 Captopril 25 mg. tablet - 4.00 Carbociestine 250 mg. syrup - 67.00 Carboprost 125 mg - 715.00 Castor oil 120 ml- 200.00 Carvedilol 6.25 mg. tab. - 13.00 Cefalexin 250 mg/5ml. Susp., 60 ml. - 42.90 Cefazolin 1 g (as soldium salt) - 143.00 Cefixime 200mg/100ml drops - 250.00 Ceftazidime 1 gram vial - 93.00 Ceftriaxone 1g vial - 41.00 Cefuroxime 500 mg. tablet - 42.00 Cefuroxime 750 mg vial - 53.00 Celecoxib 200 mg. capsule - 23.00 Cetirizine drop 10 ml- 71.00 Chloramphenicol 1 gram vial - 63.00 Chlorphenamine 10mg/ml., 1 ml. (IM/IV) - 34.00. Chlorpromazine 200 mg. tab. - 65.00 Chlorpromazine 25 mg./ ml. - 136.00 Cinnarizine 75 mg, oral - 164.00 Ciprofloxacin 2 mg/ml. sol. 100 ml. - 267.00		
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		<p> Ciprofloxacin 500 mg tab - 5.00 Clarithromycin 125 mg/5ml., 60 ml.-156.00 Clindamycin 150 mg/ ml. 4 ml. - 228.00 Clonidine 150 mcg. Tab - 16.00 Clopidogrel 75 mg. - 18.00 Cloxacillin 250 mg/5 ml. Syrup, 60 ml.- 54.00 Cloxacillin 500 mg (as sodium salt) - 48.00 Co-Amoxiclav 250 mg.5 ml. susp. 60ml. 350.00 Co-Amoxiclav 625 mg. - 24.00 D10% Water 1 liter - 102.00 D10% Water 500 ml. - 99.00 D5% 0.3% Nacl. 500 ml. - 93.00 D5% IMB 500 ml. - 93.00 D5% LRS 1 liter - 104.00 D5% Normosol M 1 liter - 104.00 D5% Normosol R 1 liter - 99.00 D5% NSS 1 liter - 86.00 D5% Water 1 liter - 96.00 D5% Water 250 ml. - 219.00 D5% Water 500 ml. - 91.00 Dexamethasone 4mg/ml., 2 ml. (amp/vial) - 60.00 Dextran 70% Water, 500 ml. - 974.00 </p>		
		<p> Diazepam 10 mg/ 2 ml. amp. - 187.00 Digoxin 250 mcg/mL, 2 ml. - 323.00 Diphenhydramine 50mg/ml. amp - 74.00 Distilled Water for inj. 50 ml. - 78.00 Dobutamine 12.5mg/ml., 20 ml. (IV) - 771.00 Dobutamine 12.5mg/ml., premixed - 1234.00 Dopamine 40 mg/ml.,5ml. - 100.00 Doxycycline 100 mg cag (as Hydrate) - 19.50 Dydrogesterone 10 MG TAB - 5.3.00 Enoxaparin 4,000 iu - 660.00 Enoxaparin 6,000 iu- 990.00 Ephedrine 50mg/ml. 1 ml. -108.00 Epinephrine amp.1 mg/ml., 1 ml - 85.00 Epoetin Alfa 4000 IU/0.4 ml. - 845.00 Famotidine 20 mg tab - 26.00 Fenofibrate 200 mg. cap. - 23.00 Fentanyl 50 mcg, 2 ml. amp - 139.00F Fluticasone + Salmeterol 50 mcg + 25 mcg. Fluticasone Propionate 25mcg inhaler- 216.00 Furosemide 10 mg. / ml. 2 ml. - Furosemide 40 mg. tablet </p>		

		Gabapentin 300 mg. - 32.00 Gentamycin 40 mg/mL, 2ml. - 34.00 Gliclazide 80 mg tab - 6.00 Heparin Sodium 1000 IU/ml. 5 ml. - 83.00 Hexitidine 60 ml. Hydralazine 20mg/ml., 1` ml. - 339.00 hydrochlorthiazide 25 mg.- 4.00 Hydrocortisone 100mg. Vial- 91.00 Hydrocortisone 250 mg vial - 120.00 Hydroxyzine 10mg tab - 31.00 Hydroxyethyl starch 6% sol. 500 ml.- 900.00 Hyoscine 10 mg tab - 8.00 Hyoscine N-Butyl Bromide 20mg/ml - 75.00 Ibuprofen 200 mg/5 ml., 60 ml. - 130.00 Ibuprofen 400 mg. - 10.00 Ipratropium + Salbutamol 500mcg /2.5mg/2.5ml Isoflurane 100%inhalation - 99.00 Isosorbide Dinitrate 1 mg./ml. 10 ml. - 862.00 Isosorbide Dinitrate 5 mg. SL Tablet - 27.00		
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		Isosorbide-5-Mononitrate 30 mg - 44.00 Isoxsupine Hcl. 10 mg. - 33.00 Isoxsuprine Hcl. 5mg/2ml. - 285.00 Ketamine Hcl. 50 mg/ml., 10 ml. - 289.00 Ketorolac 30 mg/ml. 1 ml.- 86.00 Lactulose 3.3g/5 ml. syrup 120 ml. - 174.00 Lagundi tab. 300 mg. - 3.00 Levofloxacin 500 mg - 63.00 Levothyroxine 50mcg - 11.00 Lidocaine 2%, 5 mL - 40.00 Lidocaine 2% 50 ml. vial - 130.00 Losartan 100 mg. tablet - 13.00 Losartan 50 mg. tablet - 7.00 Losartan HCTZ 50 mg. + 125 mg. - 20.00 Magnesium Sulfate 5 g vial- 102.00 Magnesium Sulfate 500 mg. / 2 ml. amp.- 54.00 Mannitol 500 ml. - 257.00 Mebendazole 100 mg/5ml. Susp., 60 ml.- 170.00 Mebendazole 500 mg tab. - 141.00 Mefenamic Acid 250 mg cap - 3.00 Mefenamic Acid 500 mg cap - 3.00		
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		Meperidine Hcl. 50 mg/ml., 2 ml. - 387.00 Metformin 500 mg tab- 3.00 Methyldopa 250 mg tab.- 27.00 Methylergometrine 200 mcg 1 ml.amp - 59.00 Methylergometrine Maleate 125 mcg.tab - 20.00 Methylprednisolone 4 mg/tab - 13.00 Metoclopramide 5 mg./2 ml. ampule- 17.00 Metoclopramide 10mg tab - 7.00 Metoprolol 100 mg Metoprolol 50 mg Metronidazole 500 mg IV - 144.00 Metronidazole 500 mg. tablet - 2.00 Midazolam 5mg/ml. 1 ml - 137.00 Montelukast 4mg tab - 15.00 Morphine SO4, 10 mg/ml., 1 ml. - 162.00 Mupirocin Ointment 2%, 15 g - Multi Vitamin + dextrose 550 ml. N-Acetyl Cysteine 200 mg. N-Acetyl Cysteine 600 mg. Nalbuphine Hcl. 10 mg/ml. 1 ml Naloxone 400 mcg/mL, 1 mL Ampule - 650.00		
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		Nicardepine ampule 1mg/ ml., 10 ml.- 350.00 Nifedipine 10 mg cap - 20.00 Norepinephrine 2 mg amp. - 728.00 Ofloxacin 200 mg. - 27.00 Omeprazole 20 mg. tablet - 13.00 Omeprazole 40 mg, 10 ml. with diluent- 173.00 Omeprazole 40 mg. tablet - 33.00 Oresol Sachet 20.5 g - 26.00 Oxytocin 10 I.U/ml, 1 ml. - 25.00 Paracetamol 100 mg/5ml. Drops, 15 ml.- 63.00 Paracetamol 125 mg (rectal) supp - 58.00 Paracetamol 125mg/5ml,60ml syrup- 65.00 Paracetamol 150mg/ml., 2 ml. (IM/IV) - 33.00 Paracetamol 250 mg. supp- 24.00 Paracetamol 250mg/5ml,60ml syrup- 80.00 Paracetamol 500 mg/tab. - 2.00 Phenobarbital 30 mg/bot.- 8.00 Phenytoin 100 mg. IV- 384.00 Phytomenadione 10mg/ml. - 29.00		
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		Plain LRS 1 liter - 111.00 Plain NSS 1 liter -111.00 Plain NSS 500 ml. - 104.00 Potassium Chloride 2 mEq/ mL, 20 mL Vial - 53.00 Potassium Chloride 750 mg. (as durules)- 59.00 Prednisone 10 mg./ml., 60 ml.- 364.00 Prednisone 20 mg tab - 20.00 Propofol 10mg/ml, 20 ml. - 691.00 Promethazine Hcl. amp - 21.00 Prophylthiouracil 50mg tab - 15.00 Propranolol 10mg - 16.00 Pyrantel + Oxantel Suspension- 220.00 Ranitidine 150 mg tab - 5.00 Ranitidine 25 mg/mL, 2ml. - 25.00 Rebamipide 25 mg / ml. 2 ml. Regular Insulin 100 IU/ml. 10 ml. - 845.00 Rosuvastatin 20mg - 42.00 Salbutamol 2 mg/ml,2.5 mg neb - 36.00 Salbutamol 100 mcg. / dose x 200 MDI- 201.00 Salbutamol 2 mg/5 ml. 60 ml. syrup - 40.00t		
5. Presents the Official Receipt and receives the procured medicines and supplies.	5, Gives the medicines and supplies after presentation of Official Receipt.	None	3minutes	Pharmacist Pharmacy
TOTAL:		Varies depending on all incurred charges	25 minutes	



16. Radiology - X-ray

X-ray, form of medical imaging, assists in the diagnosis and treatment of medical conditions.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Radiology Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Radiology Request Form Charge Slip Official Receipt/ Acknowledgement Receipt		Physician/ Nurse Radiology Cashier		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the x-ray request.	1. Issues request for imaging procedure and instructs/ assists to Radiology Department depending on the case of the patient.	None	7 minutes	<i>Medical Officer I/ Nurse Emergency or Out Patient Department</i>
2. Proceeds to Radiology department and presents the request.	2. Verifies patient's identity and completeness of data and logs in the iHOMIS database.	None	8 minutes	<i>Radiologic Technologist Radiology Department</i>
3. Awaits for the x-ray procedure.	3. Performs appropriate imaging procedure and processes the film.	None	40 minutes	<i>Radiologic Technologist Radiology Department</i>



<p>4. Receives the charge slip and proceeds to Cashier for payment.</p>	<p>4. Issues charge slip and instructs to pay to the Cashier.</p>	<p> **Chest PA - PHP 160.00 *Ankle APL - PHP 160.00 *Knee Bilateral AP only - PHP 160.00 *Apicolordotic View - PHP 160.00 *Chest AP - PHP 160.00 *Chest AP Sitting - PHP 160.00 *Arm (Humerus) APL - PHP 200.00 *Clavicle AP - PHP 200.00 * Elbow AP - PHP 200.00 *Scapula AP - PHP 200.00 *Shoulder AP - PHP 200.00 *Towne's View - PHP 180.00 * Water's View - PHP 180.00 * Wrist APL - PHP 200.00 *KUB - PHP 200.00 *Forearm APL -PHP 200.00 *Foot APL - PHP 200.00 *Foot APO - PHP 200.00 *Hand/Digit APL - PHP 200.00 *Hand/Digit APO - PHP 200.00 *Hip/Pelvic AP - PHP 200.00 * Knee APL - PHP 200.00 *Leg APL - PHP 200.00 </p>	<p>10 minutes</p>	<p> <i>Radiologic Technologist Radiology Department</i> <i>Cashier Cashier Section</i> </p>
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		*Leg APL - PHP 200.00 *Mandible APL - PHP 320.00 *Nasal Bone (R&L) - PHP 180.00 *Oscalsis view - PHP 200.00 *Pelvic (Frog Leg View) - PHP 200.00 *Femur/Thigh APL - PHP 200.00 *Thoracic Cage AP - PHP 170.00 *Zygomatic View -PHP 160.00 *Abdomen Lateral -PHP 185.00 *Abdomen Upright - PHP 185.00 *Babygram/ Fetus Gram -PHP 320.00 *Elbow Bilateral -PHP 400.00 *Clavicle Bilateral - PHP 340.00 *Forearm Bilateral - PHP 400.00 *Hand Bilateral - PHP 400.00 *Knee Bilateral - PHP 400.00 *Foot Bilateral - PHP 400.00 *Leg Bilateral - PHP 400.00 *Sacrum APL - PHP 320.00 *Shoulder APL - PHP 400.00 *Wrist Bilateral - PHP 400.00 *Chest Lateral Decubitus -PHP 160.00"		
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5. Presents the Official receipt and borrows the x-ray film to be brought to the requesting physician for initial reading.	5. Verifies the Official receipt and temporarily gives the x-ray film to the Emergency department with instruction to return it for official reading.	None	5 minutes	<i>Radiologic Technologist Radiology Department</i>
6. Returns the x-ray films and waits for the Official result.	6. Sends film to Radiologist for official reading of result then issues it to the patient.	None	5 minutes	<i>Radiologic Technologist Radiology Department</i>
TOTAL:		Varies depending on all incurred charges	1 hour, 5 minutes	



17. Clinical Laboratory

Clinical area focus on collection and processing of blood, serum, urine and stool for various diagnostic examinations

Office or Division:	Jose C. Payumo Jr. Memorial Hospital / Laboratory Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form Charge Slip Official Receipt/ Acknowledgement Receipt Laboratory Result		Physician/ Nurse Laboratory Cashier Laboratory		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the laboratory request.	1. Issues request for laboratory tests and sends to Laboratory Department.	None	5 minutes	<i>Physician/ Nurse Emergency or Out Patient Department</i>
2. Proceeds to Laboratory department and present the laboratory request.	2. Verifies patient's identity and completeness of data and logs in the iHOMIS database.	None	8 minutes	<i>Medical Technologist Clinical Laboratory Department</i>
3. Awaits for specimen collection and processing.	3.1 Collects specimen (blood). 3.2 Instructs the patient to properly collect specimen like urine and stool. 3.3 Processes the sample/specimen appropriately.	None	4 hours	<i>Medical Technologist Clinical Laboratory Department</i>



<p>4. Receives the charge slip and proceeds to Cashier for payment.</p>	<p>4. Issues charge slip and instructs to pay to the Cashier.</p>	<p>"A. All Stat Procedures - Depends on the procedure B. Clinical Microscopy * Routine Urinalysis - PHP 50.00 * Routine Fecalalysis -PHP 50.00 * Occult Blood -150.00 * Pregnancy Test -100.00 C. Hematology *CBC - 200.00 * Platelet Count -100.00 * CT BT - 100.00 * Protine (PT) - 500.00 * Activated Partial Thromboplastine Time (APTT) - 500.00 * Malarial Smear - Non-Charge D. Blood Chemistry *RBS (Capillary Blood - 100.00 Glucose) * FBS -100.00 * BUN - 100.00 * Creatinine - 100.00 * Cholesterol - 100.00 * Blood Uric Acid - 100.00 * Tryglycerides - 200.00 * HDL/LDL - 450.00 * SGOT - 200.00 * SGPT - 200.00 * Na, K, Cl package - 450.00 E. Microbiology * AFB Staining (Sputum) / Trugnat - Non-Charge * GRAM Staining - 100.00 * Wet Smear/ KOH - 100.00 F. Serology/ Blood Banking * ABO-Rh Typing - 170.00 * Hepa B Surface Ag - 160.00 * VDRL/ Syphilis - 200.00 * Rapid Screen Testing - Non-Charge * Dengue NS1 - Non-Charge * Dengue Duo -PHP 1,000.00 * Typhidot - PHP 500.00 * Cross Matching - PHP 300.00</p>	<p>10 minutes</p>	<p>Cashier</p>
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		<p>G. COVID Ag Test - PHP 400.00</p> <p>H. Special Examinations * Troponin I - PHP 850.00 * CK-MB - PHP 750.00 * PSA - PHP 800.00 * TSH - PHP 450.00 * T3 - PHP 450.00 * T4 - PHP 450.00 * fT3- PHP 450.00 * fT4 - PHP 450.00 * HbA1c - PHP 545.00</p> <p>I. Newborn Screening * Newborn Screening Test (Expanded) - PHP 1,800.00"</p>		
5. 5. Presents the Official receipt and obtains the results on the instructed time.	Verifies the Official receipt and release the results.	None	7 minutes	<i>Medical Technologist Clinical Laboratory Department</i>
TOTAL:		Varies depending on all incurred charges	4 hours and 30 minutes	



18. Swabbing

Detection of COVID-19 Disease can only be seen by performing OPS and NPS and submit for RT-PCR testing in a molecular laboratory.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Clinical Laboratory Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients, Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Case Investigation Form COVID-19, Laboratory Request Form PhilHealth Forms Valid ID and Birth or Marriage Certificate (1 photocopy)		Laboratory PhilHealth Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits information that are required.	1. Interviews the patient and fills-in the Case Investigation Form COVID-19, Laboratory Test Request Form, and other PhilHealth Forms including PBEF form.	None	20 minutes	<i>Nurse / Emergency or Out Patient Department</i>
2. Awaits for the schedule of swab test. 2.1 Returns to the Laboratory on the scheduled date and time.	2. Submits the forms for scheduling of patient of for swab test. 2.1 Verifies the completeness of forms and attachments; then provide schedule.	None	5 minutes	<i>Nurse Emergency or Out Patient Department Medical Technologist Clinical Laboratory Department</i>
3. None	3. Attaches unique barcode on the forms and encodes all data in the Bataan - BGHMC Online Referral System.	None	10 minutes	<i>Medical Technologist Clinical Laboratory Department</i>



4. None	4. Verifies the completeness of all forms.	PHP 2800 (1)	1 day	BGHMC
5. Proceed to Laboratory's designated swabbing area on the scheduled date and time.	5. Performs OPS and NPS following strict infection control procedure wearing a level 3/4 PPE.	None	15 minutes	Medical Technologist Clinical Laboratory Department
6. None	6. Submits the samples and all documentary requirements to BGHMC Molecular Laboratory.	None	1 hour	Clerk/ Medical Technologist Clinical Laboratory Department
7. Collects the result on the specified date and time.	7. Updates the system for the status of the result. Validates the result prior to official release and printing of result.	None	1 day	Nurse Emergency or Out Patient Department
TOTAL:		2,800	2 days, 1 hour, 50 minutes	



19. Hospital Certificate: Birth Certificate				
Covers the interview, encoding and releasing of birth certificate.				
Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card of Patient and Informant or (1 photocopy) Any two supporting documents of patients' identification. (1 photocopy) Marriage Contract (1 photocopy) CEDULA (1 original and 1 photocopy)		Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Records Section and checks the information of patient and informant.	1. Verifies the information written in the Birth certificate template collected daily from the wards. 1.1 Signs the form. (The initial information for birth certificate is obtained from mothers.)	None	7 minutes	<i>Medical Records Clerk Records Section</i>
2. Presents Cedula and Valid Identification Card then signs on the birth certificate.	2. Checks for the Cedula and Valid I.D. Asks the father to sign the template.	None	8 minutes	<i>Medical Records Clerk Records Section</i>
3. Awaits for the issuance Birth Certificate.	3. Encodes the information as verified.	None	10 minutes	<i>Medical Records Clerk Records Section</i>
4. Receives the Birth Certificate then proceed to Local Civil Registrar for Registration.	4. Issues the Birth and instructs the informant to proceed to Local Civil Registrar in the Municipal Office. 4.1 Signs the logbook and waiver form as a proof of receipt and details verification.	PHP 20	5 minutes	<i>Medical Records Clerk Records Section</i>
TOTAL:		PHP 20	30 minutes	



20. Hospital Certificate: Death Certificate

Covers the interview, encoding and releasing of death certificate.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Records Section

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card of Patient and Informant or Any two supporting documents of patients' identification (for verification purposes)		Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Records Section and checks the information of patient and informant.	1. Verifies the information written in the Death certificate template collected daily from the wards. Signs the form.	None	10 minutes	Medical Records Clerk Records Section
2. Presents a Valid I.D. or any supporting document for patients' identification and that of the informant.	2. Verifies details of patient.	None	5 minutes	Medical Records Clerk Records Section
3. Awaits for the issuance of Death Certificate.	3. Encodes the information as verified.	None	10 minutes	Medical Records Clerk Records Section
4. Receives the Death Certificate then proceed to Local Civil Registrar for Registration.	4.1 Issues the Death Certificate and instructs the informant to proceed to Local Civil Registrar in the Municipal Office. 4.2 Signs the logbook and waiver form as a proof of receipt and details verification.	None	5 minutes	Medical Records Clerk Records Section
TOTAL:		None	30 minutes	



21. Outgoing Referrals to Bataan General Hospital

Process of proper coordination and referral through use of service delivery network to Bataan General Hospital (BGH).

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Emergency Department

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form Discharge Clearance		Ward/ Emergency Room/ Delivery Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Decides on the advise of patients' transfer to higher facility. Signs the consent for transfer to hospital.	1. Orders transfer to a higher facility and explains the need for referral.	None	30 minutes	<i>Medical Officer I Emergency Department</i>
2. Waits for the approval of the higher facility to proceed with transfer.	2. Coordinates the referral either by accomplishing a written Referral Form, telephone call or use of Bataan-BGHMC Online Referral Form.	None	3 hours	<i>Medical Officer I Emergency Department</i>
3. Awaits transfer of patient to higher facility.	3. Carries out the doctor's order and notify the Ambulance Driver once approved.	None	10 minutes	<i>Nurse Emergency Department</i>
4. Proceeds to discharge process until the discharge clearance is signed and released.	4. Instructs the relative on the discharge process or if needs immediate transfer, the nurse assists the relative for discharge clearance	Ambulance Fee- PHP 500	15 minutes	<i>Nurse, Medical Technologist, Radiologic Technologist, Pharmacist, Billing Clerk, Cashier Emergency Department/ ADMIN Section</i>
5. Proceeds with transfer to the referral facility.	5. Transports the patient via ambulance. Monitors the patient during conduction and endorses all medical treatment and management to the referral facility.	None	30 minutes	<i>Ambulance Driver Nurse Emergency Department</i>
TOTAL:		PHP 500	4 hours, 25 minutes	



22. Outgoing Referrals to Jose B Lingad Memorial Hospital

Process of proper coordination and referral through use of service delivery network to Jose B. Lingad Memorial Hospital (JBLMH)

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Emergency Department

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form Discharge Clearance		Ward/ Emergency Room/ Delivery Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Decides on the advise of patients' transfer to higher facility. Signs the consent for transfer to hospital.	1. Orders transfer to a higher facility and explains the need for referral.	None	30 minutes	<i>Medical Officer I Emergency Department</i>
2. Waits for the approval of the higher facility to proceed with transfer.	2. Coordinates the referral either by accomplishing a written Referral Form, telephone call or use of Bataan-BGHMC Online Referral Form.	None	3 hours	<i>Medical Officer I Emergency Department</i>
3. Awaits transfer of patient to higher facility.	3. Carries out the doctor's order and notify the Ambulance Driver once approved.	None	10 minutes	<i>Nurse Emergency Department</i>
4. Proceeds to discharge process until the discharge clearance is signed and released.	4. Instructs the relative on the discharge process or if needs immediate transfer, the nurse assists the relative for discharge clearance	Ambulance Fee- 1,000	15minutes	<i>Nurse, Medical Technologist, Radiologic Technologist, Pharmacist, Billing Clerk, Cashier ADMIN Section</i>
5. Proceeds with transfer to the referral facility.	5. Transports the patient via ambulance. Monitors the patient during conduction and endorses all medical treatment and management to the referral facility.	None	1 hour	<i>Ambulance Driver Nurse Emergency Department</i>
TOTAL:		PHP 1000	4 hours and 55 minutes	



23. Billing

Covers and verifies all the incurred charges and prints the statement of account.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Billing Section

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Discharge Clearance		ER/Ward		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Discharge clearance.	1. Verifies the completeness of all incurred charges from the Discharge Clearance	None	5 minutes	<i>Billing Clerk Billing Section</i>
2. Proceeds to Philhealth	2. Applies applicable benefit based on the case rate of the final diagnosis and checks eligibility for Philhealth benefits.	None	10 minutes	<i>PhilHealth Clerk Philhealth Section</i>
3. Returns to Billing section and waits for the statement of account and discharge clearance.	3. Logs final diagnosis and ICD Code, professional fee, and hospital stay in the iHOMIS database. Prints Itemized Billing Statement	None	10 minutes	<i>Billing Clerk Billing Section</i>
4. None	4. Logs benefit package in the iHOMIS database and prints CSF and CF1	None	5 minutes	<i>PhilHealth Clerk Billing Section</i>
5. Waits for the final statement of account.	5. Verifies the completeness of all documents and prints the Final Statement of Account. If Philhealth eligible, no fee shall be collected.	None	5 minutes	<i>Billing Clerk Billing Section</i>
6. Receives the discharge clearance and submits one copy to the Nursing Station.	6. Receives the discharge clearance with sign and noted for release.	None	5 minutes	<i>Billing Clerk Billing Section</i>
TOTAL:		None	40 minutes	



24. Billing

Covers and verifies all the incurred charges and prints the statement of account.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Billing Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Discharge Clearance		ER/Ward		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Discharge clearance.	1. Verifies the completeness of all incurred charges from the Discharge Clearance	None	5 minutes	<i>Billing Clerk Billing Section</i>
2. Proceeds to Philhealth	2. Applies applicable benefit based on the case rate of the final diagnosis and checks eligibility for Philhealth benefits.	None	10 minutes	<i>PhilHealth Clerk Philhealth Section</i>
3. Returns to Billing section and waits for the statement of account and discharge clearance.	3. Logs final diagnosis and ICD Code, professional fee, and hospital stay in the iHOMIS database. Prints Itemized Billing Statement	None	10 minutes	<i>Billing Clerk Billing Section</i>



4. None	4. Logs benefit package in the iHOMIS database and prints CSF and CF1	None	5 minutes	<i>PhilHealth Clerk Billing Section</i>
5. Waits for the final statement of account.	5. Verifies the completeness of all documents and prints the Final Statement of Account	None	5 minutes	<i>Billing Clerk Billing Section</i>
6. Proceeds to Social Worker then to Cashier as instructed if with excess bill. 6.1 Receives the discharge clearance and submits one copy to the Nursing Station.	6. Signs the discharge clearance as complete. May instructs the relative to bring the Statement of account to Cashier or Social Worker to augment the excess in hospital bill.	Varies	10 minutes	<i>Billing Clerk/ Cashier/ Social Welfare Officer ADMIN Section</i>
TOTAL:		Varies depending on all incurred charges	45 minutes	



25. Claims Benefits

PhilHealth office processes philhealth claims and packages, benefits eligibility verification, and updating of membership status.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Philhealth Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card of Patient and Informant or (1 photocopy) Any two supporting documents of patients' identification (1 photocopy) MDR (Members Data Record)/Philhealth I.D. PBEF		Government Agencies PhilHealth Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Philhealth and presents your documents.	1. Asks the patient/ relative fills in the PhilHealth Member Registration Form.	None	10 minutes	<i>PhilHealth Clerk Philhealth Section</i>
2. Waits for verification of eligibility.	2. Verifies the patient/ member's eligibility	None	10 minutes	<i>PhilHealth Clerk Philhealth Section</i>
3. Waits for other documents to be checked.	3. Advises patient/relative to submit other documents (birth certificate, marriage certificate, valid ID) to update membership status using PLINKS	None	10 minutes	<i>PhilHealth Clerk Philhealth Section</i>
4. Submits other requirements needed.	4. Advises patient/relative to sign and submits other documents (PBEF, Text BPN, PMRF) to avail benefit package.	None	5 minutes	<i>PhilHealth Clerk Philhealth Section</i>
TOTAL:		None	35 minutes	



26. Social Service Assistance

Responsible to various referral and social assistance to financially incapable patients.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Medical Social Work Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Social Worker Classification Form Patient Benefit Eligibility Form POS Certification Referral/ Recommendation Form		Social Service PhilHealth Office Social Service		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Social Worker office	1. Assesses and classifies patient according to social status.	None	10 minutes	<i>Social Worker Medical Social Work</i>
2. None	2. Verifies if there is an active PhilHealth membership.	None	5 minutes	<i>PhilHealth Clerk Medical Social Work</i>
3. Waits for the signed or approved discharge clearance or charge slip.	3. Enrolls qualified patient to POS FI and refers unqualified to other government and non-government organization	None	10 minutes	<i>Social Worker Medical Social Work</i>
TOTAL:		None	25 minutes	



27. Cash Collection

Section that receives cash payment from various departments

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Cashier Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip/ Statement of Account		Pharmacy/ Laboratory/ Radiology Billing Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents charge slip/ statement of account.	1. Receives the charge slip or statement of account and states the amount to pay.	None	2 minutes	Cashier Cashier Section
2. Pays the amount stated.	2. Collects cash payment.	Varies	3 minutes	Cashier Cashier Section
3. Receives the Official receipt.	3. Issues official receipt and records the transaction.	None	2 minutes	Cashier Cashier Section
TOTAL:		Varies depending on all incurred charges	7 minutes	



28. Newborn Screening

Set of special tests that is use to identify conditions that can affect a child's long-term health or survival.

Office or Division:	Jose C. Payumo Jr. Memorial Hospital/ Laboratory Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NBS Request Form		Laboratory		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the schedule of NBS.	1.1 Forwards NBS Request Form to laboratory. Medical Technologist schedules the time of collection 24 hrs after birth. 1.2 Logs the data in the NBS Collection Logbook.	None	10 minutes	<i>Nurse I Clinical Laboratory Department</i>
2. Submits patients' information by the mother.	2. Verifies patients' information and charges into the iHOMIS database. Fill up the filter card.	PHP 1800	5 minutes	<i>Medical Technologist Clinical Laboratory Department</i>
3. Proceeds to laboratory on the scheduled date and time for collectio of blood sample	3. Collects blood in the heel of the newborn and drop it in the filter card and advises mother to apply pressure on the puncture site.	None	20 minutes	<i>Medical Technologist Clinical Laboratory Department</i>
TOTAL:		PHP 1800	35 minutes	



29. Newborn Hearing Screening Test

Test designated to detect hearing loss for newborn as early as possible.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ OB Ward

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NBHST Request Form		Hearing Screening Nurse/Ward Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the schedule of Newborn Hearing Screening Test.	1. Prepares NBHST Request and logs in to the NBHST Request Logbook.	None	5 minutes	Nurse I OB Ward
2.Submits patients' information by the mother.	2. Verifies patients' information and charges into the iHOMIS database.	None	5 minutes	Nurse I OB Ward
3. Hold the baby well for the newborn hearing screening test.	3. Performs hearing screening on both ears.	PHP 200 (may be covered by philhealth)	20 minutes	Nurse I OB Ward
4. Listens and understands health teachings.	4. Relays information correctly regarding the screening and implication of results, next steps (what to do in case of deviations, where to refer when diagnostic test is needed), use of flyer/ brochure for counseling	None	10 minutes	Nurse I OB Ward
5. Waits for the result of the Newborn Hearing Screening Test.	5. Fills in the Registry Form for parents, hospital and PhilHealth claim copy.	None	5 minutes	Nurse I OB Ward
6. Gets the official result.	6.1 Issues and prints official result to parent and submits PhilHealth claim copy to Philhealth Office 6.2 Signs the NBHST Result Logbook to claim the Official Result.	None	5 minutes	Nurse I OB Ward
TOTAL:		PHP 200	50 minutes	



30. HEARTH Counseling

Counseling and testing for high-risk individuals and key populations.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ HIV & Hepa B Treatment Hub

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist Patient Medical Record Form 1 HEARTH Request Form		Triage HEARTH Unit		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage.	1. Categorizes patient as non-COVID case and creates patient medical record.	None	7 minutes	<i>Nurse / Triage Area</i>
2. Submits information for the retrieval of patient medical record.	2. Retrieves patient medical record	None	8 minutes	<i>HEARTH Unit Clerk HIV & Hepa B Treatment Hub</i>
3. Signs the informed consent as proof of understanding.	3. Asks patient to signed informed consent prior to commencing to counseling and testing.	None	10 minutes	<i>HEARTH Unit Nurse HIV & Hepa B Treatment Hub</i>
4. Listens and understands to what is being discussed in counselling before testing for HIV.	4. Provides a quick overview and definition of what STI, HIV, AIDS and Viral Hepatitis	None	20 minutes	<i>HEARTH Unit Nurse HIV & Hepa B Treatment Hub</i>
5. Cooperate with collecting blood sample for testing.	5. Collects sample and performs screening/ testing	None	15 minutes	<i>HEARTH Unit Nurse/ Medical Technologist HIV & Hepa B Treatment Hub</i>
6. Receives the result and understands the counselling after testing.	6. Releases official result and conduct risk assessment and behavioral change management	None	20 minutes	<i>HEARTH Unit Nurse HIV & Hepa B Treatment Hub</i>
TOTAL:		None	1 hour, 20 minutes	



31. Animal Bite Treatment Center

Provide treatment to patients who have been bitten by potentially rabid animals

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Animal Bite Treatment Center

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Checklist, Patient Medical Record Antirabies Vaccine (ARV) Treatment Card		Triage Animal Bite Treatment Center		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage.	1. Categorizes patient as non-COVID case and creates patient medical record.	None	7 minutes	<i>Nurse I Animal Bite Treatment Center</i>
2. Proceeds to Animal Bite Treatment Area.	2.1 Conducts secondary assessment, vital signs, and history taking. 2.2 Performs wound care.	None	10 minutes	<i>Nurse I Animal Bite Treatment Center</i>
3. Waits for the doctor for consultation and treatment.	3. Conducts medical assessment and consultation and issues prescription if antibiotic and tetanus treatment if needed	None	30 minutes	<i>Medical Officer III Animal Bite Treatment Center</i>
4. Waits for the administration of antirabies and antitetanus vaccines.	4. Administers appropriate vaccine and issues vaccination schedule and follow-up	None	45 minutes	<i>Nurse I Animal Bite Treatment Center</i>
TOTAL:		None	1 hour, 32 minutes	



ORANI DISTRICT HOSPITAL

EXTERNAL SERVICES



1. Triage Patients

The Triage Area will serve as the entry point of all patients in Orani District Hospital. Triage of patients is based on Emergency Severity Index (ESI), With Covid Symptoms and Without Covid Symptoms.

Office or Division: Orani District Hospital/ Triage Area

Classification: Simple Transaction

Type of Transaction: G2C- Government to Citizen

Who may avail: ALL PATIENTS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Hospital Card - Valid IDs 		<ul style="list-style-type: none"> - Hospital Health Information Management (HHIM) - Any agency issuing the valid IDs 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in the Triage Area seeking consult or treatment	1. Conducts initial assessment, notes chief complaint and prepares health declaration.	None	3 minutes	Nurse I Triage Area
2. Signs the accomplished health declaration.	2. Determines the urgency of the patient status using triage classification system in place (3-point system: emergent, urgent, non-urgent). 2.1 If Emergency Case: - Refers patient to Emergency Room and advice relative to secure the hospital medical record of patient in HHIM. 2.2 If Urgent Case: - Advises patient/ relative to secure the hospital medical record of patient in HHIM. 2.3 If Non-Urgent Case: - Prompt referral to OPD shall be done to provide the appropriate care to the patient. The Nurse-in-charge / the Physician-in-charge shall ensure a coordinated and efficient referral to the OPD.	None	3 minutes	Nurse I Triage Area



3. None	3. Conducts full assessment, vital signs and history taking. Advises patient to wait to be called.	None	5 minutes	<i>Nurse I Triage Area</i>
4. Waits to be called.	4. Calls the patient and assists to the treatment area of the identified concerned unit or department.	None	2 minutes	<i>Nurse I Triage Area</i>
TOTAL:		None	13 minutes	



2. Out Patient Department (OPD) Procedures

OPD Consultation Procedures

Office or Division:	Orani District Hospital/ Out-Patient Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Hospital Card - Patient Health Record Form - Valid IDs 		<ul style="list-style-type: none"> - iHOMIS - Triage Nurse - Any agency issuing the valid IDs 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OPD waiting area	1. Receives patient health record from HHIM and calls the name of patient.	None	2 minutes	Nurse I OPD Department
2. Approaches to OPD Nurse	2. Interviews patient about the reason for consult and take patients vital signs.	None	5 minutes	Nurse I OPD Department
3. None	3. Logs patient data and vital signs to iHOMIS. 3.1 Advises patient to proceed to OPD Consultation Room.	None	3 minutes	Nurse I OPD Department
4. Proceeds to the OPD consultation room	4. Performs clinical assessment and further physical examination. **May require additional diagnostic procedures	None	15 minutes	Medical Officer III or Physician under Contract of Service OPD Department



5. Proceeds to ancillary services (if required)	5. Refers to ancillary services or allied health services as necessary	None	2 minutes	<i>Radiologic Technologist II/ Medical Technologist II (Radiologic/Laboratory Department)</i>
6. Return to OPD consultation room with the results of diagnostic procedures.	6. Receives patient with the results of diagnostic procedures and refer to OPD Physician.	None	3 minutes	<i>Nurse I OPD Department</i>
7. None	7. Renders consultation.	None	15 minutes	<i>Medical Officer III or Physician under Contract of Service OPD Department</i>
8. None	8. Follows appropriate disposition procedures for: a. Discharged and sent home b. Referred to other health facility c. Referred to ER for admission	None	5 minutes	<i>Medical Officer III or Physician under Contract of Service OPD Department</i>
9. Returns to OPD nurse for health education and home instructions.	9. Provides health education and home instructions.	None	5 minutes	<i>Nurse I OPD Department</i>
TOTAL:		None	2 hours, 53 minutes	



3. Emergency Room Procedures (Emergency Case)

Emergency Department General Workflow

Office or Division:	Orani District Hospital/ Emergency Room
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	PATIENTS (EMERGENCY CASES) and REFERRALS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Hospital Card - Valid IDs		- Hospital Health Information Management (HHIM) - Any agency issuing the valid IDs		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in th ER seeking consult or treatment	1. Conducts full assessment, history taking and vital signs taking.	None	5 minutes	Medical Officer III or Physician under Contract of Service and Nurse II / Emergency Room
2. Occupies ER bed and receives treatment.	2.1 Performs immediate care and work-up. 2.2 Refers to ancillary services or allied health services as necessary	None	4 hours	Medical Officer III or Physician under Contract of Service and Nurse II, and Nursing Attendant / Emergency Room
3. Awaits disposition and follows instructions provided.	3. Follows appropriate disposition procedures for: a. Discharged and Sent Home b. Discharged Against Medical Advice (DAMA) c. Referred / transferred to other health facility d. Absconded e. Admitted to Ward f. ER Death / Dead on Arrival (DOA)	None	5 minutes	Medical Officer III or Physician under Contract of Service and Nurse II, and Nursing Attendant / Emergency Room
TOTAL:		None	4 hours, 10 minutes	



4. Emergency Room Procedures (Management of Patients)

Process of management of patients requiring immediate care.

Office or Division:	Orani District Hospital/ Emergency Room			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	PATIENTS (EMERGENCY CASES) and REFERRALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Hospital Card - Patient Health Record Form - Valid IDs 		<ul style="list-style-type: none"> - Hospital Health Information Management (HHIM) - Triage Nurse - Any agency issuing the valid IDs 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies ER bed and receives treatment.	1. Conducts initial management (diagnostic and therapeutic).	None	15 minutes	<i>Medical Officer III or Physician under Contract of Service / Emergency Room</i>
2. None	2.1 Renders management based on protocol of hospital. 2.2 Carries out physician's order 2.3 Coordinates with allied health services / departments if necessary	None	1 hour	<i>Nurse II and Nursing Attendant / Emergency Room</i>
3. Awaits effect of treatment and management received.	3. Conducts re-assessment and gives patient disposition.	None	15 minutes	<i>Medical Officer III or Physician under Contract of Service / Emergency Room</i>
TOTAL:		None	1 hour 30 minutes	



5. Emergency Room Procedures (Discharge Against Medical Advice)

ER Patient Disposition - Discharge Against Medical Advice (DAMA)

Office or Division:	Orani District Hospital/ Emergency Room
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	PATIENTS (EMERGENCY CASES) and REFERRALS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Hospital Record DAMA Form Discharge Clearance		HHIM Nurse on Duty Nurse on Duty		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes refusal for further treatment in the hospital.	1. Explains the condition, prognosis and medical consequences if patient / responsible person refuses admission and further treatment. 1.1 Refers to MSWD for Psychosocial counselling of patient / caregiver.	None	10 minutes	<i>Medical Officer III or Physician under Contract of Service / Emergency Room</i>
2. Proceeds to MSWD for counselling.	2. Conducts Psychosocial counselling.	None	15 minutes	<i>Social Worker Officer II / Medical Social Services</i>
3. Returns to physician.	3. Writes order on disposition of patient in treatment record, if patient insists for DAMA,	None	2 minutes	<i>Medical Officer III or Physician under Contract of Service / Emergency Room</i>



4. None	4. Explains DAMA Form.	None	3 minutes	<i>Medical Officer III or Physician under Contract of Service / Emergency Room</i>
5. Accomplishes the Discharged Against Medical Advice (DAMA) Form, duly signed by person responsible.	5. Secures the signed DAMA form by attaching it to the patient record.	None	2 minutes	<i>Medical Officer III or Physician under Contract of Service / Emergency Room</i>
6. None	6. Issues clearance and discharge slip.	None	3 minutes	<i>Nurse II / Nurse I / Emergency Room</i>
7. Proceeds to concerned services for signing of clearance and discharge slip.	7. Checks and signs the clearance and discharge slip.	None	30 minutes	<i>Concerned Services Various Department</i>
8. Proceeds to billing for appropriate charges and payment assessment.	8. Processes payment, issue official receipt and signed clearance	None	15 minutes	<i>Administrative Aide/ Administrative Assistant II Billing, Cashier Department</i>
9. Returns to nurse to give the accomplished clearance and discharge slip.	9. Verifies upon submission the accomplished clearance and discharge slip. 9.1 Indicates the date and time of discharge.	None	2 minutes	<i>Nurse II / Nurse I Emergency Room</i>
10. None	10. Prepares discharge abstract and aftercare instructions as necessary.	None	2 minutes	<i>Medical Officer III or Physician under Contract of Service and Nurse II or Nurse I Emergency Room</i>
11. Proceeds to moving to hospital main entrance or exit door.	11. Transports patient via wheelchair as needed.	None	5 minutes	<i>Utility Worker I Triage Area</i>
12. Surrenders remaining copy of clearance and discharge slip to Security Guard.	12. Receives copy of clearance and discharge slip and assists patient to the main entrance or exit door.	None	2 minutes	<i>Security Guard Entrance Area</i>
TOTAL:		None	1 hour, 51 minutes	



6. Procedure on Patient Conduction

Ambulance service is used to transport patient to other hospital facility for further evaluation and management..

Office or Division:	Orani District Hospital/ Ambulance Services
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Patients for Transfer of Service to Other Facility/Hospital

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Trip Ticket Referral Letter Patient's Chart (for diagnostic procedure) Dischare Clearance		ER Nurse on Duty/ Ward Nurse on Duty Physician on Duty ER Nurse on Duty/ Ward Nurse on Duty		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes consent to be transferred to another facility.	1. Orders patient for conduction as per patient request 1.1 Orders patient for conduction for referral to higher facility for further evaluation and management	None	5 minutes	Medical Officer III or Physician under Contract of Service ER Department/ Clinical Areas
2.None	2. Coordinates to the referral health facility through Service Delivery Network or through phone call if private health facility.	None	15 minutes	Medical Officer III or Physician under Contract of Service ER Department/ Clinical Areas
3.None	3. Coordinates and makes necessary arrangements to concerned offices/ units/ departments for conduction of patient to other health facility.	None	15 minutes	Nurse II or Nurse I ER Department/ Clinical Areas



4. None	4. Issues clearance and discharge slip.	None	3 minutes	<i>Nurse II or Nurse I ER Department/Clinical Areas</i>
5. Proceeds to concerned services for signing of clearance and discharge slip.	5. Checks and signs the clearance and discharge slip.	None	20 minutes	<i>Concerned Services Various Department</i>
6. Proceeds to billing for appropriate charges and payment assessment.	6. Processes payment, issues official receipt and signs clearance	Balanga City/ Dinalupihan- PHP 250.00 Olongapo/ Subic City- PHP 800.00 Pampanga- PHP 1,200.00 Manila- PHP 2,500.00 Pangasinan- PHP 3,000.00		<i>Administrative Aide/ Administrative Assistant II Billing, Cashier Department</i>
7. Returns to nurse to give the accomplished clearance and discharge slip.	7. Verifies upon submission the accomplished clearance and discharge slip.	None	2 minutes	<i>Nurse II or Nurse I ER Department/Clinical Areas</i>



8. Proceeds to the ambulance vehicle.	8. Accompanies patients in conduction.	None	Balanga City/Dinalupihan 30 minutes Olongapo/Subic City 1 hour, 30 minutes Pampanga 1 hour, 30 minutes Manila 2 hours Pangasinan 3 hours, 30 minutes	<i>Nurse I and Nursing Attendant I Ambulance Nurse, DR attendant</i>
9. Alights from the ambulance vehicle.	9. Endorses the patient to receiving health facility.	None	15 minutes	<i>Nurse I Ambulance Nurse</i>
TOTAL:		As charged; Depends on the Facility	Balanga City/Dinalupihan 1 hour, 45 minutes Olongapo/Subic City 2 hour, 45 minutes Pampanga 2 hour, 45 minutes Manila 3 hours, 15 minutes Pangasinan 4 hours, 45 minutes	

TOTAL if Balanga City/Dinalupihan	PHP 250.00	1 hour, 45 minutes	
TOTAL if Olongapo/Subic City	PHP 800.00	2 hours, 45 minutes	
TOTAL if Pampanga	PHP 1, 200.00	2 hours, 45 minutes	
TOTAL if Manila	PHP 2, 500.00	3 hours, 15 minutes	
TOTAL if Pangasinan	PHP 3, 000.00	4 hours, 45 minutes	



7. Ambulance Services

Ambulance conduction for patient's diagnostic examination includes referring and scheduling of patient for diagnostic examination; clearing patient; notification of personnel involve on transfer services; safe transfer and conduction of patient (back and forth); and assisting patient on diagnostic procedure.

Office or Division:	Orani District Hospital/ Ambulance Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All In-Patient for conduction for diagnostic procedure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form; Trip Ticket; Clearance Form Referral Logbook		Nurse Ambulance Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives an advise for diagnostic procedure.	1. Informs Ambulance Nurse and Driver for the schedule date and time of patient diagnostic procedure to other facility.	None	2 minutes	Ward Nurse / Clinical Areas
2. None	2.Prepare Trip Ticket for Ambulance use and Referral Logbook for ambulance nurse for receiving endorsements.	None	5 minutes	Nurse / Clinical Areas/ Ambulance Nurse
3. Receives clearance	3. Issues clearance and instruct on process of payment	PHP 300	5 minutes	Nurse / Clinical Areas
4.None	4. Informs Ambulance Nurse and Driver for patient departure.	None	3 minutes	Nurse / Security Guard Clinical Areas/ Entrance Area
5. None	5. Transfers patient from DR/Ward to Ambulance	None	3 minutes	Nurse / Ambulance Driver II or Ambulance Driver I Ambulance Nurse/ Ambulance Services



6. None	6. Safely conduct patient for diagnostic procedure to scheduled healthcare facility	None	30 minutes	<i>Nurse I/ Ambulance Driver II or Ambulance Driver I Ambulance Nurse/ Ambulance Services</i>
7. Endorses conduction of patient for diagnostic exam outside the hospital	7. Transfers of patient from Ambulance to designated diagnostic department of health care facility	None	5 minutes	<i>Nurse I Ambulance Nurse</i>
8. None	8. Endorses patient and patients medical history and treatment/ management.	None	5 minutes	<i>Nurse I Ambulance Nurse</i>
9. None	9. Awaits completion of diagnostic procedure	None	3 hours	<i>Nurse I Ambulance Nurse</i>
10. None	10. Returns of patient to the hospital	None	30 minutes	<i>Nurse I/ Ambulance Driver II or Ambulance Driver I Ambulance Nurse/ Ambulance Services</i>
11. None	11. Transfer of patient from ambulance to DR/ Ward	None	5 minutes	<i>Nurse I/ Ambulance Driver II or Ambulance Driver I Ambulance Nurse/ Ambulance Services</i>
TOTAL:		PHP 300	4 hours, 33 minutes	



8. General Admission Procedure

This service is intended for patients who are ordered admission by the consulting doctor.

Office or Division:	Orani District Hospital/Emergency Room
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Patients, Parents of Patient, Siblings, Legal Guardian, Authorized Representative

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Admission Chart Duly Accomplished Patient Information Form		Attending Physician Admitting Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes consent to be admitted.	1. Writes admitting orders.	None	10 minutes	<i>Medical Officer III or Physician under Contract of Service Emergency Room</i>
2. Signs Consent for Admission.	2. Carries out physician's order and provides instructions.	None	30 minutes	<i>Nurse II or Nurse I Emergency Room</i>
3. Proceeds to Admitting Section and fills-out Impormasyon ng Pasyente and signs admission compliance forms.	3. Explains the admission procedures and secures the Impormasyon ng Pasyente and other documents. 3.1. Forwards the Impormasyon ng Pasyente to PhilHealth for verification.	None	10 minutes	<i>Computer Operator I Admitting Section</i>



4. None	<p>4. Verifies patient's PHIC membership eligibility.</p> <p>4.1. If not "Eligible", refers to MSWD for enrollment.</p>	None	5 minutes	<i>Administrative Officer I Philhealth Department</i>
5. None	5. Encodes data relevant to the admission of the patient and prints clinical cover sheet.	None	5 minutes	<i>Computer Operator I Admitting Section</i>
6. None	6. Arranges with the concerned Clinical Nursing Unit regarding the appropriate ward for the Admission.	None	5 minutes	<i>Nurse II or Nurse I Emergency Room</i>
7. None	7. Transfers patient to Ward/ Room of assignment.	None	10 minutes	<i>Utility Worker I Triage Area</i>
8. Proceeds to ward admission.	8. Receives patient and chart.	None	5 minutes	<i>Nurse I Clinical Areas</i>
TOTAL:		None	1 hour, 20 minutes	



9. Admission Procedure for Mothers-About-to-Deliver

Admission process of pregnant in labor who are advised admission and agrees to be admitted at ODH.

Office or Division:	Orani District Hospital/Delivery Room
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Pregnant Women

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admitting Orders Laboratory Tests and/or Ultrasound Result (if any)		Attending Physician ODH Laboratory or other Facilities		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Delivery room.	1. Validates patients information, history and obstetrical score.	None	5 minutes	Nurse I Delivery Room
2. Occupies the DR table.	2. Takes vital signs, fundic height and fetal heart tone.	None	5 minutes	Nurse I Delivery Room
3. None	3. Performs internal examination	None	3 minutes	Medical Officer III or Physician under Contract of Service or Nursing Attendant II Delivery Room
4. None	4. If "not admissible" (IE less than 4cm and no other concern), advises patient to return back home and monitor progress of labor. 4.1. If "admissible" (IE more than 4cm or with other concern), proceeds with admission.	None	5 minutes	Medical Officer III or Physician under Contract of Service Delivery Room



5. Signifies consent to be admitted.	5. Writes admitting orders.	None	10 minutes	<i>Medical Officer III or Physician under Contract of Service Delivery Room</i>
6. Signs Consent for Admission, Fills-out Impormasyon ng Pasyente and signs admission compliance forms.	6. Carries out physician's order and provides instructions.	None	30 minutes	<i>Nurse I and Nursing Attendant II Delivery Room</i>
7.None	7. Explains the admission procedures and secures the Impormasyon ng Pasyente and other documents. 7.1. Forwards the Impormasyon ng Pasyente to the admitting section for encoding to iHomis	None	10 minutes	<i>Nurse I and Nursing Attendant II Delivery Room</i>
8.None	8. Forwards the Impormasyon ng Pasyente to PhilHealth for verification.	None	10 minutes	<i>Computer Operator I Admitting Section</i>
9.None	9. Verifies patient's PHIC membership eligibility. 9.1. If not "Eligible", refers to MSWD for enrollment	None	5 minutes	<i>Administrative Officer I Philhealth Department</i>
10.None	10.Encodes data relevant to the admission of the patient and prints clinical cover sheet.	None	5 minutes	<i>Computer Operator I Admitting Section</i>
11. Stays in the Labor room for monitoring of the progress of labor	11. Monitors progress of labor.	None	4 hours	<i>Nurse I Delivery Room</i>
TOTAL:		None	5 hour, 18 minutes	



10. Normal Spontaneous Delivery

Process of management and care of pregnant women undergoing Normal Spontaneous Delivery.

Office or Division:	Orani District Hospital/ Delivery Room
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Pregnant Women

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admitting Orders Laboratory Tests and/or Ultrasound Result (if any)		Attending Physician ODH Laboratory or other Facilities		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes persistent and consistent labor.	1. Checks mother's condition, takes vital signs and notes objective data.	None	5 minutes	Nurse I Delivery Room
2. None	2. Performs internal examination.	None	3 minutes	Medical Officer III or Physician under Contract of Service/ Nurse I or Nursing Attendant II Delivery Room
3. Occupies the DR table.	3. Facilitates the normal spontaneous delivery.	None	4 hours*	Medical Officer III or Physician under Contract of Service/ Nurse I or Nursing Attendant II Delivery Room
4. Delivers the baby.	4. Performs routine newborn care.	None	15 minutes	Nurse I Delivery Room



11. Procedure for the Release of Cadaver

Facilitating release of cadaver

Office or Division:	Orani District Hospital/ Cadaver Area
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Nearest Kin of the Deceased Patient

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Discharge Clearance		Nurse on Duty		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to cadaver holding area for the release of the remains. Presents ID and the accomplished clearance and discharge slip.	1. Checks and verifies clearance and discharge slip. 1.1.Orders patient for conduction.	None	3 minutes	Utility Worker / Holding Area
2. Coordinates with the funeral service provider.	2. Logs release of remains and secures signature of the receiving funeral service provider.	None	2 minutes	Security Personnel Exit Area
TOTAL:		None	5 minutes	



12. Ward Admission Procedure

Receiving process of admitted patients from Emergency Room to General Ward

Office or Division: Orani District Hospital/ General Ward

Classification: Simple Transaction

Type of Transaction: G2C- Government to Citizen

Who may avail: Admitted Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Chart with Admitting Order Complete Pertinent Data Endorsement		Physician Nurses Physician and Nurses		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to designated bed in the hospital ward via wheelchair/ stretcher.	1. Receives the patient, places him/her to bed assignment and does patient assessment.	None	5 minutes	Ward Nurse I and Nursing Attendant I General Ward
2. Occupies assigned bed.	2. Performs history taking and take initial vital signs.	None	5 minutes	Ward Nurse I General Ward
3. None	3. Reviews of patient's chart, validate doctors' orders and checks if chart has correct and complete entries.	None	5 minutes	Ward Nurse I General Ward
4. Listen to instructions.	4. Orients patient (and watcher) to unit's rules and policies including patient safety precautions.	None	10 minutes	Ward Nurse I General Ward
TOTAL:		None	25 minutes	



13. Transfer of Patient to Other Service Areas within the Hospital

Movement of patient from one unit to another.

Office or Division: Orani District Hospital/Clinical Areas

Classification: Simple Transaction

Type of Transaction: G2C- Government to Citizen

Who may avail: All Admitted Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer-out order Complete Pertinent Data Bed Vacancy Endorsement Transport Medium		Physician Nurses Receiving Areas Physician and Nurses Endorsing Unit (Equipment and Manpower)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes evaluation and assessment for admission to other unit	1. Assesses patient for transfer of unit	None	30 minutes	Medical Officer III or Physician under Contract of Service Clinical Areas
2. Receives notice of patient's transfer to another unit	2. Provides explanation and reason for the transfer.	None	20 minutes	Receiving Referral Unit Physician Clinical Areas
3. None	3. Carries out doctor's orders and completes the chart and other required documents for transfer and proceeds with endorsement	None	15 minutes	Nurse II or Nurse I on Duty Endorsing Unit Clinical Areas
4. Receives information on process of transfer to other unit	4. Inquires receiving wards/ units for vacancy. 4.1. If "with vacancy", proceeds with endorsement process and patient transfer. 4.2. If "no vacancy", decks the patient for prioritization.	None	15 minutes	Nurse II or Nurse I on Duty Endorsing Unit Clinical Areas
TOTAL:		None	1 hour, 20 minutes	



14. General Discharge Procedure (May Go Home)

The procedure starts from the May-go-home order made by the attending physician and ends upon presentation of discharge clearance of the patient to the guard.

Office or Division:	Orani District Hospital/Clinical Areas			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Patients with May-Go-Home Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
May-Go-Home order 4 copies discharge clearance Duplicate copy of Discharge Instrcution Plan		Nurses Station (Patients Chart) Nurse Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives advice for discharge.	1. Informs client on his/her health condition (improved/recovered) and orders May Go Home.	None	10 minutes	<i>Medical Officer III or Physician under Contract of Service Clinical Areas</i>
2. None	2. Carries out doctor's order and completes discharge documents.	None	10 minutes	<i>Nurse I Clinical Areas</i>
3. Proceeds to Nurse station for discharge instructions.	3. Issues 4 copies of clearance and discharge slip, and discharge documents which may include but is not limited to the following: a. Medications b. Follow-up (with diagnostic procedures as needed) c. Warning signs d. Post-partum care* e. Dietary instructions	None	5 minutes	<i>Nurse I Clinical Areas</i>



4. Proceeds to concerned services for signing of clearance and discharge slip.	4. Checks and signs the clearance and discharge slip.	None	30 minutes	<i>Concerned Services Various Department</i>
5. Proceeds to billing for appropriate charges and payment assessment.	5. Processes payment, issue official receipt and signed clearance	None	15 minutes	<i>Administrative Aide III/ Administrative Assistant II Billing, Cashier Department</i>
6. Returns to nurse to give the accomplished clearance and discharge slip.	6. Verifies upon submission the accomplished clearance and discharge slip. 6.1. Indicates the date and time of discharge.	None	3 minutes	<i>Nurse I Clinical Areas</i>
7. Proceeds to moving to hospital main entrance or exit door.	7. Transports patient via wheelchair.	None	5 minutes	<i>Utility Worker I General Ward</i>
8. Surrenders watcher's pass and remaining copy of clearance and discharge slip to Security Guard.	8. Receives copy of clearance and discharge slip and assists patient to the main entrance or exit door.	None	2 minutes	<i>Security Guard Entrance Area</i>
TOTAL:		None	1 hour, 20 minutes	



15. Obstetrics and Gynecology Ward Procedures

Transfer of post-partum mother and her newborn from the Delivery Room to the OB Ward.
Transfer of women who have undergone procedures in the Delivery Room to the Gyne Ward

Office or Division:	Orani District Hospital/ OB-Gyne Ward
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Postpartum women, Pregnant Women and Women with reproductive health concerns

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admitting Orders		Attending Physician		
Laboratory Tests and/or Ultrasound Result (if any)		ODH Laboratory or other Facilities		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OB-Gyne Ward.	1. Receives mother and baby and transport to assigned bed/ room. 1.1. Receives patient who has undergone Gynecologic Procedure and transport to assigned bed/room	None	5 minutes	Nurse I OB-Gyne Ward
2. Occupies assigned bed.	2. Thorough physical assessment of both Mother and Baby. (e.g. vaginal bleeding, contracted uterus). 2.1. Takes vital signs of both.	None	15 minutes	Nurse I OB-Gyne Ward
3. None	3. Reviews of patient's chart, validates doctors' orders and checks if chart has correct and complete entries.	None	5 minutes	Nurse I OB-Gyne Ward
4. Listens to instructions.	4. Orients patient (and watcher) to unit's rules and policies including patient safety precautions.	None	10 minutes	Nurse I OB-Gyne Ward
TOTAL:		None	1 hour, 5 minutes	



16. Pre-Operative Surgery

Procedure on Pre-Operative Surgery

Office or Division:	Orani District Hospital/Emergency Room/Clinical Areas
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Patients and their watcher

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Surgery Cardiopulmonary Clearance/ Pediatric Clearance or other clearances as deemed necessary		Attending Surgeon Medical Specialist (Cardiopulmonologist, Internal Medicine, Pediatrician)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signifies intent to undergo surgical procedure.	1. Explains the procedure to the patient and family.	None	10 minutes	<i>Medical Officer III or Physician under Contract of Service/ Nurse II or Nurse I Emergency Room/ Clinical Areas</i>
2. None	2. Writes the order for surgery and schedule, including referral to anesthesia, internal medicine for co-management, prophylactic antibiotic, intravenous hydration, schedule of fasting, bowel prep if needed.	None	10 minutes	<i>Medical Officer III or Physician under Contract of Service Emergency Room/ Clinical Areas</i>
3. Signs consent for surgical procedure	3. Carries out Doctors order	None	30 minutes	<i>Nurse II or Nurse I Emergency Room/ Clinical Areas</i>
4. None	4. Prepares and forwards OR notification slip to Operating Room	None	10 minutes	<i>Nurse II or Nurse I Emergency Room/ Clinical Areas</i>



5. None	5. Receives OR notification slip, makes necessary preparation for operation, and schedule time of surgical operation for patient Schedule: Emergency - immediate after notification Elective - according to prioritization	None	10 minutes	<i>Nurse II or Nurse I OR Department</i>
6. Awaits Anesthesiologist to conduct Pre-anesthesia assessment	6. Visits and assesses the patient and makes pre-operative order. 6.1. Also assesses the need for further labs, specific clearances, makes recommendations for optimization of patient for surgery.	None	10 minutes	<i>Medical Officer III or Physician under Contract of Service/ Nurse II or Nurse I Emergency Room/ Clinical Areas</i>
7. None	7. Informs Surgeon of Anesthesiologist orders, carries out order of the Anesthesiologist, and secures consent for Anesthesia	None	5 minutes	<i>Nurse I Emergency Room/ Clinical Areas</i>
8. Signs consent for Anesthesia	8. Facilitates completion of Pre-operative checklist and wait for patient's scheduled time of surgery.	None	15 minutes	<i>Nurse I Emergency Room/ Clinical Areas</i>
TOTAL:		None	1 hour, 40 minutes	



17. Preparation of Patient for Transport to OR				
Procedure on the Preparation of Patient for Transport to OR				
Office or Division:	Orani District Hospital/General Ward			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients to undergo Surgical Procedure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Surgical Order Patient's Chart with Informed Surgical Consent and Surgical Clearances Pre-Anesthesia Evaluation		Attending Physician Nurse on Duty		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares for transport to Operating Room	1. Coordinates with ward nurse regarding the transfer of patient to OR	None	5 minutes	OR Nurse II or Nurse I OR Department
2. None	2. Verifies completion of pre-operative care and confirms transfer of the patient	None	7 minutes	Ward Nurse I General Ward
3. None	3. Transfers the patient from ward to Operating Room	None	5 minutes	Ward Nurse I / Nursing Attendant General Ward
4. Proceeds to Operating Room	4. Endorses patient to Operating Room Nurse	None	5 minutes	Ward Nurse I General Ward
TOTAL:		None	22 minutes	



18. Patient Care in the Operating Room (Intraoperative)

Procedure for Patient Care in the Operating Room (Intraoperative)

Office or Division: Orani District Hospital/ Operating Room

Classification: Simple Transaction

Type of Transaction: G2C- Government to Citizen

Who may avail: Patients to undergo Surgical Procedure

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Surgical Order Patient's Chart with Surgical and Anesthesia Consent OR Checklist		Surgeon Circulating Nurse Circulating Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enters the Operating Room Complex	1. Receives the patient from the ward nurse to the OR complex. 1.1. Confirms patient's identity, surgical site, consent.	None	3 minutes	<i>Circulating Nurse I Operating Room</i>
2. None	2. Validates pre-operative checklist and reassessment of the patient	None	3 minutes	<i>Circulating Nurse I Operating Room</i>
3. None	3. Transfers patient to the operating room and on to the operating table	None	2 minutes	<i>Circulating Nurse I and Nursing Attendant I Operating Room</i>
4. Occupies Operating Room table	4. Attaches patient to cardiac monitor and hooks to oxygen inhalation 4.1. Prepares and counts OR set	None	15 minutes	<i>Physician under Contract of Service (Anesthesiologist) Scrub Nurse II and Circulating Nurse I Operating Room</i>
5. None	5. Takes the initial vital signs of the patient. 5.1. Prepares anesthesia set	None	10 minutes	<i>Physician under Contract of Service (Anesthesiologist) Scrub Nurse II and Circulating Nurse I Operating Room</i>



6. Places self depending on Anesthesia to be used.	6. Performs skin preparation for anesthesia induction (for spinal and epidural anesthesia) 6.1. Inducts Anesthesia, monitors and records status of the patient	None	15 minutes	<i>Circulating Nurse I; Physician under Contract of Service (Anesthesiologist) Operating Room</i>
7. None	7. Conducts intraoperative preparations	None	20 minutes	<i>Physicians under Contract of Service (Anesthesiologist), Scrub Nurse II, Circulating Nurse I Operating Room</i>
8. None	8. Performs the surgical procedure/ operation	None	a. Low Transverse Cesaerean Section - 1 hour, 45 minutes b. Low Transverse Cesarean Section with Bilateral Tubal Ligation - 2 hours c. Open Cholecystectomy - 3 hours d. Herniorrhaphy with Mesh Hair - 3 hours e. Appendectomy - 2 hours, 30 minutes f. Exploratory Laparotomy - 4 hours g. Total Abdominal Hysterectomy with Bilateral Salpingoophorectomy - 4 hours h. Dilatation and Curettage - 30 minutes i. Bilateral Tubal Ligation - 45 minutes j. Debridement - 1 hour, 30 minutes	<i>Physicians under Contract of Service (OB/Gyne or Surgeon), Scrub Nurse II, Circulating Nurse I Operating Room</i>



8. None	8. Performs the surgical procedure/ operation	None	k. Amputation - 2 hour l. Excision of Mass or Cyst - 1 hour, 30 minutes m. Wound Exploration - 1 hour	<i>Physicians under Contract of Service (OB/Gyne or Surgeon), Scrub Nurse II, Circulating Nurse I Operating Room</i>
9. Awakens from anesthesia effect	9. Stabilizes vital signs and level of consciousness of the patient	None	15 minutes	<i>Physician under Contract of Service (Anesthesiologist)</i>
10. None	10. Accomplishes the following Documents: - Operative Technique - Nursing Operative Data - Anesthesia Record - Post-operative orders	None	15 minutes	<i>Physicians under Contract of Service (OB/Gyne or Surgeon, Anesthesiologist), Circulating Nurse I Operating Room</i>
11. None	11. Performs post-operative care	None	20 minutes	<i>Scrub Nurse II and Circulating Nurse I Operating Room</i>
12. None	12. Prepares patient for transport	None	5 minutes	<i>Physicians under Contract of Service (Anesthesiologist), Circulating Nurse I</i>
13. Awaits for transfer to PACU	13. Transfers and endorses the patient to PACU	None	5 minutes	<i>Circulating Nurse I Operating Room</i>



TOTAL if Low Transverse Cesaerean Section	None	3 hour, 53 minutes	
TOTAL if Low Transverse Cesarean Section with Bilateral Tubal Ligation	None	4 hours, 8 minutes	
TOTAL if Open Cholecystectomy	None	5 hours, 8 minutes	
TOTAL if Herniorrhaphy with Mesh Hair -	None	5 hours, 8 minutes	
TOTAL if Appendectomy	None	4 hours, 38 minutes	
TOTAL if Exploratory Laparotomy	None	6 hours, 8 minutes	
Total if Abdominal Hysterectomy with Bilateral Salphingoophorectomy	None	6 hours, 8 minutes	
Total if Dilatation and Curettage	None	2 hours, 38 minutes	
Total if Bilateral Tubal Ligation	None	2 hours, 53 minutes	
Total if Debridement	None	3 hours, 38 minutes	
Total if Amputation	None	4 hours, 8 minutes	
Total if Excision of Mass or Cyst	None	3 hours, 38 minutes	
Total if Wound Exploration	None	8 minutes	



19. Patient Care in the Post-Anesthesia Care Unit

Procedure for Patient Care in the Post-Anesthesia Care Unit

Office or Division:	Orani District Hospital/ Post-Anesthesia Care Unit (PACU)
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Post-operative Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
O.R. Documents (Intraoperative Record, O.R. Technique, Verification Checklist, Instruments and Sponge Count, Anesthesia Record), Physician's Post-Operative Orders, Patient's Chart		OR Nurse Surgeon/ Anesthesiologist Recovery Room Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Post Anesthesia Care Unit (per stretcher)	1. Receives patient from the operating room 1.1. hand off by the anesthesiologist	None	5 minutes	Nurse I PACU Unit
2. Occupies bed at PACU	2. Attaches patient to cardiac monitor and hooks to oxygen inhalation	None	15 minutes	Nurse I PACU Unit
3. None	3. Monitors and records the following: - Initial vital signs - Initial Observations - Level of Consciousness - Pain Scale - Bromage scale (if under regional anesthesia)	None	10 minutes	Nurse I PACU Unit
4. None	4. Carries out post-operative orders	None	15 minutes	Nurse I PACU Unit
5. None	5. Performs continuous monitoring and documentation of all observations and nursing interventions. - Vital signs - Level of Consciousness - Pain Scale - Bromage scale (if applicable) - All observations and management interventions made.	None	6 hours	Nurse I PACU Unit



6. None	6. Informs anesthesiologist regarding status and readiness for transfer of patient to ward	None	5 minutes	<i>Nurse I PACU Unit</i>
7. None	7. Evaluates the patient if can already be transferred to the ward and orders transfer to ward	None	5 minutes	<i>Physicians under Contract of Service (Anesthesiologist) Operating Room</i>
8. None	8. Carries out Doctor's Order	None	15 minutes	<i>Nurse I PACU Unit</i>
9. None	9. Informs ward nurse regarding transfer of patient	None	5 minutes	<i>Nurse I PACU Unit</i>
10. None	10. Transfers the patient from PACU to designated ward	None	5 minutes	<i>Nurse I PACU Unit</i>
11. Proceeds to designated ward	11. Endorses patient to designated ward	None	10 minutes	<i>Nurse I PACU Unit</i>
TOTAL:		None	7 hours, 25 minutes	



20. Blood tests, Urinalysis, Fecalalysis and other Blood exams in the Emergency Room

Blood tests, Urinalysis, Fecalalysis and other Body Fluids is important to be tested to determine the patient's health status.

Office or Division:	Orani District Hospital/Laboratory Department
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen/ G2G-Government to Government -
Who may avail:	All patients in the Emergency Room needing laboratory tests

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request		Physician		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards the laboratory request form to the laboratory department	1. Receives laboratory request form	None	5 minutes	Laboratory Aide I Laboratory Department
2. None	2. Validates patient information and requested procedure	None	3 minutes	Medical Technologist II or Medical Technologist I Laboratory Department
3. None	3. Checks for availability of laboratory test procedure	None	5 minutes	Medical Technologist II or Medical Technologist I Laboratory Department
4. None	4. Proceeds to emergency room and locates the patient. 4.1. Identifies patient and prepares for blood collection. 4.2. Explains procedure to the patient and watcher.	None	3 minutes	Medical Technologist II or Medical Technologist I Laboratory Department
7. None	7. Encodes patient's transaction on iHOMIS	None	3 minutes	Laboratory Aide I Laboratory Department



8. None	8. Prints charge slip and forwards charge slip to the billing and cashier section	<p>A. All Stat Procedures - Depends on the procedure</p> <p>B. Clinical Microscopy * Routine Urinalysis - PHP 50.00 * Routine Fecalalysis - PHP 50.00 * Occult Blood - PHP 150.00 * Pregnancy Test - PHP 100.00</p> <p>C. Hematology * CBC - PHP 200.00 * Platelet Count - PHP 100.00 * CT BT - PHP 100.00 * Protime (PT) - PHP 500.00 * Activated Partial Thromboplastine Time (APTT) - PHP 500.00 * Malarial Smear - Non-Charge</p> <p>D. Blood Chemistry * RBS (Capillary Blood - Glucose) - PHP 100.00 * FBS - PHP 100.00 * BUN - PHP 100.00 * Creatinine - PHP 100.00 * Cholesterol - PHP 100.00 * Blood Uric Acid - PHP 100.00 * Tryglycerides - PHP 200.00 * HDL/LDL - 450.00 * SGOT - PHP 200.00 * SGPT - PHP 200.00 * Na, K, Cl package - PHP 450.00</p>	2 minutes	Laboratory Aide / Laboratory Department
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		<p>E. Microbiology</p> <ul style="list-style-type: none"> * AFB Staining (Sputum) / Trugnat - Non-Charge * GRAM Staining -PHP 100.00 * Wet Smear/ KOH -PHP 100.00 <p>F. Serology/ Blood Banking</p> <ul style="list-style-type: none"> * ABO-Rh Typing -PHP 170.00 * Hepa B Surface Ag -PHP 160.00 * VDRL/ Syphilis -PHP 200.00 * Rapid Screen Testing - Non-Charge * Dengue NS1 - Non-Charge * Dengue Duo -PHP 1,000.00 * Typhidot -PHP 500.00 * Cross Matching -PHP 300.00 <p>G. COVID Ag Test -PHP 400.00</p> <p>H. Special Examinations</p> <ul style="list-style-type: none"> * Troponin I -PHP 850.00 * CK-MB -PHP 750.00 * PSA -PHP 800.00 * TSH -PHP 450.00 * T3 -PHP 450.00 * T4 -PHP 450.00 * fT3-PHP 450.00 * fT4 -PHP 450.00 * HbA1c -PHP 545.00 <p>I. Newborn Screening</p> <ul style="list-style-type: none"> * Newborn Screening Test (Expanded) -PHP 1,800.00 <p>- Depends on the procedure</p>		
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9. None	9. Validates and signs the result of laboratory test requested.	None	5 minutes	<i>Medical Technologist II or Medical Technologist I and Pathologist Laboratory Department</i>
10. Receives laboratory result for physicians evaluation and managment	10. Forwards laboratory result to the Emergency Room	None	5 minutes	<i>Laboratory Aide I Laboratory Department</i>
11. Receives patient's clearance slip for billing and payment	11. Intructs clearance signing	None	3 minutes	<i>Nurse II or Nurse I Emergency Room</i>
12. Proceeds to the Laboratory for clearance signing	12. Signs the patients clearance	None	1 minute	<i>Laboratory Aide I Laboratory Department</i>
13. Returns to the emergency room/ holding area to present the accomplished clearance slip and official receipt to the nurse on duty	13. Receives accomplished clearance slip and validates the official receipt. 13.1. Discharge the patient	None	2 minutes	<i>Nurse II or Nurse I Emergency Room</i>
TOTAL:		None	4 hours, 42 minutes	



21. Blood tests, Urinalysis, Fecalysis and other Blood Exams for In-Patients

Blood tests, Urinalysis, Fecalysis and other Body Fluids is important to be tested to determine the patient's health status.

Office or Division:	Orani District Hospital/Laboratory Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All patients admitted in the ward needing laboratory tests

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request		Physician/ Ward Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards laboratory request to laboratory department with the laboratory request receiving logbook to be signed by the Laboratory Aide on duty	1. Receives laboratory request from Ward nurse on duty and signs the laboratory request receiving logbook	None	1 minutes	Laboratory Aide I Laboratory Department
2. None	2. Checks availability of test procedure.	None	5 minutes	Medical Technologist II or Medical Technologist I Laboratory Department
3. None	3. Proceeds to ward and locates the patient. 3.1. Identifies patient and prepares for blood collection. 3.2. Explains procedure to the patient and watcher.	None	3 minutes	Medical Technologist II or Medical Technologist I Laboratory Department
4. None	4. Performs specimen collection	None	10 minutes	Medical Technologist II or Medical Technologist I Laboratory Department



5. None	5. Processes sample	None	<p>A. All Stat Procedures - Within 1 Hour</p> <p>B. Clinical Microscopy * Routine Urinalysis - 30 minutes * Routine Fecalalysis - 30 minutes * Occult Blood - 30 minutes * Pregnancy Test -30 minutes</p> <p>C. Hematology *CBC - 1 hour * Platelet Count - 1 hour * CT BT - 1 hour * Protime (PT) - 1 hour * Activated Partial Thromboplastine Time (APTT) - 1 hour * Malarial Smear - 1 hour</p> <p>D. Blood Chemistry *RBS (Capillary Blood - 5 minutes Glucose) * FBS - 4 hours * BUN - 4 hours * Creatinine - 4 hours * Cholesterol - 4 hours * Blood Uric Acid - 4 hours * Tryglycerides - 4 hours * HDL/LDL - 4 hours * SGOT - 4 hours * SGPT - 4 hours * Na, K, Cl package - 30 minutes</p> <p>E. Microbiology * AFB Staining (Sputum) / Trugnat - 2 hours * GRAM Staining - 1 hour * Wet Smear/ KOH - 1 hour</p>	<p><i>Medical Technologist II or Medical Technologist I Laboratory Department</i></p>
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			<p>F. Serology/ Blood Banking</p> <ul style="list-style-type: none"> * ABO-Rh Typing - 10 minutes * Hepa B Surface Ag - 1 hours * VDRL/ Syphilis - 1 hours * Rapid Screen Testing - 1 hours * Dengue NS1 - 1 hours * Dengue Duo - 1 hours * Typhidot - 1 hours * Cross Matching - 2 hours <p>G. COVID Ag Test - 1 hours</p> <p>H. Special Examinations</p> <ul style="list-style-type: none"> * Troponin I - 1 hours * CK-MB - 1 hours * PSA - 1 hours * TSH - 1 hours * T3 - 1 hours * T4 - 1 hours * fT3- 1 hours * fT4 - 1 hours * HbA1c - 10 minutes <p>I. Newborn Screening</p> <ul style="list-style-type: none"> * Newborn Screening Test (Expanded) - 15 minutes 	
	6. Encodes patient's transaction on iHOMIS	None	3 minutes	Laboratory Aide I Laboratory Department



	<p>7. Prints charge slip and forwards charge slip to the billing and cashier</p>	<p>A. All Stat Procedures - Depends on the procedure</p> <p>B. Clinical Microscopy * Routine Urinalysis - PHP 50.00 * Routine Fecalysis - PHP 50.00 * Occult Blood - PHP 150.00 * Pregnancy Test - PHP 100.00</p> <p>C. Hematology * CBC -PHP 200.00 * Platelet Count -PHP 100.00 * CT BT -PHP 100.00 * Protine (PT) -PHP 500.00 * Activated Partial Thromboplastine Time (APTT) -PHP 500.00 * Malarial Smear - Non-Charge</p> <p>D. Blood Chemistry * RBS (Capillary Blood - Glucose) - PHP 100.00 * FBS -PHP 100.00 * BUN -PHP 100.00 * Creatinine -PHP 100.00 * Cholesterol -PHP 100.00 * Blood Uric Acid -PHP 100.00 * Tryglycerides -PHP 200.00 * HDL/LDL - 450.00 * SGOT -PHP 200.00 * SGPT -PHP 200.00 * Na, K, Cl package -PHP 450.00</p>	2 minutes	<p>Laboratory Aide I Laboratory Department</p>
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		<p>E. Microbiology</p> <ul style="list-style-type: none"> * AFB Staining (Sputum) / Trugnat - Non-Charge * GRAM Staining -PHP 100.00 * Wet Smear/ KOH -PHP 100.00 <p>F. Serology/ Blood Banking</p> <ul style="list-style-type: none"> * ABO-Rh Typing -PHP 170.00 * Hepa B Surface Ag -PHP 160.00 * VDRL/ Syphilis -PHP 200.00 * Rapid Screen Testing - Non-Charge * Dengue NS1 - Non-Charge * Dengue Duo -PHP 1,000.00 * Typhidot -PHP 500.00 * Cross Matching -PHP 300.00 <p>G. COVID Ag Test -PHP 400.00</p> <p>H. Special Examinations</p> <ul style="list-style-type: none"> * Troponin I -PHP 850.00 * CK-MB -PHP 750.00 * PSA -PHP 800.00 * TSH -PHP 450.00 * T3 -PHP 450.00 * T4 -PHP 450.00 * fT3-PHP 450.00 * fT4 -PHP 450.00 * HbA1c -PHP 545.00 <p>I. Newborn Screening</p> <ul style="list-style-type: none"> * Newborn Screening Test (Expanded) -PHP 1,800.00- Depends on the procedure 		
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8.. None	8. Validates and signs the result of laboratory test requested.	None	5 minutes	<i>Medical Technologist II or Medical Technologist I and Pathologist Laboratory Department</i>
9. Receives laboratory result and signs laboratory result releasing logbook	9. Releases result and secures ward nurse's signature in the laboratory releasing logbook	None	5 minutes	<i>Laboratory Aide I Laboratory Department</i>
TOTAL:		None	4 hours, 34 minutes	



22- Blood tests, Urinalysis, Fecalysis and other Blood Exams for Out-Patients

General Laboratory Procedure for Out-Patients

Office or Division:	Orani District Hospital/Laboratory Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Out Patient and Walk-In Patients needing laboratory tests

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Valid ID/ Senior Citizen ID		Physician Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Laboratory and hands out the laboratory request for to the Laboratory Aide	1. Receives laboratory request form	None	5 minutes	Laboratory Aide I Laboratory Department
2. None	2. Validates patient information and requested procedure	None	3 minutes	Medical Technologist II or Medical Technologist I Laboratory Department
3. Proceeds to the blood extraction area for blood sample collection	3. Calls patient and verifies patient identity with the blood request form. 3.1. Explains procedure to patient and verifies adherence to fasting (if any)	None	5 minutes	Medical Technologist II or Medical Technologist I Laboratory Department
4. None	4. Collects blood sample from the patient and labels the sample.	None	5 minutes	Medical Technologist II or Medical Technologist I Laboratory Department



5. None	5. Processes sample	None	<p>A. All Stat Procedures - Within 1 Hour</p> <p>B. Clinical Microscopy * Routine Urinalysis - 30 minutes * Routine Fecalalysis - 30 minutes * Occult Blood - 30 minutes * Pregnancy Test -30 minutes</p> <p>C. Hematology *CBC - 1 hour * Platelet Count - 1 hour * CT BT - 1 hour * Protime (PT) - 1 hour * Activated Partial Thromboplastine Time (APTT) - 1 hour * Malarial Smear - 1 hour</p> <p>D. Blood Chemistry *RBS (Capillary Blood - 5 minutes Glucose) * FBS - 4 hours * BUN - 4 hours * Creatinine - 4 hours * Cholesterol - 4 hours * Blood Uric Acid - 4 hours * Tryglycerides - 4 hours * HDL/LDL - 4 hours * SGOT - 4 hours * SGPT - 4 hours * Na, K, Cl package - 30 minutes</p> <p>E. Microbiology * AFB Staining (Sputum) / Trugnat - 2 hours * GRAM Staining - 1 hour * Wet Smear/ KOH - 1 hour</p>	<p><i>Medical Technologist II or Medical Technologist I Laboratory Department</i></p>
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		<p>F. Serology/ Blood Banking</p> <ul style="list-style-type: none"> * ABO-Rh Typing - 10 minutes * Hepa B Surface Ag - 1 hours * VDRL/ Syphilis - 1 hours * Rapid Screen Testing - 1 hours * Dengue NS1 - 1 hours * Dengue Duo - 1 hours * Typhidot - 1 hours * Cross Matching - 2 hours <p>G. COVID Ag Test - 1 hours</p> <p>H. Special Examinations</p> <ul style="list-style-type: none"> * Troponin I - 1 hours * CK-MB - 1 hours * PSA - 1 hours * TSH - 1 hours * T3 - 1 hours * T4 - 1 hours * fT3- 1 hours * fT4 - 1 hours * HbA1c - 10 minutes <p>I. Newborn Screening</p> <ul style="list-style-type: none"> * Newborn Screening Test (Expanded) - 15 minutes 	
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6. Receives charge slip from the Laboratory Aide and proceeds to Cashier and Billing for payment process	6. Gives charge slip to patient and instructs payment process to the patient	<p>A. All Stat Procedures - Depends on the procedure</p> <p>B. Clinical Microscopy * Routine Urinalysis - PHP 50.00 * Routine Fecalalysis - PHP50.00 * Occult Blood - PHP150.00 * Pregnancy Test - PHP100.00</p> <p>C. Hematology *CBC -PHP 200.00 * Platelet Count -PHP 100.00 * CT BT -PHP 100.00 * Protime (PT) -PHP 500.00 * Activated Partial Thromboplastine Time (APTT) -PHP 500.00 * Malarial Smear - Non-Charge</p> <p>D. Blood Chemistry *RBS (Capillary Blood -PHP 100.00 Glucose) * FBS -PHP100.00 * BUN -PHP 100.00 * Creatinine -PHP 100.00 * Cholesterol -PHP 100.00 * Blood Uric Acid - PHP 100.00 * Tryglycerides - PHP 200.00 * HDL/LDL - 450.00 * SGOT -PHP 200.00 * SGPT -PHP 200.00 * Na, K, Cl package - PHP 450.00</p>	2 minutes	Laboratory Aide I Laboratory Department
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		<p>E. Microbiology</p> <ul style="list-style-type: none"> * AFB Staining (Sputum) / Trugnat - Non-Charge * GRAM Staining -PHP 100.00 * Wet Smear/ KOH -PHP 100.00 <p>F. Serology/ Blood Banking</p> <ul style="list-style-type: none"> * ABO-Rh Typing -PHP 170.00 * Hepa B Surface Ag - PHP 160.00 * VDRL/ Syphilis -PHP 200.00 * Rapid Screen Testing - Non-Charge * Dengue NS1 - Non-Charge * Dengue Duo -PHP 1,000.00 * Typhidot -PHP 500.00 * Cross Matching -PHP 300.00 <p>G. COVID Ag Test -PHP 400.00</p> <p>H. Special Examinations</p> <ul style="list-style-type: none"> * Troponin I -PHP 850.00 * CK-MB -PHP 750.00 * PSA -PHP 800.00 * TSH -PHP 450.00 * T3 -PHP 450.00 * T4 -PHP 450.00 * fT3-PHP 450.00 * fT4 -PHP 450.00 * HbA1c -PHP 545.00 <p>I. Newborn Screening</p> <ul style="list-style-type: none"> * Newborn Screening Test (Expanded) -PHP 1,800.00- Depends on the procedure 		
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7. None	7. Validates and signs the result of laboratory test requested.	None	5 minutes	<i>Medical Technologist II or Medical Technologist I and Pathologist Laboratory Department</i>
8. Returns to laboratory and presents Official Receipt to the laboratory aide	8. Receives official receipt and validate patient's payment	None	3 minutes	<i>Laboratory Aide I Laboratory Department</i>
9. Receives laboratory result from the laboratory aide	9. Prints and releases results to the patient	None	5 minutes	<i>Laboratory Aide I Laboratory Department</i>
TOTAL:		Varies depending on all incurred charges	4 hours, 33 minutes	



23. Radiology Procedures (General X-ray Services in ER/Holding Area Patients)

Radiology x-ray used to diagnose or treat patients by recording images of the internal structure of the body to assess the presence or absence of disease, foreign objects, and structural damage or anomaly.

Office or Division:	Orani District Hospital/Radiology Department
Classification:	Simple Transaction
Type of Transaction:	Government to Citizen/ Government to Government
Who may avail:	ER/Holding Area Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-RAY Request		Attending or Requesting Physician Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to radiology department receiving window	1. Receives radiology request form	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
2. None	2. Validates patient information, procedure, and patient's chief complaint and history.	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
3. None	3. Logs patient's data to the record book and accomplishment report form.	None	1 minute	<i>Radiologic Technologist I or Administrative Aide III Radiology Department</i>



4. None	4. Prepares the X-ray machine and other equipments that will be used for the examination.	None	5 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
5. None	5. Informs the ER Nurse on Duty to transport the patient to the Radiology Department	None	1 minute	<i>Administrative Adie III Radiology Department</i>
6.. Transports patient to the Radiology Room by the Utility personnel via wheelchair or stretcher	6. Receives patient from the Emergency Room/ Holding Area and explains the procedure to the patient including its contraindication. 6.1. Instructs patient's personal preparation prior to diagnostic examination	None	5 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>

7. Proceeds to the radiologic room for examination	7. Position and perform radiologic study based on the procedure requested by the physician and examine the patient.	None	<ul style="list-style-type: none"> * Chest PA - 5 minutes *Ankle APL- 5 minutes *Knee Bilateral AP-5minutes *Apicolordotic View- 8 minutes *Chest AP - 8 minutes *Chest AP Sitting- 8 minutes *Arm (Humerus) APL- 8 minutes *Clavicle AP - 8 minutes *Elbow AP -8 minutes *Scapula AP-8 minutes *Shoulder AP - 8 minutes *Towne's View -8 minutes *Water's View-8 minutes *Wrist APL - 8 minutes *KUB - 8 minutes *Forearm APL - 10 minutes *Foot APL -10 minutes *Foot APO -10 minutes *Hand/Digit APL -10 minutes *Hand/Digit APO-10 minutes *Hip/Pelvic AP- 10 minutes *Knee APL - 10 minutes *Leg APL - 10 minutes *Mandible APL - 10 minutes *Nasal Bone (R&L) - 10 minutes *Oscalsis view - 10 minutes *Pelvic (Frog Leg View)- 10 minutes *Femur/Thigh APL - 10 minutes *Thoracic Cage AP - 10 minutes *Zygomatic View - 10 minutes *Abdomen Lateral -10 minutes *Abdomen Upright -10 minutes *Babygram/ Fetus Gram -15 minutes *Elbow Bilateral - 15 minutes *Clavicle Bilateral -15 minutes *Forearm Bilateral - 15 minutes *Hand Bilateral - 15 minutes *Knee Bilateral - 15 minutes *Foot Bilateral - 15 minutes *Leg Bilateral - 15 minutes *Sacrum APL -15 minutes *Shoulder APL - 15 minutes *Wrist Bilateral -15 minutes *Chest Lateral Decubitus - 20 minutes 	Radiologic Technologist II or Radiologic Technologist I Radiology Department
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9. None	9. Processes the printing of the radiograph	None	3 minutes	<i>Administrative Aide III Radiology Department</i>
10. Signs the accomplishment form	10. Secures patient's signature on the accomplishment report form	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
11. Transports back to the Emergency Room/ Holding Area by the utility	11. Informs the Emergency Room Nurse on Duty that the patient may be transported back to the ward	None	1 minute	<i>Radiologic Technologist I or Administrative Aide III Radiology Department</i>
12. Receives the Radiograph for the requesting physician's initial reading	12. Endorses patient's radiograph to the Nurse on Duty for Physician's initial reading. 12.1. Advises the patient's relative to return the film on Radiology Department for official reading	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
13. None	13. Encodes patient's transaction on iHOMIS including charge number and number film utilized	None	3 minutes	<i>Radiologic Technologist I or Administrative Aide III Radiology Department</i>



14. None	14. Prints charge slip and forwards charge slip to the billing section	*Chest PA -PHP160.00 *Ankle APL -PHP 160.00 *Knee Bilateral AP only -PHP 160.00 *Apicolordotic View -PHP 160.00 *Chest AP - PHP 160.00 *Chest AP Sitting -PHP 160.00 *Arm (Humerus) APL -PHP 200.00 *Clavicle AP -PHP 200.00 * Elbow AP -PHP 200.00 *Scapula AP -PHP 200.00 *Shoulder AP -PHP 200.00 *Towne's View -PHP 180.00 * Water's View -PHP 180.00 * Wrist APL -PHP 200.00 *KUB -PHP 200.00 *Forearm APL - PHP 200.00 *Foot APL - PHP 200.00 *Foot APO - PHP 200.00 *Hand/Digit APL -PHP 200.00 *Hand/Digit APO -PHP 200.00 *Hip/Pelvic AP -PHP 200.00 * Knee APL -PHP 200.00 *Leg APL -PHP 200.00 *Mandible APL -PHP 320.00 *Nasal Bone (R&L) -PHP 180.00 *Oscalsis view - PHP 200.00 *Pelvic (Frog Leg View) -PHP 200.00 *Femur/Thigh APL -PHP 200.00 *Thoracic Cage AP -PHP 170.00 *Zygomatic View -PHP 160.00 *Abdomen Lateral - PHP 185.00 *Abdomen Upright - PHP185.00 *Babygram/ Fetus Gram - PHP 320.00 *Elbow Bilateral -PHP 400.00 *Clavicle Bilateral -PHP 340.00 *Forearm Bilateral -PHP 400.00 *Hand Bilateral -PHP 400.00 *Knee Bilateral -PHP 400.00 *Foot Bilateral -PHP 400.00 *Leg Bilateral -PHP 400.00 *Sacrum APL -PHP 320.00 *Shoulder APL -PHP 400.00 *Wrist Bilateral -PHP 400.00 *Chest Lateral Decubitus -PHP 160.00	3 minutes	Administrative Aide III Radiology Department
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15. Receives patient's clearance slip for billing and payment	15. Instructs clearance signing and advise patient's significant other to return the radiograph to the Radiology Department	None	3 mins	<i>Nurse II or Nurse I Triage/ Emergency Room</i>
16. Returns radiograph to the radiology department and have the radiologist on duty sign the clearance	16. Receives the radiograph and signs the patient's clearance	None	1 minute	<i>Administrative Aide III Radiology Department</i>
17. None	17. Advises patient/ significant others to come back after 5 days for the official result. 17.1. Advise to present Official Receipt on the scheduled date	None	2 minutes	<i>Administrative Aide III Radiology Department</i>
18. Returns to the emergency room/ holding area and present the accomplished clearance slip and official receipt to the nurse on duty	18. Receives accomplished clearance slip and validates the official receipt. 18.1. Discharge the patient	None	2 minutes	<i>Nurse II or Nurse I Triage/ Emergency Room</i>
TOTAL:		Varies depending on all incurred charges	58 minutes	



24. Radiology Procedures (General X-ray Services in OPD/Walk-In)

Radiology x-ray used to diagnose or treat patients by recording images of the internal structure of the body to assess the presence or absence of disease, foreign objects, and structural damage or anomaly.

Office or Division:	Orani District Hospital/Radiology Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	OPD/Walk-In

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-RAY Request		Attending or Requesting Physician Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to radiology department receiving window	1. Receives radiology request form	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
2. None	2. Validates patient information, procedure, and patient's chief complaint and history.	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
3. None	3. Explains the procedure to the patient including its contraindication. 3.1. Instructs patient's personal preparation prior to diagnostic examination	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
4. None	4. Prepares the X-ray machine and other equipment that will be used for the examination.	None	5 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>

<p>5. Proceeds to the radiology room for examination</p>	<p>5. Positions the patient and performs the radiologic study based on the procedure requested by the physician.</p>	<p>None</p>	<ul style="list-style-type: none"> * Chest PA - 5 minutes *Ankle APL- 5 minutes *Knee Bilateral AP-5minutes *Apicolordotic View- 8 minutes *Chest AP - 8 minutes *Chest AP Sitting- 8 minutes *Arm (Humerus) APL- 8 minutes *Clavicle AP - 8 minutes *Elbow AP -8 minutes *Scapula AP-8 minutes *Shoulder AP - 8 minutes *Towne's View -8 minutes *Water's View-8 minutes *Wrist APL - 8 minutes *KUB - 8 minutes *Forearm APL - 10 minutes *Foot APL -10 minutes *Foot APO -10 minutes *Hand/Digit APL -10 minutes *Hand/Digit APO-10 minutes *Hip/Pelvic AP- 10 minutes *Knee APL - 10 minutes *Leg APL - 10 minutes *Mandible APL - 10 minutes *Nasal Bone (R&L) - 10 minutes *Oscalsis view - 10 minutes *Pelvic (Frog Leg View)- 10 minutes *Femur/Thigh APL - 10 minutes *Thoracic Cage AP - 10 minutes *Zygomatic View - 10 minutes *Abdomen Lateral -10 minutes *Abdomen Upright -10 minutes *Babygram/ Fetus Gram -10-15 minutes *Elbow Bilateral - 10-15 minutes *Clavicle Bilateral -15 minutes *Forearm Bilateral - 15 minutes *Hand Bilateral - 15 minutes *Knee Bilateral - 15 minutes *Foot Bilateral - 15 minutes *Leg Bilateral - 15 minutes *Sacrum APL -15 minutes *Shoulder APL - 15 minutes *Wrist Bilateral -15 minutes *Chest Lateral Decubitus - 15-20 minutes 	<p><i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i></p>
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25. Radiology Procedures (General X-ray Services in In-Patients)

Radiology x-ray used to diagnose or treat patients by recording images of the internal structure of the body to assess the presence or absence of disease, foreign objects, and structural damage or anomaly.

Office or Division:	Orani District Hospital/Radiology Department
Classification:	Simple Transaction
Type of Transaction:	Government to Government/ Government to Citizen
Who may avail:	In-Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-RAY Request		Attending or Requesting Physician Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards x-ray request to radiology department with the radiology request receiving logbook to be signed by the Radiologic Technologist on duty	1. Receives radiology request form Ward nurse on duty and signs the radiology request receiving logbook	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
2. None	2. Validates patient information, procedure, and patient's chief complaint and history.	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
3. None	3. Logs patient's data to the record book and accomplishment report form.	None	1 minute	<i>Administrative Aide III Radiology Department</i>



4. None	4. Prepares the X-ray machine and other equipments that will be used for the examination.	None	5 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
5. None	5. Informs the Ward Nurse on Duty to transport the patient to the Radiology Department	None	1 minute	<i>Administrative Aide III Radiology Department</i>
6. Transports patient to the Radiology Room by the Utility personnel via wheelchair or stretcher	6. Receives patient from the ward and explains the procedure to the patient including its contraindication. 6.1. Instructs patient's personal preparation prior to diagnostic examination	None	5 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>



7. None	7. Positions the patient and performs the radiologic study based on the procedure requested by the physician.	None	<p> "** Chest PA - 5 minutes *Ankle APL- 5 minutes *Knee Bilateral AP-5minutes *Apicolordotic View- 8 minutes *Chest AP - 8 minutes *Chest AP Sitting- 8 minutes *Arm (Humerus) APL- 8 minutes *Clavicle AP - 8 minutes *Elbow AP -8 minutes *Scapula AP-8 minutes *Shoulder AP - 8 minutes *Towne's View -8 minutes *Water's View-8 minutes *Wrist APL - 8 minutes *KUB - 8 minutes *Forearm APL - 10 minutes *Foot APL -10 minutes *Foot APO -10 minutes *Hand/Digit APL -10 minutes *Hand/Digit APO-10 minutes *Hip/Pelvic AP- 10 minutes *Knee APL - 10 minutes *Leg APL - 10 minutes *Mandible APL - 10 minutes *Nasal Bone (R&L) - 10 minutes *Oscalsis view - 10 minutes *Pelvic (Frog Leg View)- 10 minutes *Femur/Thigh APL - 10 minutes *Thoracic Cage AP - 10 minutes *Zygomatic View - 10 minutes *Abdomen Lateral -10 minutes *Abdomen Upright -10 minutes *Babygram/ Fetus Gram -15 minutes *Elbow Bilateral - 15 minutes *Clavicle Bilateral -15 minutes *Forearm Bilateral - 15 minutes *Hand Bilateral - 15 minutes *Knee Bilateral - 15 minutes *Foot Bilateral - 15 minutes *Leg Bilateral - 15 minutes *Sacrum APL -15 minutes *Shoulder APL - 15 minutes *Wrist Bilateral -15 minutes *Chest Lateral Decubitus - 20 minutes" </p>	<p> <i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i> </p>
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8. None	8. Examines the radiograph for quality control and assurance before printing	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
9. None	9. Processes the printing of the radiograph	None	3 minutes	<i>Administrative Aide III Radiology Department</i>
10. Signs the accomplishment form	10. Secures patient's signature on the accomplishment report form	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
11. Transports back to the ward by the utility	11. Informs the Ward Nurse on Duty that the patient may be transported back to the ward	None	1 minute	<i>Administrative Aide III Radiology Department</i>
12. Receives the Radiograph for the requesting physician's initial reading	12. Endorses patient's radiograph to the Nurse on Duty for Physician's initial reading. 12.1. Advises the Nurse on Duty to return the film on Radiology Department after the initial reading	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
13. None	13. Encodes patient's transaction on iHOMIS including charge number and number film utilized	None	3 minutes	<i>Administrative Aide III Radiology Department</i>



14. None	14. Prints charge slip and forwards charge slip to the billing section	<ul style="list-style-type: none"> *Chest PA -PHP160.00 *Ankle APL -PHP 160.00 *Knee Bilateral AP only -PHP 160.00 *Apicolordotic View -PHP 160.00 *Chest AP - PHP 160.00 *Chest AP Sitting -PHP 160.00 *Arm (Humerus) APL -PHP 200.00 *Clavicle AP -PHP 200.00 * Elbow AP -PHP 200.00 *Scapula AP -PHP 200.00 *Shoulder AP -PHP 200.00 *Towne's View -PHP 180.00 * Water's View -PHP 180.00 * Wrist APL -PHP 200.00 *KUB -PHP 200.00 *Forearm APL - PHP 200.00 *Foot APL - PHP 200.00 *Foot APO - PHP 200.00 *Hand/Digit APL -PHP 200.00 *Hand/Digit APO -PHP 200.00 *Hip/Pelvic AP -PHP 200.00 * Knee APL -PHP 200.00 *Leg APL -PHP 200.00 *Mandible APL -PHP 320.00 *Nasal Bone (R&L) -PHP 180.00 *Oscalsis view - PHP 200.00 *Pelvic (Frog Leg View) -PHP 200.00 *Femur/Thigh APL -PHP 200.00 *Thoracic Cage AP -PHP 170.00 *Zygomatic View -PHP 160.00 *Abdomen Lateral - PHP 185.00 *Abdomen Upright - PHP185.00 *Babygram/ Fetus Gram - PHP 320.00 *Elbow Bilateral -PHP 400.00 *Clavicle Bilateral -PHP 340.00 *Forearm Bilateral -PHP 400.00 *Hand Bilateral -PHP 400.00 *Knee Bilateral -PHP 400.00 *Foot Bilateral -PHP 400.00 *Leg Bilateral -PHP 400.00 *Sacrum APL -PHP 320.00 *Shoulder APL -PHP 400.00 *Wrist Bilateral -PHP 400.00 *Chest Lateral Decubitus -PHP 160.00 	3 minutes	Administrative Aide III Radiology Department
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15. Returns radiograph to Radiologic room	15. Receives the radiograph for official reading.	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
TOTAL:		Varies depending on all incurred charges	51 minutes	



26. Radiology Procedures (MedicoLegal Patients)

Radiology x-ray used to diagnose or treat patients by recording images of the internal structure of the body to assess the presence or absence of disease, foreign objects, and structural damage or anomaly.

Office or Division:	Orani District Hospital/Radiology Department
Classification:	SIMPLE TRANSACTION
Type of Transaction:	Government to Citizen/ Government to Government
Who may avail:	MEDICOLEGAL PATIENTS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-RAY Request		Attending or Requesting Physician Nurse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to radiology department receiving window	1. Receives the radiology request form	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
2. None	2. Prepares the X-ray machine and other equipment that will be used for the examination.	None	5 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
3. None	3. Informs the ER Nurse on Duty to transport the patient to the Radiology Department	None	1 minute	<i>Administrative Aide III Radiology Department</i>
4. Transports patient to the Radiology Room by the Utility personnel via wheelchair or stretcher	4. Receives patient from the Emergency Room/ Holding Area	None	3 minutes	<i>Administrative Aide III Radiology Department</i>



5. None	5. Validates patient information, procedure, and patient's chief complaint and history.	None	3 minutes	<i>Administrative Aide III Radiology Department</i>
6. Provides the correct data needed for Medico Legal purposes	6. Verifies Medico Legal data (Date of Incident, Time of Incident and Place of Incident)	None	2 minutes	<i>Administrative Aide III Radiology Department</i>
7. None	7. Logs patient's data to the record book and accomplishment report form.	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
8. None	8. Explains the procedure to the patient including its contraindication. 8.1. Instructs patient's personal preparation prior to diagnostic examination	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>

9.. Proceeds to the radiologic room for examination	9.. Positions the patient and performs the radiologic study based on the procedure requested by the physician.	None	<p> *** Chest PA - 5 minutes *Ankle APL- 5 minutes *Knee Bilateral AP-5minutes *Apicolordotic View- 8 minutes *Chest AP - 8 minutes *Chest AP Sitting- 8 minutes *Arm (Humerus) APL- 8 minutes *Clavicle AP - 8 minutes *Elbow AP -8 minutes *Scapula AP-8 minutes *Shoulder AP - 8 minutes *Towne's View -8 minutes *Water's View-8 minutes *Wrist APL - 8 minutes *KUB - 8 minutes *Forearm APL - 10 minutes *Foot APL -10 minutes *Foot APO -10 minutes *Hand/Digit APL -10 minutes *Hand/Digit APO-10 minutes *Hip/Pelvic AP- 10 minutes *Knee APL - 10 minutes *Leg APL - 10 minutes *Mandible APL - 10 minutes *Nasal Bone (R&L) - 10 minutes *Oscalsis view - 10 minutes *Pelvic (Frog Leg View)- 10 minutes *Femur/Thigh APL - 10 minutes *Thoracic Cage AP - 10 minutes *Zygomatic View - 10 minutes *Abdomen Lateral -10 minutes *Abdomen Upright -10 minutes *Babygram/ Fetus Gram -15 minutes *Elbow Bilateral - 15 minutes *Clavicle Bilateral -15 minutes *Forearm Bilateral - 15 minutes *Hand Bilateral - 15 minutes *Knee Bilateral - 15 minutes *Foot Bilateral - 15 minutes *Leg Bilateral - 15 minutes *Sacrum APL -15 minutes *Shoulder APL - 15 minutes *Wrist Bilateral -15 minutes *Chest Lateral Decubitus - 20 minutes" </p>	<p> <i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i> </p>
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11. None	11. Processes the printing of the radiograph	None	3 minutes	<i>Administrative Aide III Radiology Department</i>
12. Signs the accomplishment form	12. Secures patient's signature on the accomplishment report form	None	1 minute	<i>Administrative Aide III Radiology Department</i>
13. Transports the patient back to the Emergency Room/ Holding Area by the utility via wheelchair/ stretcher	13. Informs the Emergency Room Nurse on Duty that the patient may be transported back to the emergency room	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
14. Receives the Radiograph for the requesting physician's initial reading	14. Endorses patient's radiograph to the Nurse on Duty for Physician's initial reading. 14.1. Advises the Nurse on Duty to return the film on Radiology Department after the initial reading	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
15. None	15. Encodes patient's transaction on iHOMIS including charge number and number film utilized	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>



16. None	16. Prints charge slip and forwards charge slip to the billing section	*Chest PA -PHP160.00 *Ankle APL -PHP 160.00 *Knee Bilateral AP only -PHP 160.00 *Apicolordotic View -PHP 160.00 *Chest AP - PHP 160.00 *Chest AP Sitting -PHP 160.00 *Arm (Humerus) APL -PHP 200.00 *Clavicle AP -PHP 200.00 * Elbow AP -PHP 200.00 *Scapula AP -PHP 200.00 *Shoulder AP -PHP 200.00 *Towne's View -PHP 180.00 * Water's View -PHP 180.00 * Wrist APL -PHP 200.00 *KUB -PHP 200.00 *Forearm APL - PHP 200.00 *Foot APL - PHP 200.00 *Foot APO - PHP 200.00 *Hand/Digit APL -PHP 200.00 *Hand/Digit APO -PHP 200.00 *Hip/Pelvic AP -PHP 200.00 * Knee APL -PHP 200.00 *Leg APL -PHP 200.00 *Mandible APL -PHP 320.00 *Nasal Bone (R&L) -PHP 180.00 *Oscalsis view - PHP 200.00 *Pelvic (Frog Leg View) -PHP 200.00 *Femur/Thigh APL -PHP 200.00 *Thoracic Cage AP -PHP 170.00 *Zygomatic View -PHP 160.00 *Abdomen Lateral - PHP 185.00 *Abdomen Upright - PHP185.00 *Babygram/ Fetus Gram - PHP 320.00 *Elbow Bilateral -PHP 400.00 *Clavicle Bilateral -PHP 340.00 *Forearm Bilateral -PHP 400.00 *Hand Bilateral -PHP 400.00 *Knee Bilateral -PHP 400.00 *Foot Bilateral -PHP 400.00 *Leg Bilateral -PHP 400.00 *Sacrum APL -PHP 320.00 *Shoulder APL -PHP 400.00 *Wrist Bilateral -PHP 400.00 *Chest Lateral Decubitus -PHP 160.00	3 minutes	<i>Administrative Aide III Radiology Department</i>
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17. Receives patient's clearance slip for billing and payment	17. Instructs clearance signing and advice patient's significant other to return the radiograph to the Radiology Department	None	3 mins	<i>Nurse II or Nurse I Emergency Room</i>
18. Returns radiograph to the radiology department and have the radiologist on duty sign the clearance	18. Receives the radiograph and signs the patient's clearance	None	1 minute	<i>Administrative Aide III Radiology Department</i>
19. NONE	<p>19. Advises patient/ significant other to come back after 5 days for the official result.</p> <p>19.1. Instructs to present Official Receipt on the scheduled date. An authorization letter and valid IDs of both patient and authorized person shall be provided.</p> <p>19.2. Emphasizes that the official reading will given while the radiograph is for hospital safe-keeping for medico-legal purposes</p>	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Radiology Department</i>
20. Returns to the emergency room/ holding area and present the accomplished clearance slip and official receipt to the nurse on duty	<p>20. Receives accomplished clearance slip and validates the official receipt.</p> <p>20.1. Discharges the patient</p>	None	2 minutes	<i>Nurse II or Nurse I Emergency Room</i>
TOTAL:		Varies depending on all incurred charges	1 hour	



27. Pharmacy Services (Dispensing of Prescribed Drugs And Medical Supplies to In-Patients)

Pharmacy services includes dispensing and distribution of medication; processing medication orders; providing drug information services; and ensuring the availability of medications.

Office or Division:	Orani District Hospital/ Pharmacy Department
Classification:	Simple Transaction
Type of Transaction:	Government to Government
Who may avail:	ALL IN-PATIENTS (DISPENSING OF PRESCRIBED DRUGS AND MEDICAL SUPPLIES)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescriptions Name of Prescriber with PRC License and signature Name of Patient; Date; Age; Address; Bed number Receive and Issuance of Stocks		Nurse on duty Physician, or the prescriber Prescription given by the Nurse on Duty Pharmacist /Pharmacy Assistant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards prescription to the pharmacy	1. Receives the prescription for dispensing	None	1 minute	Pharmacist II or Pharmacist I/ Administrative Aide III Pharmacy Department
2. None	2. Checks the availability of stocks	None	3 minute	Pharmacist II or Pharmacist I/ Administrative Aide III Pharmacy Department
3. None	3. Encodes to iHOMIS	None	3 minutes	Pharmacist II or Pharmacist I/ Administrative Aide III Pharmacy Department
4. None	4. Files and prepares prescription	None	3 minutes	Pharmacist II or Pharmacist I/ Administrative Aide III Pharmacy Department
5. Receives the dispensed medications and supplies	5. Dispenses medicines and medical supplies to ward	None	5 minutes	Pharmacist II or Pharmacist I/ Administrative Aide III Pharmacy Department
6. None	6. Prints charge slip and forwards charge slip to billing and cashier	None	3 minutes	Pharmacist II or Pharmacist I/ Administrative Aide III Pharmacy Department
TOTAL:		None	18 minutes	



28. Pharmacy Services (Dispensing Dangerous Drug to In-Patients)

Pharmacy services includes dispensing and distribution of medication; processing medication orders; providing drug information services; and ensuring the availability of medications.

Office or Division:	Orani District Hospital/ Pharmacy Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ALL IN-PATIENTS (DISPENSING OF DANGEROUS DRUGS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescriptions/ Yellow Prescription Name of prescriber with PRC License; S2 License Number and Signature Name of Patient; Date; Age; Address; Bed number Patient Diagnosis Recording and reporting to SAR/ DDB; Logbook Receive and Issuance of Stocks		Physician/Nurse on Duty Physician, or the Prescriber Prescription given by the Nurse on Duty; Written Prescription /Yellow prescription Pharmacist		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards prescription to the pharmacy	1. Receives prescription for dispensing. 1.1. Ensures the completeness of patient data in the Yellow Prescription signed with the Physician's PRC License and S2 License Number	None	1 minute	Pharmacist II or Pharmacist I Pharmacy Department
2. None	2. Checks the availability of stocks	None	3 minutes	Pharmacist II or Pharmacist I Pharmacy Department



3. None	3. Encodes to iHOMIS	None	3 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
4. None	4. Files and prepares prescription	None	3 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
5. .Receives the dispensed medications and supplies	5. Dispenses medicines and medical supplies to ward	None	5 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
6. None	6. Prints charge slip and forwards charge slip to billing and cashier	None	3 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
TOTAL:		None	18 minutes	



29. Pharmacy Services (Dispensing Medicines to Out-Patients)

Pharmacy services includes dispensing and distribution of medication; processing medication orders; providing drug information services; and ensuring the availability of medications.

Office or Division:	Orani District Hospital/ Pharmacy Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	ALL OUT-PATIENTS (DISPENSING OF PRESCRIBED DRUGS)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescriptions Name of prescriber with PRC License and Signature Name of Patient; Date; Age; Address Original Receipt Receive and Issuance of Stocks		Patients/Relatives Physician or the Prescriber Cashier Pharmacist /Pharmacy Assistant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the prescription to Pharmacist on duty	1. Receives prescription	None	1 minute	Pharmacist II or Pharmacist I/ Administrative Aide III Pharmacy Department



2. None	2. Checks the availability of stocks and supplies	None	3 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
3. None	3. Encodes to iHomis	None	2 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
4. Receives charge slip and proceeds to billing and cashier for payment process	4. Prints charge slip and instructs payment process to patient	None	3 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
5. Returns to pharmacy and presents the official receipt to the pharmacist on duty	5. Issues prescribed medication	None	2 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
6. None	6. Provides instruction on medication dosage form and route of administration	None	5 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
TOTAL:		None	16 minutes	

30. Pharmacy Services (Dispensing of Dangerous Drugs to out-Patients)

Pharmacy services includes dispensing and distribution of medication; processing medication orders; providing drug information services; and ensuring the availability of medications.

Office or Division:	Orani District Hospital/ Pharmacy Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	ALL OUT-PATIENTS (DISPENSING OF DANGEROUS DRUGS)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescriptions/ Yellow Prescription Name of prescriber with PTR Number; PRC License; S2 License Number and Signature Name of Patient; Date; Age; Address; Patient Diagnosis Recording and reporting to SAR/DDB Logbook Original Receipt Receive and Issuance of Stocks		Physician or the Prescriber ; Written Prescription /Yellow prescription; Pharmacist		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards prescription to the pharmacy	1. Receives prescription for dispensing. 1.1. Ensures the completeness of patient data in the Yellow Prescription signed with the Physician's PRC License and S2 License Number	None	1 minute	<i>Pharmacist II or Pharmacist I Pharmacy Department</i>
2. None	2. Checks the availability of stocks	None	3 minutes	<i>Pharmacist II or Pharmacist I Pharmacy Department</i>



3. None	3. Encodes to iHOMIS	None	3 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
4. None	4. Files and prepares prescription	None	3 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
5. .Receives the dispensed medications and supplies	5. Dispenses medicines and medical supplies to ward	None	5 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
6. None	6. Prints charge slip and forwards charge slip to billing and cashier	None	3 minutes	<i>Phamacist II or Pharmacist I/ Administrative Aide III Pharmacy Department</i>
TOTAL:		None	18 minutes	



31. Records Section Services (Issuance of OPD Record for Previous/Old Patients)

To provide complete, accurate and time bound records of patient. For fast retrieval and on-time transmittal of records

Office or Division:	Orani District Hospital
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	ALL PATIENTS REQUIRING ISSUANCE OF OPD RECORD FOR PREVIOUS/OLD PATIENTS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID; OPD Card Health Declaration Form/ OPD FormRequest Slip		Patient Triage Nurse/ Medical Records Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage Area and Present OPD Card/ Valid ID	1. Assists in completion of Triage Health Declaration Form	None	5 minutes	Nurse / Triage Area
2. Fills-out request slip form and submits form to Records Section (Window A).	2. Receives filled-out request slip form and asks for necessary information and OPD Yellow card/ Valid I.D.S	None	5 minutes	Records Officer / Records Department
3. Proceeds to waiting area and waits to be called by the Nurse on Duty for consultation	3. Instructs patient to proceed to the waiting area	None	2 minutes	Records Officer / Records Department
4. None	4. Encodes patient's data to iHomis and retrieves previous OPD record	None	5 minutes	Records Officer / Records Department
5. None	5. Endorses the patient's OPD Record to the nurse on duty	None	2 minutes	Records Officer / Records Department
TOTAL:		None	19 minutes	



32. Records Section Services (Issuance of Record for New Patients)

To provide complete, accurate and time bound records of patient. For fast retrieval and on-time transmittal of records

Office or Division:	Orani District Hospital/ Records Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ALL NEW PATIENTS ISSUANCE OF RECORD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID; OPD Card Health Declaration Form/ OPD FormRequest Slip		Patient Triage Nurse/ Medical Records Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage Area and Present OPD Card/ Valid ID	1. Assists completion of Triage Health Declaration Form	None	5 minutes	<i>Nurse I Triage Area</i>
2. Fills-out request slip form and submits form to Records Section (Window A).	2. Receives filled-out request slip form and asks for necessary information.	None	3 minutes	<i>Records Officer I Records Department</i>
3. None	3. Encodes the necessary information of patient to IHOMIS completely and accurately	None	5 minutes	<i>Records Officer I Records Department</i>
4. Receives charge slip and proceeds to billing and cashier (Window 3)	4. Issues charge slip for the patient's OPD Card and instructs payment process to the patient	PHP 10	5 minutes	<i>Records Officer I Records Department</i>
5. Returns to Record Section (Window A) and presents the official receipt	5. Validates Official Receipt and issue the patient's OPD Card	None	2 minutes	<i>Records Officer I Records Department</i>
6. Proceeds to waiting area and waits to be called by the Nurse on Duty for consultation	6. Instructs patient to proceed to the patient waiting area	None	2 minutes	<i>Records Officer I Records Department</i>
7. None	7. Endorse the patient's OPD Record to the Nurse on duty	None	2 minutes	<i>Records Officer I Records Department</i>
TOTAL:		PHP 10	24 minutes	



33. Records Section Services (Issuance of Medical Certificate)

To provide complete, accurate and time bound records of patient. For fast retrieval and on-time transmittal of records

Office or Division:	Orani District Hospital/ Records Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	ALL PATIENT REQUIRING ISSUANCE OF MEDICAL CERTIFICATE

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of Patient · If Patient is not present: Authorization letter, Valid ID of Patient & Authorized person. · If Minor patient: Valid ID of relative and birth certificate of minor. Request Slip		Patient Authorized person Medical Records Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Records Section (Window B) and fills-out request slip form for Medical Certificate	1. Instructs how to properly fill-out the request slip and hands out queuing number	None	3 minutes	<i>Records Officer I Records Department</i>
2. Submits the filled-out request slip form and necessary documents needed.	2. Verifies the identification of client and data in iHomis	None	3 minutes	<i>Records Officer I Records Department</i>



3. Receives charge slip and proceeds to billing and cashier (Window 3)	3. Issues charge slip and instructs payment process	PHP 20	2 minutes	<i>Records Officer I Records Department</i>
4. None	4. Encodes and prints certificate.	None	3 minutes	<i>Records Officer I Records Department</i>
5. None	5. Secures resident physician on duty's signature on the Medical Certificate	None	3 minutes	<i>Administrative Assistant III Records Department</i>
6. Returns to Records Section (Window B) and presents Official Receipt for claiming of certificate	6. Validates Official Receipt and issues the Medical Certificate with dry seal and physician's signature	None	2 minutes	<i>Records Officer I Records Department</i>
7. Signs the Records Certificate Logbook	7. Instructs patient to sign the Records Certificate Logbook	None	1 minute	<i>Records Officer I Records Department</i>
TOTAL:		PHP 20	17 minutes	



34. Records Section Services (Issuance of Birth Certificate)

To provide complete, accurate and time bound records of patient. For fast retrieval and on-time transmittal of records

Office or Division:	Orani District Hospital/ Records Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ALL PATIENT REQUIRING ISSUANCE OF BIRTH CERTIFICATE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> · If married parents: Marriage certificate and Valid ID · If not married parents: Birth Certificate, Valid ID and Cedula (present year). · If single parent: Birth certificate and Valid ID. Request Slip 		Patient Medical Records Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Records Section (Window C) and fills-out request slip form for Birth Certificate	1. Instructs how to properly fill-out the request slip and hands out queuing number	None	3 minutes	<i>Records Officer I Records Department</i>
2. Submits the filled-out request slip form and necessary documents needed.	2. Verifies the identification of client and data in iHomis	None	3 minutes	<i>Records Officer I Records Department</i>
3. Receives charge slip and proceeds to billing and cashier (Window 3)	3. Issues charge slip and instructs payment process	PHP 20	2 minutes	<i>Records Officer I Records Department</i>



4. None	4. Encodes and prints the birth certificate.	None	3 minutes	<i>Records Officer I Records Department</i>
5. None	5. Secures resident physician on duty's signature on the Birth Certificate	None	3 minutes	<i>Administrative Aide III Records Department</i>
6. Returns to Records Section (Window C) and presents the official receipt to the records officer	6. Validates the official receipt and secures a copy the official receipt number.	None	2 minutes	<i>Records Officer I Records Department</i>
7. Reviews the printed-out certificate and provide signature of the informant	7. Instructs the parent/s to review and to sign the birth certificate.	None	3 minutes	<i>Records Officer I Records Department</i>
8. Receives the two (2) Certified True Copies of birth certificate and signs the records certificate logbook	8. Instructs the parent/s to sign the records certificate logbook and to come back after 1 week to claim the Registered Birth Certificate. 8.1 Claimant should bring the following: Parent: Valid ID Authorized claimant: Authorization letter from the parent and Valid IDs of both the parent and claimant.	None	3 minutes	<i>Records Officer I Records Department</i>
TOTAL:		PHP 20	22 minutes	



35. Records Section Services (Issuance of Medico-Legal Certificate)

To provide complete, accurate and time bound records of patient. For fast retrieval and on-time transmittal of records

Office or Division:	Orani District Hospital/ Records Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	ALL PATIENT REQUIRING ISSUANCE OF MEDICO-LEGAL CERTIFICATE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> · Police Request · Valid ID of patient · If patient is not present: Authorization letter/ valid ID of patient & authorized person · If the patient is a minor: Valid ID of relative and birth certificate of the minor patient · Request Slip 	<ul style="list-style-type: none"> · Police Station where the incident happened · Patient · Medical Records Section

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Records Section (Window B) and fills out request slip form for Medico Legal Certificate	1. Instructs how to properly fill-out the request slip and hands out queuing number	None	3 minutes	<i>Records Officer I Records Department</i>
2. Submits the filled-out request slip form and necessary documents needed.	2. Verifies the identification of client and data in iHomis	None	3 minutes	<i>Records Officer I Records Department</i>
3. Receives charge slip and proceeds to billing and cashier (Window 3)	3. Issues charge slip and instructs payment process	PHP 30	2 minutes	<i>Records Officer I Records Department</i>



4. None	4. Encodes and prints the Medico Legal certificate.	None	3 minutes	<i>Records Officer I Records Department</i>
5. None	5. Secures resident physician on duty's signature on the Medico Legal Certificate	None	3 minutes	<i>Administrative Assistant III Records Department</i>
6. None	6. Verifies and signs certificate.	None	3 minutes	<i>Records Officer I Records Department</i>
7. Returns to Records Section (Window C) and presents the official receipt to the records officer	7. Validates Official Receipt and issues the Medico Legal Certificate with dry seal and physician's signature	None	3 minutes	<i>Administrative Assistant III Records Department</i>
8. Signs the Records Certificate Logbook	8. Instructs patient to sign the Records Certificate Logbook	None	1 minutes	<i>Records Officer I Records Department</i>
TOTAL: PHP 30			24 minutes	



36. Records Section Services (Issuance of Death Certificate)

To provide complete, accurate and time bound records of patient. For fast retrieval and on-time transmittal of records

Office or Division:	Orani District Hospital/ Records Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	ALL PATIENT REQUIRES ISSUANCE OF DEATH CERTIFICATE

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Birth Certificate of deceased patient Birth Certificate and Valid ID of next of kin Request Slip 		<ul style="list-style-type: none"> Authorized person Medical Records Section 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Records Section (Window C).Gets and fills-out request slip form completely and accurately.	1. Gives request slip form with queuing number to the client.	None	3 minutes	Records Officer I Records Department
2. Submits the filled-out request slip form and necessary documents needed.	2. Verifies the identification of patient and data in iHomis	None	3 minutes	Records Officer I Records Department
3. Receives charge slip and proceeds to billing and cashier (Window 3)	3. Issues charge slip and instructs payment process	PHP 20	2 minutes	Records Officer I Records Department
4. None	4. Encodes and prints death certificate.	None	3 minutes	Records Officer I Records Department
5. None	5. Secures resident physician on duty's signature on the Death Certificate	None	3 minutes	Administrative Assistant III Records Department



6. Returns to Records Section (Window C) and presents the official receipt to the records officer	6. Validates the official receipt and secures a copy the official receipt number.	None	2 minutes	<i>Records Officer I Records Department</i>
7. Reviews the printed-out certificate	7. Reviews the death certificate with the claimant to ensure correctness of data	None	3 minutes	<i>Records Officer I Records Department</i>
8. Fills-out and signs the waiver.	8. Instructs claimant to fill out waiver and explains its purpose- an agreement that the claimant will return and provide a copy of the registered Death Certificate	None	3 minutes	<i>Records Officer I Records Department</i>
9. Submits the filled-out waiver with signature	9. Verifies and countersigns the waiver.	None	1 minute	<i>Records Officer I Records Department</i>
10. None	10. Provides the claimant a copy of the signed waiver	None	1 minute	<i>Records Officer I Records Department</i>
11. Receives and signs four (4) copies of death certificate and the records certificate logbook	11. Instructs claimant to sign the death certificate and the records certificate log book	None	2 minutes	<i>Records Officer I Records Department</i>
12. None	12. Provides the claimant instructions on the proper order of registering the Death Certificate.	None	2 minutes	<i>Records Officer I Records Department</i>
TOTAL:		PHP 20	28 minutes	



37. Philhealth Services (PhilHealth Members for Checking of Eligibility)

To assist the PhilHealth Members to their queries about the requirements and policies

Office or Division:	Orani District Hospital/ Philhealth Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All PhilHealth Members for Checking of Eligibility

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Sheet (In-patient & OPD patient) 2. Computer set with PhilHealth Portal 3. Birth Certificate, Marriage Contract (if any), 2 valid IDs (whenever necessary) of member/dependent.		1. Admitting Section or ER Department 2. Hospital equipment & Non-Disclosure Agreement from PhilHealth Inc. 3. PhilHealth member or their representative		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the PhilHealth Window (2) and submits the patient information sheet	1. Receives the information sheet from the patient or the relative	None	1 minute	<i>Administrative Officer I Philhealth Department</i>
2. None	2. Checks and verifies the member or their dependent's information and eligibility using the portal	None	5 minutes	<i>Administrative Officer I Philhealth Department</i>



3. Provides all the informations needed. Presents birth certificate or valid IDs for confirmation.	3. Interviews thoroughly the PhilHealth's member or relative. 3.1 Requests the necessary documents to verify if there's any discrepancy. (eg. Birth certificate or valid ID's)	None	1 minute	<i>Administrative Officer I Philhealth Department</i>
4. Provides all the necessary requirements to avail the benefits upon discharge.	4. Instructs the member/ relative for the availment of benefits and the documents needed if there's any discrepancy on the membership.	None	5 minutes	<i>Administrative Officer I Philhealth Department</i>
5. None	5. Gives an assistance and further instructions for non-active/ non-member of PhilHealth.	None	5 minutes	<i>Administrative Officer I Philhealth Department</i>
TOTAL:		None	17 minutes	



38. Philhealth Services (Eligible PhilHealth Members and their Dependent Updating the member/dependent's information through PhilHealth PLinks)

To assist the PhilHealth Members in updating their information and their dependents through Philhealth PLinks

Office or Division:	Orani District Hospital/ Philhealth Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Eligible PhilHealth Members and their Dependent Updating the member/dependent's information through PhilHealth PLinks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer set with PhilHealth Portal and internet connection 2. PhilHealth forms, Birth Certificate, Marriage Contract (if any), 2 valid IDs (whenever necessary) of member/dependent.		1. Hospital equipment & Non-Disclosure Agreement from PhilHealth Inc. 2. PhilHealth member or their representative		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Philhealth Window (2) and submits the requirements needed for declaration of dependents or for correction of discrepancies in member-dependent data	1. Instructs client to fill out the PhilHealth forms and receive necessary documents from the member or the relative.	None	2 minutes	<i>Administrative Officer / Philhealth Department</i>
2. Submits the filled out Philhealth form	2. Receives the accomplished Philhealth form and verifies the correctness of data with the client	None	2 minutes	<i>Administrative Officer / Philhealth Department</i>
3. None	3. Scans and sends the documents to PhilHealth's email address. (PLinks)	None	3 minutes	<i>Administrative Officer / Philhealth Department</i>
4. Acknowledges the update of the membership. (within or after the confinement)	4. Acknowledges and prints the updated member/ dependent's information from PhilHealth.	None	5 minutes	<i>Administrative Officer / Philhealth Department</i>
TOTAL:		None	12 minutes	



39. Philhealth Services (Eligible PhilHealth Members and their Dependent for Discharge)

To assist the PhilHealth Members in availing their benefits upon discharge

Office or Division:	Orani District Hospital/Philhealth Department
Classification:	Simple Transaction
Type of	G2C- Government to Citizen
Who may avail:	All Eligible PhilHealth Members and their Dependent for Discharge

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Discharge Clearance 2. Computer set with PhilHealth Portal and internet connection 3. Birth Certificate, Marriage Contract (if any), 2 valid IDs (whenever necessary) of member/dependent.		1. Nurse Station 2. Hospital equipment & Non-Disclosure Agreement from PhilHealth Inc. 3. PhilHealth member or their representative		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Philhealth Window (2) with the discharge clearance	1. Receives the clearance.	None	1 minute	<i>Administrative Officer I Philhealth Department</i>
2. Provides all the necessary documents needed for the availment of benefits.	2. Checks the patient/member's information if eligible for the benefits of PhilHealth and receives all necessary documents needed	None	3 minutes	<i>Administrative Officer I Philhealth Department</i>
3. Proceeds to the patient waiting area	3. Instructs the relative to proceed to the Philhealth waiting area while the staff reviews the patient's chart for verification of final diagnosis and code to use for benefit consumption 3.1 Informs the Billing Section.	None	5 minutes	<i>Administrative Officer II/ Administrative Assistant I Philhealth Department</i>



4. None	4. Prepares all the forms needed for the processing of claims and encode to the iHomis system.	None	5 minutes	Administrative Officer I/ Administrative Assistant I Philhealth Department
5. Completes all the necessary signatures in the PhilHealth forms of the member/ authorized representative.	5. Reviews all the documents/claim forms for correctness and for completion of signature.	None	5 minutes	Administrative Officer I/ Administrative Assistant I Philhealth Department
6. None	6. Computes the allowable PhilHealth Benefits for deduction on patient's total bill.	None	5 minutes	Administrative Officer I/ Administrative Assistant I Philhealth Department
7. Listens to the officer's further instruction.	7. Explains the total bill and the All Case Rate/ Philhealth benefits used.	None	5 minutes	Administrative Officer I/ Administrative Assistant I Philhealth Department
8. (WITH EXCESS BILL) Proceeds to the Medical Social Worker for settlement of their bill or for further instructions if any. (WITHOUT EXCESS) Proceeds to the Cashier Department for the final clearance.	8. (WITH EXCESS) Issues a photocopy of statement of account and instructs the member/ relative for the verification and settlement of excess bill if any to MSW. 8.1 (WITHOUT EXCESS) Issues a photocopy of statement of account and instructs the member/relative for the final clearance.	None	5 minutes	Administrative Officer I/ Administrative Assistant I Philhealth Department
TOTAL:		None	34 minutes	



40. Medical Social Services (Assistance to Out-Patients/ER-Patients)

Classify patients in accordance to DOH AO no. 2021-0044 Guidelines on Determining Eligibility for Social Care, Medical and Financial Assistance, and Point of Service

Office or Division:	Orani District Hospital/ Medical Social Service Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	OUT-PATIENTS/ER-PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of Patient/ Significant Others Social Service Referral Form (Form I), Assessment Tool Sheet (Form 3)		Patient/ Significant Others Social Worker II		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Social Service Window four (4) and submits referral form for financial assistance	1. Receives referred patient for assistance.	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
2. None	2. Checks and instructs patient/ relative for MSWD procedures.	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
3. Answers interview questions	3. Assesses and interviews patient or patient's relative.	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>
4. None	4. Orients patient on the classification of patient's social status.	None	3 minutes	<i>Social Worker II Medical Social Service Department</i>



5. Answers additional interview questions	5. Interviews the patient/relative for other necessary information.	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>
6. None	6. Recommends transaction to Chief of Hospital if not covered by the hospital's approved protocol.	None	15 minutes	<i>Social Worker II Medical Social Service Department</i>
7. None	7. Informs patient on the approval of the transaction	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
8. Signs on the Registry Logbook	8. Registers patient on the registry logbook and secures patient's signature on the logbook	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
9. None	9. Stamps patient's charge slip with its classification including discount availed	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
10. None	10. Accomplish Referral Report Form for patient handover on possible admission	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
11. None	11. Assists patient for the settlement of charges	None	3 minutes	<i>Administrative Assistant III Medical Social Service Department</i>
TOTAL:		None	40 minutes	



41. Medical Social Services (In Patients Pre-Admission Classification)

Classify patients in accordance to DOH AO no. 2021-0044 Guidelines on Determining Eligibility for Social Care, Medical and Financial Assistance, and Point of Service

Office or Division:	Orani District Hospital/ Medical Social Service Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ALL IN PATIENTS PRE-ADMISSION CLASSIFICATION			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of Patient/ Significant Others Patient Information Form Assessment Tool Sheet (Form 3)		Patient/ Significant Others Admitting Section; Nurse Medical Social Worker		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Medical Social Worker and submits filled-out Patient Information form for Interview/Assessment	1. Receives the filled-out Patient Information form	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
2. None	2. Assists patient/ significant others (If not eligible as PhilHealth Member)	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
3. None	3. Orients patient on the classification of patient's social status	None	3 minutes	<i>Social Worker II Medical Social Service Department</i>
4. None	4. Identifies patient as New or Old patient; > OLD - For updating of previous record; > NEW - interview using Assessment Tool Sheet (Form 3)	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>



5. Answers interview questions	5. Interviews the patient/relative for other necessary information.	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>
6. None	6. Advises patient to prepare for the requirements needed to avail medical social services	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>
7. None	7. Stamps Patient Information Form (Impormasyon ng Pasyente) with availed classification status	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
8. Signs on the Registry Logbook	8. Registers patient on the registry logbook and have the patient sign on the logbook	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
9. None	9. Endorses patients classification to avail PhilHealth's POS FI	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
10. None	10. Assists patient on admission procedure	None	3 minutes	<i>Social Worker II Medical Social Service Department</i>
TOTAL:		None	30 minutes	



42. Medical Social Services (In Patients Classification)

Classify patients in accordance to DOH AO no. 2021-0044 Guidelines on Determining Eligibility for Social Care, Medical and Financial Assistance, and Point of Service

Office or Division:	Orani District Hospital/ Medical Social Service Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	IN PATIENTS CLASSIFICATION

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of Patient/ Significant Others Patient Information Form List of In Patients Assessment Tool Sheet (Form 3)		Patient/ Significant Others Admitting Section; Nurse Nurse I Medical Social Worker		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refers patient for assistance by accomplishing referral form.	1. Receives referred patient for assistance.	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
2. None	2. Checks and instructs patient/ relative for MSWD procedures.	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
3. Seeks for financial assistance.	3. Assesses and interviews patient or patient's relative.	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
4. None	4. Orientats the patient on the classification of patient's social status.	None	3 minutes	<i>Social Worker II Medical Social Service Department</i>
5. None	5. Interviews the patient/ relative for other necessary information.	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>



6. None	6. Recommenda transaction to Chief of Hospital, if not covered by the hospital approved protocol	None	15 minutes	<i>Social Worker II Medical Social Service Department</i>
7. None	7. Informs patient on the approval of the transaction	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
8. None	8. Registers patient on the registry logbook	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
9. None	9. Stamps patient's charge slip with its classification including discount availe	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
10. None	10. Stamps patient's charge slip with its classification including discount availed; 10.1 Accomplish Referral Report Form for patient handover on possible admission	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
11. None	11. Assists patient for the settlement of charge	None	3 minutes	<i>Administrative Assistant III Medical Social Service Department</i>
TOTAL:		None	35 minutes	



43. Medical Social Services (Assistance to Senior Citizens/PWD's)

Classify patients in accordance to DOH AO no. 2021-0044 Guidelines on Determining Eligibility for Social Care, Medical and Financial Assistance, and Point of Service

Office or Division:	Orani District Hospital/ Medical Social Service Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	SENIOR CITIZENS/PWDs for Medical Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of Senior Citizens/Person With Disability		Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to MSWD Office Window Four (4) and submits referral form for financial assistance	1. Receives referred patient for assistance.	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
2. None	2. Assists patient/ relative seeking for financial assistance	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
3. None	3. Verifies for the authenticity of patient's senior citizen ID/PWD ID	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
4. None	4. Orients patient/ significant others on the coverage of patient's classification	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>
5. None	5. Registers patient on Senior Citizen/ PWD Assistance Form	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
6. None	6. Stamps patient's charge slip with its classification including discount availed	None	2 minutes	<i>Social Worker II Medical Social Service Department</i>
7. None	7. Assists patient for the settlement of charges	None	3 minutes	<i>Administrative Assistant III Medical Social Service Department</i>
TOTAL:		None	16 minutes	



44. Medical Social Services (Assistance to PCSO/ MAIP patient)

Classify patients in accordance to DOH AO no. 2021-0044 Guidelines on Determining Eligibility for Social Care, Medical and Financial Assistance, and Point of Service

Office or Division:	Orani District Hospital/ Medical Social Service Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Patient for PCSO MAIP assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of Patient/ Significant Others List of Patients admitted for more than a week PCSO IMAP- Medical Referral Letter		Patient/ Significant Others Nurse Medical Social Worker		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to MSWD Office Window Four (4) for assistance	1. Receives patients having hospital stay of more than a week	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>
2. None	2. Asks for patient's progressive bill of identified patients from the Billing Section.	None	10 minutes	<i>Social Worker II Medical Social Service Department</i>
3. None	3. Informs patient's significant others on the updated bill. 3.1 Motivates for counterpart/share if exceeded PhilHealth Case Rate. 3.2 Verifies the authenticity of patient's senior citizen ID/PWD ID	None	3 minutes	<i>Social Worker II Medical Social Service Department</i>



4. None	<p>4. Recommends to Chief of Hospital for additional discount and endorsement to avail assistance from other sponsors, if not covered by the hospital approved protocol</p> <p>4.1 Orients patient/ significant others on the coverage of patient's classification</p>	None	15 minutes	<i>Social Worker II Medical Social Service Department</i>
5. None	5. Note: Proceeds to Step 7 for approved additional discount thus covered total patient's bill.	None	1 minute	<i>Social Worker II Medical Social Service Department</i>
6. None	6. Prepares Medical Referral Letter for PCSO IMAP or Social Case Summary (Form 12) for MAP if still exceeds PhilHealth Case Rate	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>
7. Proceeds to the billing section	7. Endorses patient's negotiated bill to Billing Section and instructs patient to proceed to the Billing Section	None	5 minutes	<i>Social Worker II Medical Social Service Department</i>
TOTAL:		None	44 minutes	



45. Newborn Hearing Screening Test Service (In Patient Newborn Babies -24 Hours After Birth)

To perform Newborn Hearing Screening to all newborn 24 - hours after delivery or prior to discharge as mandated by law.

Office or Division:	Orani District Hospital/ Newborn Hearing Screening Room
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	IN PATIENT NEWBORN BABIES (24 HOURS AFTER BIRTH)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newborn Hearing Screening Form		DR Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses newborn to NBHST screener for NBHST	1. Verifies newborns chart for the NBHST order of the physician.	None	1 minute	<i>Nurse I Newborn Hearing Screening Room</i>
2. Proceeds to Newborn Hearing Screening Test room	2. Receives mother and newborn for newborn hearing screening	None	1 minute	<i>Nurse I Newborn Hearing Screening Room</i>
2. None	2. Provides health teaching and encourages in-patient mother to facilitate newborn hearing screening for her baby	None	5 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
3. Signs consent to perform/refuse Newborn Hearing Screening Test	3. Secures mother's consent to perform or refuse screening 3.1 For Mother Signed Refusal, Proceeds to Step 10	None	1 minute	<i>Nurse I Newborn Hearing Screening Room</i>
4. None	4. Performs Newborn Hearing Screening	None	10 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
5. None	5. Encodes patient details and NBHST result to Electronic National Newborn Hearing Screening Registry (ENNHSR).	None	2 minutes	<i>Nurse I Newborn Hearing Screening Room</i>



6. None	6. Fills out Newborn Hearing Screening Registry Card 6.1 For Pass Result, Proceed to Step 12	None	1 minute	<i>Nurse I Newborn Hearing Screening Room</i>
7. None	7. Performs Newborn Hearing Rescreening on newborn's both ears after one month (Rescreening) (RESULT: PASS or REFER)	None	10 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
8. None	8. Prints Newborn Hearing Screening result; 8.1 Attach Newborn Hearing Screening Registry Seal	None	3 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
9. None	9. Refers to resident physician on duty the repeat REFER result	None	3 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
10. None	10. Accomplishes referral to ENT Physician	None	3 minutes	<i>Medical Officer III/ Physician under COS Out- Patient Room</i>
11. Receives referral letter to ENT Physician	11. Gives referral letter to the mother	None	3 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
12. None	12. Handovers Newborn Hearing Screening Result to Hospital PhilHealth Department	None	3 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
TOTAL:		None	46	



46 - NEWBORN HEARING SCREENING TEST SERVICE (Out Patient Newborn Babies -1 To 3 Months After Birth)

To perform Newborn Hearing Screening to all Out Patient Newborns 1 to 3 months after delivery

Office or Division:	Orani District Hospital/ Newborn Hearing Screening Room			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	OUT PATIENT NEWBORN BABIES (1 to 3 MONTHS AFTER BIRTH)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Record/Triage Form Newborn Hearing Request Newborn Hearing Screening Form		Records Section; Triage Nurse Attending Physician; Midwife Newborn Hearing Screener		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to triage area for initial interview	1. Facilitates completion of Triage Health Declaration Form/OPD Record. 1.1 Take vital signs and endorse to Medical Records Section (Window A).	None	5 minutes	Nurse I Triage Area
2. None	2. Retrieves patient's record. 2.1 Completely and accurately encode the necessary information and log the patient into iHOMIS. 2.2 Endorses patient and the Health Declaration Form/ OPD Record to OPD Nurse.	None	10 minutes	Records Officer I Records Department
3. Proceeds to OPD for clinical assessment and examination of the patient	3. Performs clinical assessment and further physical examinations to patient.	None	10 minutes	Medical Officer III/ Physician Under COS Out- Patient Department



4. None	4. Endorses patient to the Newborn Hearing Screening Nurse on duty	None	3 minutes	<i>Nurse I Out- Patient Department</i>
5. Proceeds to Newborn Hearing Screening Test room	5. Receives patient for NBHST	None	1 minute	<i>Nurse I Newborn Hearing Screening Room</i>
6. Acknowledges procedure instructions and signs consent form for procedure	6. Explains the procedure and secures consent for procedure	None	3 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
7. None	7. Performs Newborn Hearing Screening	None	10 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
8. Proceeds to billing and cashier for payment	8. Issues charge slip and instructs payment process	PHP 250	2 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
9. None	9. Encodes patient details and NBHST result to Electronic National Newborn Hearing Screening Registry (ENNHSR).	None	2 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
10. Returns to NBHST Room and presents the Official Receipt	10. Verifies and acknowledges the Official Receipt	None	2 minutes	<i>Nurse I Newborn Hearing Screening Room</i>



11. None	<p>11. Prints Newborn Hearing Screening result;</p> <p>11.1 Attach Newborn Hearing Screening Registry Seal</p> <p>11.2 For PASS result, proceed to step 15</p>	None	3 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
12. None	12. Refers Newborn to Physician on duty the REFER result	None	3 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
13. None	13. Accomplishes referral letter to ENT Physician	None	3 minutes	<i>Medical Officer III/ Physician under COS Out- Patient Department</i>
14. Acknowledges advice and receives the referral form	14. Advise newborn's mother and hand over referral form for consultation to ENT or Category B facility for confirmatory test.	None	5 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
15. Receives NBHST result	<p>15. Handovers Newborn Hearing Screening Result to significant others/ newborn's mother.</p> <p>15.1 Advises to observe the newborn even if the test result is passed.</p>	None	3 minutes	<i>Nurse I Newborn Hearing Screening Room</i>
TOTAL:		PHP 250	56 minutes	



47. Newborn Screening Services

Newborn Screening is an essential public health strategy that enables the early detection and management of several congenital disorders, which if left untreated, may lead to mental retardation and/or death

Office or Division:	Orani District Hospital/ Laboratory Department
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	ALL NEWBORN BABIES (24 HOURS AFTER BIRTH) OUT-PATIENT / IN- PATIENT

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NBS Request Slip (In Patient) Duly Accomplished Sample NBS form (Out-Patient)		DR Nurse on Duty Attending Physician or Midwife		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory and submits request for Newborn Screening	1. Receives and assists patient	None	1 minute	<i>Medical Technologist II Laboratory Department</i>
2. None	2. Validates information provided on the request	None	1 minute	<i>Medical Technologist II Laboratory Department</i>
3. None	3. Performs specimen collection through Heel Prick Method	None	3 minutes	<i>Medical Technologist II Laboratory Department</i>



4. None	4. Records patient's request on iHOMIS	None	3 minutes	<i>Medical Technologist II Laboratory Department</i>
5. Receives charge slip and proceeds to billing and cashier for payment	5. Issues charge slip Out Patients - Patient/ Significant Others settles the bill 5.1 Issues charge slip for In Patients - forwards to Billing Section	PHP 1,800	3 minutes	<i>Medical Technologist II Laboratory Department</i>
6. None	6. Forwards accomplished filter card to Newborn Screening Center - Central Luzon in Angeles University Foundation, Angeles City, Pampanga	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>
7. Returns to laboratory department to present official receipt and acknowledges additional instructions on the release of the Newborn Screening Result	7. Advises significant others to come back after 1 month for the result. 7.1 Advises to present Official Receipt on the scheduled date.	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>
TOTAL:		PHP 1,800	21minutes	



48. Newborn Immunization Services

To provide maximum immunity against the seven vaccine preventable diseases.

Office or Division:	Orani District Hospital/ Delivery Room
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	IN PATIENTS (NEWBORN BABIES)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newborn Chart; OPD Record; Vaccination Record		Delivery Room NURSE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares vaccines and materials needed for immunization	None	5 minutes	<i>Nurse I Delivery Room</i>
2. States the newborn's complete name to the Nurse	2. Asks the mother to state the newborn's complete name	None	2 minutes	<i>Nurse I Delivery Room</i>
3. Acknowledges the information provided by the Nurse	3. Informs the newborn's mother that BCG and Hepa B Vaccine will be administered to the newborn	None	2 minutes	<i>Nurse I Delivery Room</i>
4. None	4. Performs immunization (BCG and/or Hepa B Vaccine)	None	5 minutes	<i>Nurse I Delivery Room</i>
5. None	5. Provides additional health education on immunization among mothers/significant others	None	10 minutes	<i>Nurse I Delivery Room</i>
6. None	6. Emphasizes the importance of compliance on succeeding immunization schedules at Rural Health Unit	None	2 minutes	<i>Nurse I Delivery Room</i>
7. None	7. Documents vaccines given on the newborn's chart and Vaccination Record	None	3 minutes	<i>Nurse I Delivery Room</i>
TOTAL:		None	24 minutes	



49. Animal Bite Treatment Center Services

Animal Bite Treatment Center Services covers provision of antirabies vaccinations or rabies immunoglobulins among animal bite patients. Also encouraging patient to avail PhilHealth services for Category III patients.

Office or Division:	Orani District Hospital/ Animal Bite Treatment Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ALL PATIENT NEEDING ANIMAL BITE TREATMENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Record/ Triage Form Valid ID; Vaccination Card		Records Section/ Triage Nurse Patients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to triage area and state reason for consult	1. Receives patient and facilitates completion of Triage Health Declaration Form/OPD Record.	None	3 minutes	<i>Nurse I Triage Area</i>
2. Answers interview questions for Animal Bite history taking	2. Performs patient assessment, history taking and vital signs taking.	None	2 minutes	<i>Nurse I Triage Area</i>
3. None	3. Performs wound care if not yet done at home.	None	10 minutes	<i>Nurse I Triage Area</i>
4. Waits in the patient waiting area	4. Endorse patient's record to the Emergency Room	None	2 minutes	<i>Nurse I Triage Area</i>
5. Proceeds to the Emergency Room once name is called	5. Receives patient and refers patient to the physician on duty	None	2 minutes	<i>Nurse I Emergency Room</i>



6. Proceeds to the Physician for initial consultation and categorization of Animal Bite	6. Performs clinical assessment and further physical examinations for the categorization of the animal bite	None	10 minutes	<i>Medical Officer III/ Physician Under COS Emergency Room</i>
7. None	7. Issues prescription to the patient/patient's significant others and provide important information/ contraindications on taking medications.	None	5 minutes	<i>ER Nurse I Emergency Room</i>
8. None	8. Administers Tetanus Toxoid as per Doctor's Order; Document action on OPD/Medical Record of the patient.	None	3 minutes	<i>ER Nurse I Emergency Room</i>
9. Proceeds to the ABTC Area	7. Endorses patient to ABTC Nurse.	None	1 minute	<i>ER Nurse I Emergency Room</i>
10. Proceeds to the ABTC Nurse once name is called	10. Receives patient 10.1 Re-evaluates patient's wound; 10.2 Facilitates further history taking and vital signs taking if necessary.	None	5 minutes	<i>Nurse I ABTC</i>
11. Proceeds to MSW Window four (4) for financial assistance	11. Issues patient's PEP Card with categorization and instructs patient/ significant other to head to MSW services	None	2 minutes	<i>Nurse I ABTC</i>
12. Receives the PEP Card and returns to the ABTC Nurse	12. Stamps patient's PEP Card with the discount availed	None	1 minute	<i>Social Worker Officer II Medical Social Service Department</i>



13. Returns to the ABTC Nurse and hands over the PEP Card	13. Receives the PEP Card and explains to the patient the discount availed and the number of doses to be given to the patient	None	2 minutes	Nurse I ABTC
14. Receives charge slip and proceeds to billing and cashier for payment	14. Issues charge slip for payment of vaccination for Animal Bite Category I and II, and Category III patients if they opted not to use Philhealth; then proceed to Step 17 14.1 Issues ABTC Information sheet and the charge slip for Category III patients with Philhealth	Category I- PHP 1,217.50/ dose Category II- PHP 1,217.50/ dose Category III- PHP 3,652.50/ dose RIG- PHP1,800.00/ vial	3 minutes	Nurse I ABTC
15. None	15. Validates patient's PhilHealth Eligibility and stamps ABTC Information sheet after verification.	None	5 minutes	Administrative Officer I Philhealth Department
16. Receives ABTC Information sheet with Philhealth stamp	16. Issues ABTC Information sheet with Philhealth stamp and instructs to proceed to ABTC	None	2 minutes	Administrative Officer I Philhealth Department



17. Returns to the ABTC Nurse and presents the Official Receipt/ ABTC information sheet with Philhealth stamp	17. Receives Official Receipt/ ABTC information sheet with Philhealth stamp	None	2 minutes	Nurse / ABTC
18. None	18. Administers Antirabies Vaccine based on the dose per Category	None	3 minutes	Nurse / ABTC
15. Receives the PEP Card and acknowledges the instructions are understood	15. Issues patient's PEP Card and gives instructions on the schedule of succeeding vaccination	None	2 minutes	Nurse / ABTC
TOTAL:		Category I- PHP1,217.50/ dose Category II- PHP 1,217.50/ dose Category III- PHP 3,652.50/ dose RIG- PHP 1,800.00/vial	1 hour, 5 minutes	



50. Dental Services (Tooth Extraction)

Dental clinic provides services such as dental consultation that includes evaluation of dental concern and status of patient and tooth extraction to eliminate teeth that are unrestorable through tooth decay, periodontal disease or dental trauma, especially when associated with toothache.

Office or Division:	Orani District Hospital/ Dental Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Patient Needing Dental Services (Tooth Extraction)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Record/ Triage Form Valid ID/Vaccination Card		Records Section/ Triage Nurse Patients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage area and fill out patient information slip for Dental Check-up.	1. Facilitates completion of Triage Health Declaration Form/OPD Record	None	3 minutes	<i>Nurse I Triage Area</i>
2. None	2. Performs initial interview and take vital signs.	None	2 minutes	<i>Nurse I Triage Area</i>
3. None	3. Notifies Dental Service for patient consult	None	1 minute	<i>Nurse I Triage Area</i>
4. Proceeds to Dental Clinic.	4. Receives and interviews patient to identify the patient's concern.	None	5 minutes	<i>Dental Aide Dental Department</i>
5. None	5. Evaluates patient's teeth and identify management; 5.1 Provides dental health instruction **If for check-up proceed to step 13	None	5 minutes	<i>Dentist II Dental Department</i>
6. None	6. Provides instructions on the procedure once identified for Tooth Extraction,	None	2 minutes	<i>Dentist II Dental Department</i>



7. Receives charge slip and proceeds to billing and cashier	7. Issues charge Slip for anesthetic agent and instructs payment process	PHP 150	2 minutes	<i>Dental Aide Dental Department</i>
8. None	8. Facilitates wearing of appropriate personal protective equipment (PPE) or isolation gown for the procedure	None	5 minutes	<i>Dentist II/ Dental Aide Dental Department</i>
10. Returns to Dental Section and submits official receipt to Dental Aide	10. Receives official receipt	None	1 minute	<i>Dental Aide Dental Department</i>
11. None	11. Prepares Dental instruments needed for Tooth Extraction;	None	3 minutes	<i>Dental Aide Dental Department</i>
12. None	12. Serves Anesthetic Agent to Dentist	None	2 minutes	<i>Dental Aide Dental Department</i>
12. Undergoes dental treatment and procedures	12. Renders prescribed treatment and procedures	None	15 minutes	<i>Dentist II Dental Department</i>
13. Receives instruction on take home medications and post-operative care	13. Gives instruction on take home medications and post-operative care	None	3 minutes	<i>Dentist II Dental Department</i>
TOTAL:		PHP 150	49 minutes	



51. Dental Services (Oral Prophylaxis)

Dental clinic provides services such as dental consultation that includes evaluation of dental concern and status of patient and tooth extraction to eliminate teeth that are unrestorable through tooth decay, periodontal disease or dental trauma, especially when associated with toothache.

Office or Division:	Orani District Hospital/ Dental Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Patient Needing Dental Services (Oral Prophylaxis)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Record/ Triage Form Valid ID/Vaccination Card		Records Section/ Triage Nurse Patients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage area and fill out patient information slip for Dental Check-up.	1. Facilitates completion of Triage Health Declaration Form/ OPD Record	None	3 minutes	<i>Nurse I Triage Area</i>
2. None	2. Performs initial interview and take vital signs.	None	2 minutes	<i>Nurse I Triage Area</i>
3. None	3. Notifies Dental Service for patient consult	None	1 minute	<i>Nurse I Triage Area</i>
4. Proceeds to Dental Clinic.	4. Receives and interviews patient to identify the patient's concern.	None	5 minutes	<i>Dental Aide Dental Department</i>



5. Receives charge slip and proceeds to billing and cashier	5. Issues charge Slip for oral prophylaxis and instructs payment process	PHP 400	2 minutes	<i>Dental Aide Dental Department</i>
6. Returns to Dental Section and submits official receipt to Dental Aide	6. Receives official receipt	None	1 minute	<i>Dental Aide Dental Department</i>
7. None	7. Prepares Dental instruments needed for oral prophylaxis	None	3 minutes	<i>Dental Aide Dental Department</i>
8. Undergoes oral prophylaxis procedures	12. Renders procedures	None	20 minutes	<i>Dentist II Dental Department</i>
13. Receives instructions	13. Gives instruction	None	3 minutes	<i>Dentist II Dental Department</i>
TOTAL:		PHP 400	40 minutes	



52. Blood Donation Services (In and Out Patients Needing Blood Crossmatching)

A blood service facility, duly authorized by the DOH whose main function is the storage, issuance, transport and distribution of whole blood and packed red cells.

Office or Division:	Orani District Hospital /Laboratory Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	IN AND OUT PATIENTS NEEDING BLOOD CROSSMATCHING

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Request Form; Crossmatching request from		Medical Officer III; Nurse II		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory and submits blood request form and crossmatching request	1. Receives blood request form and crossmatching request	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>
2. None	2. Verifies crossmatching and blood request	None	2 minutes	<i>Medical Technologist II Laboratory Department</i>
3. Proceeds to blood extraction area	3. Instructs patient to proceed to blood extraction area	None	2 minutes	<i>Medical Technologist II Laboratory Department</i>
4. None	4. Collects blood samples	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>
5. None	5. Labels blood samples	None	1 minute	<i>Medical Technologist II Laboratory Department</i>



6. None	6. Processes cross matching and blood typing	None	2 hours	<i>Medical Technologist II Laboratory Department</i>
6. None	6. Encodes patient data and results	None	10 minutes	<i>Medical Technologist II Laboratory Department</i>
7. Receives charge slip and proceeds to cashier and billing for payment	7. Issues charge slip and instructs payment process **For In-Patients, forward charge slip to Billing Section	ABO-Rh Typing- PHP 170 Cross Matching- PHP 300	10 minutes	<i>Medical Technologist II Laboratory Department</i>
8. None	8. Accomplishes Result Forms	None	10 minutes	<i>Medical Technologist II Laboratory Department</i>
9. Returns to laboratory and presents Official Receipt	9. Acknowledges Official Receipt and releases the results	None	2 minutes	<i>Medical Technologist II Laboratory Department</i>
TOTAL:		ABO-Rh Typing- PHP 170 Cross Matching- PHP 300	2 hours, 47 minutes	



53. Blood Donation Services (In and Out Patients Needing Issuance of Blood Units)

A blood service facility, duly authorized by the DOH whose main function is the storage, issuance, transport and distribution of whole blood and packed red cells.

Office or Division:	Orani District Hospital/ Laboratory Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	IN AND OUT PATIENTS NEEDING ISSUANCE OF BLOOD UNITS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Payment Official Result Form Releasing Logbook		Patient/Relatives Medical Technologist II		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the laboratory for issuance of blood units and presents Official Receipt.	1. Receives and verifies Official Receipt	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>
2. None	2. Checks crossmatching result and blood unit, tag to patient.	None	3 minutes	<i>Medical Technologist II Laboratory Department</i>
3. None	3. Checks the sticker number attached to the blood units, segment number, blood component and blood type, date of collection and expiry date.	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>



4. None	5. Prepares blood unit as to what type of blood component to be transfuse	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>
5. None	4. Logs the issued Blood to releasing logbook	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>
3. None	3. Issues blood and blood component.	None	5 minutes	<i>Medical Technologist II Laboratory Department</i>
6. Signs the blood release logbook and receives the blood component	6. Instructs client/ nurse on duty to sign the blood releasing logbook	None	1 minute	<i>Medical Technologist II Laboratory Department</i>
TOTAL:		None	29 minutes	



54. Ultra Sound Procedures (In-Patient)

A very safe and painless medical imaging procedure that utilizes high-frequency sound waves to provide cross-sectional image of the body with minimal radiation exposure.

Office or Division:	Orani District Hospital/ Ultrasound Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	In Patient

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ultrasound Request		Attending or Requesting Physician Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards Ultrasound request to radiology department with the radiology request receiving logbook to be signed by the Radiologic Technologist on duty	1. Receives Ultrasound request form from Ward nurse on duty and signs the radiology request receiving logbook	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
2. None	2. Validates patient information, procedure, and patient's chief complaint and history.	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
3. None	3. Informs the Ward Nurse on Duty to transport the patient to the Ultrasound Room	None	1 minute	<i>Administrative Aide III Ultrasound Department</i>
4. Transports patient to the Ultrasound Room by the Utility personnel via wheelchair or stretcher	4. Receives patient from the ward and explains the procedure to the patient 4.1. Instructs patient's personal preparation prior to diagnostic examination	None	5 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
5. Wears patient gown	5. Provides patient's gown and assists patient to the examination bed	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>



6. None	6. Positions the patient and performs Ultrasound procedure requested by the physician.	None	Chest - 7 minutes KUB - 8 minutes Hepatobiliary Tree - 6 minutes KUB with Prostate - 8 minutes Pelvic/ Biometry- 7 minutes Upper/ Lower Abdomen - 7 minutes Prostate - 4 minutes Whole Abdomen - 10 minutes Liver - 4 minutes Scrotal - 3 minutes	<i>Sonologist Ultrasound Department</i>
7. Signs the accomplishment report form	7. Inputs patient's data to the ultrasound log book and accomplishment report form. 7.1. Instructs the patient or relative to sign the space provided for them.	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
8. Transports back to the ward by the utility	8. Informs the Ward Nurse on Duty that the patient may be transported back to the ward	None	1 minute	<i>Administrative Aide III Ultrasound Department</i>
9. None	9. Analyzes the sonographic images and prints out the official reading	None	5 minutes	<i>Sonologist Ultrasound Department</i>



10. Receives the Ultrasound result for the requesting physician's interpretation and diagnosis	10. Endorses patient's Ultrasound result to the Nurse on Duty for Physician's interpretation and diagnosis	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
11. None	11. Encodes patient's transaction on iHOMIS	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
12. None	12. Prints charge slip and forwards charge slip to the billing section	Chest - PHP 800.00	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
		KUB - PHP 800 Hepatobiliary Tree - PHP 600 KUB with Prostate - PHP 1,000 Pelvic/ Biometry- PHP 500 Upper/ Lower Abdomen - PHP 660 Prostate - PHP 360 Whole Abdomen - PHP 840 Liver - PHP 500.00 Scrotal - PHP 1,200		



TOTAL if Chest Ultrasound	PHP 800.00	24 minutes	
TOTAL if KUB Ultrasound	PHP 800.00	25 minutes	
TOTAL if Hepatobiliary Tree Ultrasound	PHP 600.00	23 minutes	
TOTAL if KUB with Prostate Ultrasound	PHP 1, 000.00	25 minutes	
TOTAL if Pelvic/ Biometry Ultrasound	PHP 500.00	24 minutes	
TOTAL if Upper/ Lower Abdomen Ultrasound	PHP 660.00	24 minutes	
TOTAL if Prostate Ultrasound	PHP 360.00	21 minutes	
TOTAL if Whole Abdomen Ultrasound	PHP 840.00	27 minutes	
TOTAL if Liver Ultrasound	PHP 500.00	21 minutes	
TOTAL if Scrotal Ultrasound	PHP 1, 200.00	20 minutes	



55. Ultra Sound Procedures (Out-Patient)

A very safe and painless medical imaging procedure that utilizes high-frequency sound waves to provide cross-sectional image of the body with minimal radiation exposure.

Office or Division:	Orani District Hospital/ Ultrasound Department
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	OPD

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ultrasound Request		Attending or Requesting Physician Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Ultrasound room on scheduled date of examination	1. Receives ultrasound request form	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
2. None	2. Validates patient information, procedure, and patient's chief complaint and history.	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
3. None	3. Explains the procedure to the patient including its contraindication. 3.1. Instructs patient's personal preparation prior to diagnostic examination	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
4. Wears patient gown	4. Provides patient's gown and assists patient to the examination bed	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>



5. None	5. Positions the patient and performs Ultrasound procedure requested by the physician.	None	<p>Chest - 7 minutes</p> <p>KUB - 8 minutes</p> <p>Hepatobiliary Tree - 6 minutes</p> <p>KUB with Prostate - 8 minutes</p> <p>Pelvic/ Biometry- 7 minutes</p> <p>Upper/ Lower Abdomen - 7 minutes</p> <p>Prostate - 4 minutes</p> <p>Whole Abdomen - 10 minutes</p> <p>Liver - 4 minutes</p> <p>Scrotal - 3 minutes</p>	<i>Sonologist Ultrasound Department</i>
6. Signs the accomplishment report form	<p>6. Inputs patient's data to the ultrasound log book and accomplishment report form.</p> <p>6.1. Instructs the patient or relative to sign the space provided for them.</p>	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>



7. Proceeds to cashier for payment	7. Gives the charge slip and instructs patient or patient's significant other to settle bill to the billing and cashier's section	<p>Chest - PHP 800.00</p> <p>KUB - PHP 800.00</p> <p>Hepatobiliary Tree - PHP 600.00</p> <p>KUB with Prostate - PHP 1,000.00</p> <p>Pelvic/ Biometry- PHP 500.00</p> <p>Upper/ Lower Abdomen - PHP 660.00</p> <p>Prostate - PHP 360.00</p> <p>Whole Abdomen - PHP 840.00</p> <p>Liver - PHP</p> <p>Scrotal - PHP 1,200.00</p>	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
8. Returns to Ultrasound room and presents Official Receipt to Ultrasound staff	8. Verifies official receipt and writes the OR number on the logbook	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>



9. None	9. Returns the Official Receipt to the patient and instructs patient to return after one (1) day with the official receipt for the release of the official result	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
		Chest - PHP 800.00 KUB - PHP 800.00 Hepatobiliary Tree - PHP 600.00 KUB with Prostate - PHP 1,000.00 Pelvic/ Biometry- PHP 500.00 Upper/ Lower Abdomen - PHP 660.00 Prostate - PHP 360.00 Whole Abdomen - PHP 840.00 Liver - PHP Scrotal - PHP 1,200.00	27 minutes	
TOTAL:				



Office or Division:	Orani District Hospital			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	In Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ultrasound Request		Attending or Requesting Physician Nurse		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards Ultrasound request to radiology department with the radiology request receiving logbook to be signed by the Radiologic Technologist on duty	1. Receives Ultrasound request form from Ward nurse on duty and signs the radiology request receiving logbook	None	1 minute	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
2. None	2. Validates patient information, procedure, and patient's chief complaint and history.	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
3. None	3. Informs the Ward Nurse on Duty to transport the patient to the Ultrasound Room	None	1 minute	<i>Administrative Aide III / Ultrasound Department</i>
4. Transports patient to the Ultrasound Room by the Utility personnel via wheelchair or stretcher	4. Receives patient from the ward and explains the procedure to the patient 4.1. Instructs patient's personal preparation prior to diagnostic examination	None	5 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
5. Wears patient gown	5. Provides patient's gown and assists patient to the examination bed	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>



6. None	6. Positions the patient and performs Ultrasound procedure requested by the physician.	None	Chest - 7mins KUB - 8mins Hepatobiliary Tree - 6mins KUB with Prostate - 8mins Pelvic/ Biometry- 7mins Upper/ Lower Abdomen - 7mins Prostate - 4mins Whole Abdomen - 10mins Liver - 4mins Scrotal - 3mins	<i>Sonologist / Ultrasound Department</i>
7. Signs the accomplishment report form	7. Inputs patient's data to the ultrasound log book and accomplishment report form. 7.1. Instructs the patient or relative to sign the space provided for them.	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
8. Transports back to the ward by the utility	8. Informs the Ward Nurse on Duty that the patient may be transported back to the ward	None	1 minute	<i>Administrative Aide III / Ultrasound Department</i>
9. None	9. Analyzes the sonographic images and prints out the official reading	None	5 minutes	<i>Sonologist / Ultrasound Department</i>



10. Receives the Ultrasound result for the requesting physician's interpretation and diagnosis	10. Endorses patient's Ultrasound result to the Nurse on Duty for Physician's interpretation and diagnosis	None	2 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
11. None	11. Encodes patient's transaction on iHOMIS	None	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>
12. None	12. Prints charge slip and forwards charge slip to the billing section	Chest - Php 800.00 KUB - Php 800.00 Hepatobiliary Tree - Php 600.00 KUB with Prostate - Php 1,000.00 Pelvic/ Biometry- Php 500.00 Upper/ Lower Abdomen - Php 660.00 Prostate - Php 360.00 Whole Abdomen - Php 840.00 Liver - Php 500.00 Scrotal - Php 1,200.00	3 minutes	<i>Radiologic Technologist II or Radiologic Technologist I Ultrasound Department</i>



TOTAL if Chest Ultrasound	PHP 800.00	36 minutes	
TOTAL if KUB Ultrasound	PHP 800.00	37 minutes	
TOTAL if Hepatobiliary Tree Ultrasound	PHP 600.00	35 minutes	
TOTAL if KUB with Prostate Ultrasound	PHP 1, 000.00	37 minutes	
TOTAL if Pelvic/ Biometry Ultrasound	PHP 500.00	36 minutes	
TOTAL if Upper/ Lower Abdomen Ultrasound	PHP 660.00	36 minutes	
TOTAL if Prostate Ultrasound	PHP 360.00	33 minutes	
TOTAL if Whole Abdomen Ultrasound	PHP 840.00	39 minutes	
TOTAL if Liver Ultrasound	PHP 500.00	33 minutes	
TOTAL if Scrotal Ultrasound	PHP 1, 200.00	32 minutes	



BAGAC COMMUNITY AND MEDICARE HOSPITAL

EXTERNAL SERVICES



1. Out-Patient Services

This transaction covers the provision of medical and nursing service to out-patients in-need of it.

Office or Division:	Bagac Community and Medicare Hospital / Medical & Nursing Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Card OPD Record		Records Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Previously resgistered Patient				
1. Presents OPD card to record section	1. Assigns queuing number to patient	None	1 minute	<i>Senior Bookkeeper/ Record's Supervisor Medical Records Department</i>
2. Proceeds to waiting area	2. Brings patient file to OPD Nurse	None	5 minutes	<i>Senior Bookkeeper/ Record's Supervisor Medical Records Department</i>
3. Waits for call (Old patient)	3. Takes vital signs & notes chief complaints	None	5 minutes	<i>Nurse I/ Medical Officer III Outpatient Department</i>
4. None	4. Gives consultation Proper and issues prescriptions & instructions to patient	None	15 minutes	<i>Medical Officer III Outpatient Department</i>
	TOTAL:	None	26 minutes	



B. Non- registered Patients or New Patients				
1. Goes to record section	1. Issues charge slip	None	15 minutes	<i>Senior Bookkeeper/ Record's Supervisor Medical Records Department</i>
2. Receives Charge slip for OPD card, envelope and file	2. Instructs to pay the amount indicated in the charge slip	None	1 minute	<i>Administrative Officer I Cashier</i>
3. Pays the amount indicated in the charge slip	3. Receives payment & issues official receipt.	PHP 15	2 minutes	<i>Administrative Officer I Cashier</i>
4. Presents OR to record section & receives queueing number waits in OPD waiting area	4. Notes OR # , encodes to iHomis & issues queueing number	None	2 minutes	<i>Senior Bookkeeper/ Record's Supervisor Medical Records Department</i>
5. None	5. Takes vital signs & notes chief complaints	None	5 minutes	<i>Nurse I Outpatient Department</i>
6. None	6. Gives consultation Proper and issues prescriptions & instructions to patient	None	15 minutes	<i>Medical Officer III Outpatient Department</i>
TOTAL:		PHP 15	40 minutes	



2. Emergency Room Services (Disposition for Discharge)

This transaction covers the provision of medical and nursing service to out-patients in-need of it.

Office or Division:	Bagac Community and Medicare Hospital / Medical & Nursing Section
Classification:	Simple Transaction
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All who need immediate care

CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
OPD Card OPD Record or ER record		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents himself to the ER with companion	1.Takes Vital signs , notes chief complains, brief history & refers patient to Doctor on duty.	None	2 minutes	<i>Nurse I Emergency Department</i>
2. None	2. Initiates further history taking, starts management emergency procedures; requests for x-ray & or lab works if needed	None	15 minutes	<i>Medical Officer III Emergency Department</i>
3. None	3. Interviews companion for patient's personal data & encodes to iHOMIS	None	5 minutes	<i>Nurse I Emergency Department</i>



4. Pays for medications, supplies & diagnostics	4. Receives payment & issues OR	IV MEDS	2 minutes	Administrative Officer I Cashier I Cashier
		1. ADENOSINE 3MG/ML, 2ML: PHP 1,069.30		
		2. ACTIVATED CHARCOAL: PHP 180.05		
		3. AMIKACIN 250MG VIAL: PHP 60.8		
		4. AMINOPHYLLINE 25MG AMP: PHP 30.30		
		5. AMINO ACID + SORBITOL AMP: PHP 501.30		
		6. AMLODIPINE 5MG: PHP 1.90		
		7. AMPICILLIN 250MG VIAL: PHP 20.30		
		8. AMPICILLIN 500MG VIAL: PHP 14.30		
		9. AMPICILLIN + SULBACTAM 500/250MG VIAL: PHP 120.10		
		10. ANTI-RABIES VACCINE serum, 200.00 IU: PHP 1899.6		
		11. ATROPINE SULFATE 1MG/ML :PHP 20.30		
		12. ATS 1500 IU AMP:PHP 122.78		
		13. BCG VACCINE AMP:PHP 604.47		
		14. BISACODYL 10MG, ADULT : PHP 40.30		
		15. BISACODYL 5MG, PEDIA:PHP 34.55		
		16. BUDESONIDE 250MCG./ML.:PHP 64.30		
		17. CALCIUM GLUCONATE IV:PHP 83.70		
		18. CALAMINE 3.5 G + ZINC OXIDE:PHP 41.80		
		19. CEFAZOLIN 1G:PHP 99.30		
		20. CEFTRIAZONE 1G: PHP 35.15		
		21. CEFUROXIME 750MG VIAL: PHP 44.15		
		22. CHLORPHENIRAMINE 10MG:PHP 12.30		
		23. CIPROFLOXACIN 200MG VIAL: PHP 205.15		
		24. CITICOLINE 250MG/4ML AMP: PHP 140.10		
		25. CITICOLINE 500 MG AMP :PHP 140.30		



		26. CLINDAMYCIN 150MG/ML 4ML:PHP 145.3		
		27. D50% 50CC:PHP 60.15		
		28. DEXAMETHASONE 4MG/ML AMP: PHP 54.3		
		29. DEXTRAN 500 ML :PHP 710.3		
		30. DIAZEPAM 5MG/ML AMP: PHP 135.98		
		31. DIGOXIN 250MCG/ML : PHP 250.15		
		32. DIPHENHYDRAMINE 50MG/ML AMP: PHP 45.30		
		33. DOBUTAMINE 12.5 MG VIAL : PHP 387.80		
		34. DOMPERIDONE 1MG/ML, 60ML: PHP 107.30		
		35. DOPAMINE AMP:PHP 83.63		
		36. EPINEPHRINE 1MG/ML AMP: PHP 32.80		
		37. ERYTHROMYCIN 0.5 EYE OINTMENT: PHP 178.3		
		38. FLUTICASONE +SALMETEROL 50MCG +25MCG: PHP 320.30		
		39. FUROSEMIDE 10MG/ML AMP: PHP 12.18		
		40. GENTAMYCIN 40MG/ML: PHP 23.63		
		41. HALOPERIDOL 5MG/ML: PHP 1329.80		
		42. HEPARIN 1000 IU: PHP 108.63		
		43. HYDRALAZINE 20MG AMP:PHP 40.30		
		44. HYDROCORTISONE 100MG VIAL: PHP 62.80		
		45. HYDROCORTISONE 250MG VIAL: PHP 100.30		
		46. HYDROXYETHYL STARCH 6% SOLN 500ML: PHP 784.10		
		47. HYOSCINE 20MG AMP: PHP 50.30		
		48. REGULAR INSULIN: PHP 650.30		
		49. ISOSORBIDE DINITRATE 1MG/ML: PHP 729.55		
		50. ISOXSUPRINE 10MG AMP: PHP 269.80		



		51. KETOROLAC AMP: PHP 40.30		
		52. LIDOCAINE 2% 50ML VIAL: PHP 84.19		
		53. MAGNESSIUM SULFATE 250MG/ML IV, 10 ML: PHP 58.63		
		54. MAGNESSIUM SULFATE 500MG/ML IV, 2 ML: PHP 45.30		
		55. MEPERIDINE 50MG/ML AMP: PHP 297.30		
		56. METHYLERGOMETRINE 200MCG AMP: PHP 52.30		
		57. Methylprednisolone 4mg tab: PHP 10.80		
		58. METOCLOPRAMIDE AMP.: PHP 50.30		
		59. METRONIDAZOLE 500MG IV : PHP 50.30		
		60. MORPHINE SULFATE 10MG AMP: PHP 124.80		
		61. MULTIVITAMINS + DEXTROSE:PHP 700.10		
		62. MUPIROCIN 20MG OINTMENT: PHP 200.30		
		63. NALBUPHINE 10MG/ML AMP:PHP 120.30		
		64. NICARDEPINE 1MG/ML, 10 ML: PHP 375.30		
		65. NICARDEPINE 1MG/ML, 2 ML: PHP 159.30		
		66. NITROGLYCERINE 5MG PATCH: PHP 150.30		
		67. NOREPINEPHRINE 1MG AMP: PHP 497.97		
		68 OMEPRAZOLE 40MG VIAL: PHP 180.30		
		69 OXYTOCIN 10IU AMP: PHP 16.30		
		70 PARACETAMOL 125MG SUPP: PHP 19.30		
		71 PARACETAMOL 150 AMP.: PHP 15.15		
		72 PARACETAMOL 250MG SUPP: PHP 22.30		
		73 PHENYTOIN 100MG AMP: PHP 320.30		
		74 PHYTOMENADIONE 10MG AMP: PHP 43.80		
		75 PNSS 50CC: PHP 87.30		
		76 POTASSIUM CHLORIDE 2 mEq/ml iv, 20 ML: PHP 45.30		
		77 RANITIDINE 25MG/ML AMP:18.30		
		78 SALBUTAMOL+IPRATROPIUM NEB.:30.30		
		79 SALBUTAMOL NEBULE 1MG: 12.30		
		80 SALBUTAMOL INHALER:154.80		



		81 SILVER SULFADIAZINE 5MG TUBE:130.30		
		82 SODIUM BICARBONATE 50ML:85.30		
		83 TERBUTALINE 200MG/ML AMP:98.30		
		84 TETANUS TOXOID:91.97		
		85 TRAMADOL 50MG/ML AMP:15.30		
		86 TRANEXAMIC 500MG AMP:32.80		
		87 VERAPAMIL 5MG/ML:232.30		
		88 VEROCELL (antirabies):2,000.10		
		89 VITAMIN B COMPLEX AMP:95.30		
		ORAL MEDS		
		90. ACETYLCYSTEINE 600MG: PHP 37.80		
		91. ACYCLOVIR 200MG: PHP 10.05		
		92. ALLOPURINOL 100MG TAB: PHP 1.74		
		93. ALLOPURINOL 300MG TAB: PHP 14.30		
		94. ALMGOH 60ML: PHP 28.58		
		95. Almgoh tablet: PHP 4.70		
		96. AMBROXOL 15MG SYRUP: PHP 15.93		
		97. AMBROXOL 30MG SYRUP: PHP 19.30		
		98. AMBROXOL 30MG TAB: PHP 1.00		
		99. AMBROXOL 75MG TAB: PHP 22.10		
		100. AMBROXOL DROPS: PHP 18.30		
		101. AMLODEPINE 5MG: PHP 3.05		
		102. AMOXICILLIN 125mg syr: PHP 46.30		
		103. AMOXICILLIN 250mg syr: PHP 57.30		
		104. AMOXICILLIN 500MG CAP: PHP 2.40		
		105. AMOXICILLIN DROPS: PHP 15.20		
		106. ASCORBIC 500MG : PHP 1.43		
		107. ASCORBIC + Zinc 500MG : PHP 8.30		
		108. ASCORBIC SYR. 60ML: PHP 38.55		
		109. ASPIRIN 80MG TAB: PHP 1.58		
		110. ATORVASTATIN 20MG : PHP 3.03		



	111. ATORVASTATIN 40MG : PHP 9.05		
	112. AZITHROMYCIN 500MG. TAB.: PHP 78.18		
	113. AZITHROMYCIN 200MG/5ML, 15 ML: PHP 154.90		
	114. BACILLUS CLAUSII: PHP 50.47		
	115. BACTIDOL: PHP 0.30		
	116. BETAHISTINE 16MG TAB: PHP 8.80		
	117. BETAHISTINE 8MG TAB: PHP 19.30		
	118. BUTAMIRATE CITRATE 50mg: PHP 12.30		
	119. BISACODYL 5MG SUPP: PHP 40.30		
	120. BISACODYL 10MG SUPP: PHP 42.55		
	121. CAPTOPRIL 25MG TAB: PHP 1.30		
	122. CARBOCISTEINE 250MG SYR: PHP 36.05		
	123. CARBOCISTEINE 500MG CAP: PHP 1.54		
	124. CEFACLOR 250MG SUSP 60ML: PHP 395.30		
	125. CEFACLOR 125MG SUSP 60ML: PHP 235.25		
	126. CEFALEXIN 100mg drops: PHP 29.55		
	127. CEFALEXIN 125mg syr: PHP 30.75		
	128. CEFALEXIN 250mg syr: PHP 35.80		
	129. CEFALEXIN 500MG CAP: PHP 3.27		
	130. CEFIXIME 100MG. SYR.: PHP 250.30		
	131. CEFIXIME 200MG TAB: PHP 33.30		
	132. CEFUROXIME 250MG SUSP 60ML: PHP 278.30		
	133. CEFUROXIME 125MG SUSP 60ML: PHP 248.30		
	134. CEFUROXIME 500MG TABLET: PHP 32.15		
	135. CELECOXIB 200MG: PHP 3.50		
	136. CELECOXIB 400MG: PHP 15.30		
	137. CETIRIZINE 10mg tablet: PHP 3.20		
	138. CETIRIZINE 1MG/ML 60ML: PHP 80.30		
	139. CETIRIZINE 2.5MG/ML 10ML DROPS: PHP 79.30		
	140. CINNARIZINE 25MG TAB: PHP 3.30		



		141. CIPROFLOXACIN 500MG TAB: PHP 3.80		
		142. CITICHOLINE 500MG TAB: PHP 110.10		
		143. CLARITHROMYCIN 125MG. SUSP.: PHP 277.30		
		144. CLINDAMYCIN 300MG. CAP.: PHP 9.19		
		145. CLINDAMYCIN 150MG. CAP.: PHP 8.30		
		146. CLONIDINE 75MG. TAB: PHP 9.18		
		147. CLOPIDOGREL 75MG: PHP 14.10		
		148. CLOXACILLIN 500MG CAP: PHP 4.87		
		149. CLOXACILLIN 250MG/5ML SYRUP 60ML: PHP 49.60		
		150. CO-AMOX 250MG/60ML: PHP 225.55		
		151. CO-AMOX 125MG/60ML: PHP 213.80		
		152. CO-AMOX 625MG TAB: PHP 25.30		
		153. COLCHICINE 500MG TAB: PHP 2.30		
		154. CO-TRIMOXAZOLE 200MG/40/5ML: PHP 28.30		
		155. CO-TRIMOXAZOLE 800MG: PHP 2.59		
		156. DICYCLOVERINE 10MG/5ML: PHP 32.80		
		157. DICYCLOVERINE 10MG: PHP 0.30		
		158. DIPHENHYDRAMINE SYR: PHP 16.80		
		159. DIPHENHYDRAMINE 25MG CAP: PHP 2.30		
		160. DIGOXIN 250MCG TAB: PHP 3.75		
		161. DOMPERIDONE TAB: PHP 1.63		
		162. DOMPERIDONE 1MG/ML SYR: PHP 112.80		
		163. DOXYCYCLINE 100MG CAPSULE: PHP 3.05		
		164. ENALAPRIL 20 MG: PHP 9.85		
		165. FEBUXOSTAT: PHP 20.05		
		166. FENOFIBRATE 200MG: PHP 17.75		
		167. FERROUS 325MG. TAB.: PHP 2.30		
		168. FERROUS + FOLIC ACID: PHP 2.40		
		169. FERROUS SULFATE 15MG DROPS: PHP 37.80		
		170. FERROUS SULFATE 60ML: PHP 40.30		



		171. FOLIC ACID: PHP 2.80		
		172. Furosemide 40mg tab: PHP 2.30		
		173. GLIBENCLAMIDE 5MG TAB: PHP 2.98		
		174. GLICLAZIDE 80MG TAB: PHP 4.99		
		175. GLICLAZIDE 30MG TAB: PHP 7.30		
		176. HYDROXYZINE TAB: PHP 12.30		
		177. HYOSCINE 10MG TAB: PHP 5.18		
		178. HYOSCINE 1MG/ML 60ML: PHP 29.30		
		179. IBUPROFEN 200MG/5ML 60ML: PHP 70.30		
		180. INOSIPLEX SYRUP: PHP 260.30		
		181. ISOSORBIDE DINITRATE 5mg TAB SUBL.: PHP 22.00		
		182. ISOSORBIDE MONONITRATE TAB SUBL.: PHP 19.70		
		183. ISOXSUPRINE HCL: PHP 17.80		
		184. KETOANALOGUE TABLET: PHP 60.30		
		185. LACTULOSE SOLUTION: PHP 149.30		
		186. LAGUNDI SYRUP 300MG/5ML: PHP 60.80		
		187. LAGUNDI TAB 300 MG: PHP 2.80		
		188. LOPERAMIDE 2MG: PHP 2.86		
		189. LOSARTAN + HCTZ: PHP 15.65		
		190. LOSARTAN 50MG: PHP 5.79		
		191. LOSARTAN 100 MG: PHP 10.00		
		192. LOZENGES : PHP 137.71		
		193. MALUNGGAY CAPSULE: PHP 2.80		
		194. MEBENDAZOLE 100MG/5ML SUSP.: PHP 26.80		
		195. MEFENAMIC ACID: PHP 1.32		
		196. MELATONIN 3MG. TAB.: PHP 13.80		
		197. METHYLDOPA 250MG: PHP 12.95		
		198. METHYLERGOMETRINE 125 MCG: PHP 3.90		
		199. METHYLPREDNISOLONE 4MG TAB: PHP 11.05		
		200. METOPROLOL 50MG: PHP 2.15		



		201. METRONIDAZOLE 125MG SUSP: PHP 41.30		
		202. METRONIDAZOLE 500MG TAB: PHP 4.80		
		203. MONTELUKAST 4MG TAB: PHP 16.30		
		204. MONTELUKAST 10MG TAB: PHP 6.68		
		205. METFORMIN: PHP 1.25		
		206. MULTIVITAMIN SYRUP: PHP 29.80		
		207. NIFEDIPINE 10MG CAP: PHP 4.10		
		208. NIFEDIPINE 5MG CAP: PHP 3.00		
		209. OFLOXACIN 200MG: PHP 20.30		
		210. OFLOXACIN 400MG: PHP 40.80		
		211. OMEPRAZOLE 40MG : PHP 7.43		
		212. OMEPRAZOLE 20MG : PHP 1.93		
		213. ORESOL: PHP 8.30		
		214. PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE SYRUP: PHP 116.70		
		215. PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE TABLET: PHP 7.30		
		216. PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE DROPS: PHP 114.55		
		217. PHENYLPROPANOLAMINE SYR: PHP 40.30		
		218. Phenylephrine hcl + chlorphenamine drops: PHP 130.05		
		219. Phenylephrine hcl + chlorphenamine syrup 60ml: PHP 134.80		
		220. PARACETAMOL 125MG SYRUP 60ML: PHP 14.15		
		221. PARACETAMOL 250MG SYRUP 60ML: PHP 27.80		
		222. PARACETAMOL 500MG TAB: PHP 1.30		
		223. PARACETAMOL GTTS: PHP 18.15		
		224. PCT + TRAMADOL cap.: PHP 20.30		
		225. PHENOBARBITAL 30mg tab: PHP 5.79		
		226. POTASSIUM CHLORIDE 750mg TAB: PHP 16.80		
		227. POTASSIUM CHLORIDE 600mg TAB: PHP 16.80		
		228. PREDNISONE 5MG: PHP 1.80		
		229. PREDNISONE 10MG/5ML, 60 ML SUSPEN- SION: PHP 129.30		
		230. PYRANTEL + OXANTEL SYRUP: PHP 204.30		



	231. RACECADOTRIL 100MG: PHP 51.30		
	232. RACECADOTRIL 30MG. SACHET: PHP 53.90		
	233. RACECADOTRIL 10MG. SACHET: PHP 47.80		
	234. RANITIDINE 150MG TABLET: PHP 3.80		
	235. SALBU + GUAIFENESSIN CAP: PHP 3.30		
	236. SALBU + GUAIFENESSIN syrup: PHP 23.55		
	237. SALBUTAMOL 2MG/5ML SYRUP: PHP 21.97		
	238. SAMBONG 500MG TAB: PHP 5.15		
	239. SIMVASTATIN 20MG : PHP 3.55		
	240. SIMVASTATIN 40MG : PHP 6.15		
	241. SULODEXIDE: PHP 99.80		
	242. TRAMADOL 50MG CAP: PHP 5.30		
	243. Tranexamic 500mg cap: PHP 9.68		
	244. TRIMETAZIDINE 35MG: PHP 15.80		
	245. VITAMIN B COMPLEX: PHP 1.44		
	246. ZINC SULFATE DROPS: PHP 33.43		
	247. ZINC SULFATE SYR. 60ML: PHP 39.68		
	DEXTROSE		
	248. D5 0.3 NACL 1L:		
	249. D5 0.3 NACL 500CC: PHP 70.30		
	250. D5 LR 500CC: PHP 70.30		
	251. D5LR 1L: PHP 70.30		
	252. D5 Nm 500ml: PHP 70.30		
	253. D5 NM1L: PHP 70.30		
	254. D5 NR 1L: PHP 70.30		
	255. D50/50: PHP 60.30		
	256. DISTILED WATER FOR INJECTION: PHP 60.15		
	257. D5 WATER 1L: PHP 71.30		
	258. D5 WATER 250ML: PHP 98.30		
	259. D5 WATER 500ML: PHP 70.30		
	260. D5 WATER 50CC: PHP 60.15		
	261. D5 IMB: PHP 77.15		
	262. D5NSS IL: PHP 69.80		
	263. D10 WATER 500ml: PHP 65.30		
	264. DEXTRAN 500ML: PHP 710.30		
	265. MANNITOL: PHP 198.30		
	266. MULTIVITAMINS + DEXTROSE: PHP 700.30		
	267. PLR 1L: PHP 84.30		
	268. PLR 500ML.: PHP 70.30		
	269. IRRIGATING SOLUTION: PHP 70.30		
	270. PNSS 1L: PHP 84.30		



	271. PNSS 500ML: PHP 70.30		
	MEDICAL SUPPLIES		
	272. ADULT DIAPER: PHP 19.20		
	273. ALCOHOL: PHP 80.20		
	274. ARM SLING large: PHP 104.60		
	275. ARM SLING medium: PHP 98.95		
	276. ARM SLING small: PHP 93.45		
	277. ARM SLING LARGE ADJUSTABLE (Long bone): PHP 239.90		
	278. ASEPTO SYRINGE: PHP 39.15		
	279. Bantam strips: PHP 1.95		
	280. CERVICAL COLLAR Large: PHP 2,000.00		
	281. CERVICAL COLLAR Med: PHP 720.05		
	282. CERVICAL COLLAR Small: PHP 1,000.05		
	283. CHROMIC 2-0 : PHP 307.90		
	284. CHROMIC 2-0 D.A: PHP 307.90		
	285. CHROMIC 3-0 CUTTING: PHP 307.90		
	286. CHROMIC 4-0: PHP 307.90		
	287. CORD CLAMP: PHP 4.45		
	288. COTTON: PHP 220.05		
	289. DENGUE DUO: PHP 745.20		
	290. DIGITAL THERMOMETER: PHP 77.15		
	291. E.T TUBE 2.0: PHP 88.10		
	292. E.T TUBE 2.5: PHP 79.15		
	293. E.T TUBE 3.0: PHP 88.10		
	294. E.T TUBE 4.0: PHP 88.10		
	295. E.T TUBE 4.5: PHP 79.15		
	296. E.T TUBE 7.0: PHP 88.10		
	297. E.T TUBE 7.5: PHP 88.10		
	298. ELASTIC B S. 2: PHP 27.60		
	299. ELASTIC B S. 3: PHP 38.60		
	300. ELASTIC B S. 4: PHP 44.10		
	301. ELASTIC B S. 6: PHP 57.60		
	302. EXAMINATION GLOVES SMALL: PHP 3.70		
	303. EXAMINATION GLOVES MEDIUM: PHP 3.70		
	304. EXAMINATION GLOVES LARGE: PHP 3.70		
	305. FACE MASK: PHP 7.20		
	306. FOLEY CATH FR. 10: PHP 44.15		
	307. FOLEY CATH FR. 12: PHP 44.15		
	308. FOLEY CATH FR. 14: PHP 44.15		
	309. FOLEY CATH FR. 16: PHP 44.15		
	310. FOLEY CATH FR. 18: PHP 44.15		



	311. GAUZE BANDAGE: PHP 10.70		
	312. HEPLOCK: PHP 61.10		
	313. IV CATH G 18: PHP 66.10		
	314. IV CATH G 20: PHP 66.10		
	315. IV CATH G 22: PHP 66.10		
	316. IV CATH G 24: PHP 66.10		
	317. IV CATH G 26: PHP 93.35		
	318. LUBRICATING JELLY: PHP 275.15		
	319. MATERNITY PADS: PHP 137.10		
	320. MACROSET: PHP 50.20		
	321. MICROSET: PHP 33.05		
	322. NEEDLE 19: PHP 3.00		
	323. NEEDLE 21: PHP 3.00		
	324. NEEDLE 23: PHP 3.00		
	325. NEEDLE 24: PHP 3.00		
	326. NEEDLE 25: PHP 2.70		
	327. NEEDLE 26: PHP 2.70		
	328. NEBULIZER KIT: PHP 82.60		
	329. NGT. FR. 5: PHP 17.05		
	330. NGT. FR. 8: PHP 17.05		
	331. NGT. FR. 16: PHP 27.60		
	332. non-REBREATHING MASK: PHP 170.20		
	333. OXYGEN CANNULA ADULT: PHP 47.60		
	334. OXYGEN CANNULA PEDIA: PHP 27.50		
	335. OXYGEN FACEMASK ADULT: PHP 92.55		
	336. OXYGEN FACEMASK NEO: PHP 143.15		
	337. OXYGEN FACEMASK PEDIA: PHP 112.15		
	338. oxygen regulator: PHP 3,849.10		
	339. PLASTER 1 inch.: PHP 49.65		
	340. PLASTER 1/2 inch.: PHP 30.00		
	341. PLASTER 2 inches: PHP 77.10		
	342. PROLENE-40: PHP 341.76		
	343. SAFIL 3-0 C: PHP 118.10		
	344. SILK 1-0: PHP 307.95		
	345. SILK 2-0: PHP 307.95		
	346. SILK 2-0 CUTTING: PHP 307.95		
	347. SILK 3-0 : PHP 307.95		
	348. SILK 3-0 C: PHP 307.95		
	349. SILK 4-0 C: PHP 307.95		
	350. SOLUSET: PHP 164.60		



	351. SPLINT - Adult: PHP 162.05		
	352. SPLINT - Neonate: PHP 121.05		
	353. SPLINT - Pedia: PHP 115.05		
	354. STERILE WATER FOR INJ 50ML: PHP 60.05		
	355. SUCTION CATH FR 5: PHP 22.15		
	356. SUCTION CATH FR 8: PHP 22.15		
	357. SUCTION CATH FR 10: PHP 22.15		
	358. SUCTION CATH FR 12: PHP 22.15		
	359. SUCTION CATH FR 14: PHP 22.15		
	360. SUCTION CATH FR 16: PHP 22.15		
	361. SURGICAL BLADE 11: PHP 4.60		
	362. SURGICAL BLADE 20: PHP 4.60		
	363. SURGICAL BLADE 22: PHP 4.60		
	364. SURGICAL GLOVES: PHP 13.20		
	365. INSULIN SYRINGE: PHP 10.75		
	366. SYRINGE 1CC: PHP 2.50		
	367. SYRINGE 3CC: PHP 4.49		
	368. SYRINGE 5CC: PHP 4.60		
	369. SYRINGE 10CC: PHP 7.90		
	370. SYRINGE 30CC: PHP 5.70		
	371. TORNIQUET: PHP 0.20		
	372. URINE BAG: PHP 16.45		
	373. URINE COLLECTOR PEDIA: PHP 7.70		
	374. OXYGEN w/o TANK (big): PHP 475.30		
	375. OXYGEN w/ TANK deposit big: PHP 1,000.00		
	Chemistry		
	1. Fasting Blood Sugar (FBS) :PHP 100. 00		
	2. Blood Urea Nitrogen (BUN) :PHP 100. 00		
	3. Creatinine :PHP 100. 00		
	4. Total Cholesterol (TC) :PHP 100. 00		
	5. Triglycerides (TAG) :PHP 100. 00		
	6. HDL/LDL :PHP 200.00		
	7. Blood Uric Acid (BUA) :PHP 100. 00		
	8. SGOT/AST :PHP 200.00		
	9. SGPT/ALT :PHP 200.00		
	10. 75 G OGTT :PHP 1015.00		
	11. Na :PHP 450.00		
	12. K :PHP 450.00		
	13. Cl :PHP 450.00		
	14. Ca :PHP 450.00		
	Hematology. :		
	15. Complete Blood Count (CBC) :PHP 200.00		
	16. Blood Typing :PHP 100. 00		
	Newborn Screening Test. :		
	17. Expanded :PHP 1,750.00		
	Clinical Microscopy. :		
	18. Urinalysis :PHP 50.00		
	19. Fecalalysis :PHP 50.00		
	20. Pregnancy Test :PHP 100.00		



		Immunology & Serology. :		
		21. Dengue Duo :PHP 1000.00		
		22. HBSAG :PHP 160.00		
		23. HIV :PHP 120.00		
		24. Syphilis :PHP 285.00		
		25. HBA1C :PHP 545.00		
		26. TSH :PHP 450.00		
		27. T3 :PHP 450.00		
		28. T4 :PHP 450.00		
		29. PSA :PHP 800.00		
		Upper Extremities. :		
		1. CXR PA (Adult) :PHP 160.00		
		2. Lordotic View :PHP 160.00		
		3. CXR PAL (Child) :PHP 320.00		
		4. Skull APL :PHP 300.00		
		5. Cervical APL :PHP 300.00		
		6. Lumbo-sacral APL :PHP 300.00		
		7. Shoulder AP :PHP 180.00		
		8. Thoracic Spine :PHP 300.00		
		9. Hand APL :PHP 180.00		
		10. Elbow APL :PHP 180.00		
		11. Fore Arm APL :PHP 180.00		
		12. Wrist APL :PHP 180.00		
		Lower Extremities. :		
		13. Pelvic :PHP 180.00		
		14. Knee APL :PHP 180.00		
		15. Leg APL :PHP 180.00		
		16. Thigh APL :PHP 180.00		
		17. Foot APL :PHP 180.00		
		18. Ankle APL :PHP 180.00		
5. Evaluates lab results & discharge patient with prescribed medications			3 minutes	Medical Officer III Emergency Department
TOTAL		Varies depending on all incurred charges	27 minutes	



3. Emergency Room Services (Disposition for Transfer)

This transaction covers the provision of medical and nursing service to out-patients in-need of it.

Office or Division:	Bagac Community and Medicare Hospital / Medical & Nursing Section
Classification:	Simple Transaction
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All who need immediate care

CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
OPD Card OPD Record or ER record		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents himself to the ER with companion	1. Takes Vital signs , notes chief complains, brief history & refers patient to Doctor on duty.	NONE	2 minutes	<i>Nurse I Emergency Department</i>
2. None	2. Initiates further history taking, starts management emergency procedures; requests for x-ray & or lab works if needed	None	15 minutes	<i>Medical Officer III Emergency Department</i>
3. None	3. Interviews companion for patient's personal data & encodes to iHOMIS	None	5 minutes	<i>Nurse I Emergency Department</i>
4. None	4. Refers & coordinates with hospital of choice for further management through the SDN	None	10 minutes	<i>Medical Officer III Emergency Department</i>



5. Pays for medications, supplies, diagnostics & ambulance fee	5. Receives payment & issues OR		2 minutes	Administrative Officer I Cashier I
		IV MEDS		
		1 ADENOSINE 3MG/ML, 2ML: PHP 1069.3		
		2 ACTIVATED CHARCOAL: PHP 180.05		
		3 AMIKACIN 250MG VIAL: PHP 60.8		
		4 AMINOPHYLLINE 25MG AMP: PHP 30.3		
		5 AMINO ACID + SORBITOL AMP: PHP 501.3		
		6 AMLODIPINE 5MG: PHP 1.9		
		7 AMPICILLIN 250MG VIAL: PHP 20.3		
		8 AMPICILLIN 500MG VIAL: PHP 14.3		
		9 AMPICILLIN + SULBACTAM 500/250MG VIAL: PHP 120.1		
		10 ANTI-RABIES VACCINE serum, 200.00 IU: PHP 1899.6		
		11 ATROPINE SULFATE 1MG/ML: PHP 20.3		
		12 ATS 1500 IU AMP: PHP 122.78		
		13 BCG VACCINE AMP: PHP 604.47		
		14 BISACODYL 10MG, ADULT: PHP 40.3		
		15 BISACODYL 5MG, PEDIA: PHP 34.55		
		16 BUDESONIDE 250MCG./ML.: PHP 64.3		
		17 CALCIUM GLUCONATE IV: PHP 83.7		
		18 CALAMINE 3.5 G + ZINC OXIDE: PHP 41.8		
		19 CEFAZOLIN 1G: PHP 99.3		
		20 CEFTRIAXONE 1G: PHP 35.15		



		21 CEFUROXIME 750MG VIAL: PHP 44.15		
		22 CHLORPHENIRAMINE 10MG : PHP 12.3		
		23 CIPROFLOXACIN 200MG VIAL: PHP 205.15		
		24 CITICOLINE 250MG/4ML AMP: PHP 140.1		
		25 CITICOLINE 500 MG AMP: PHP 140.3		
		26 CLINDAMYCIN 150MG/ML 4ML: PHP 145.3		
		27 D50% 50CC: PHP 60.15		
		28 DEXAMETHASONE 4MG/ML AMP: PHP 54.3		
		29 DEXTRAN 500 ML: PHP 710.3		
		30 DIAZEPAM 5MG/ML AMP: PHP 135.98		
		31DIGOXIN 250MCG/ML: PHP 250.15		
		32DIPHENHYDRAMINE 50MG/ML AMP: PHP 45.3		
		33DOBUTAMINE 12.5 MG VIAL: PHP 387.8		
		34DOMPERIDONE 1MG/ML, 60ML: PHP 107.3		
		35DOPAMINE AMP: PHP 83.63		
		36EPINEPHRINE 1MG/ML AMP: PHP 32.8		
		37ERYTHROMYCIN 0.5 EYE OINTMENT: PHP 178.3		
		38FLUTICASONE +SALMETEROL 50MCG +25MCG: PHP 320.3		
		39FUROSEMIDE 10MG/ML AMP: PHP 12.18		
		40GENTAMYCIN 40MG/ML: PHP 23.63		
		41HALOPERIDOL 5MG/ML: PHP 1329.8		
		42HEPARIN 1000 IU: PHP 108.63		
		43HYDRALAZINE 20MG AMP: PHP 40.3		
		44HYDROCORTISONE 100MG VIAL: PHP 62.8		
		45HYDROCORTISONE 250MG VIAL: PHP 100.3		
		46HYDROXYETHYL STARCH 6% SOLN 500ML: PHP 784.1		
		47HYOSCINE 20MG AMP: PHP 50.3		
		48 REGULAR INSULIN: PHP 650.3		
		49 ISOSORBIDE DINITRATE 1MG/ML: PHP 729.55		
		50 ISOXSUPRINE 10MG AMP: PHP 269.8		



		51 KETOROLAC AMP: PHP 40.3		
		52 LIDOCAINE 2% 50ML VIAL: PHP 84.19		
		53 MAGNESSIUM SULFATE 250MG/ML IV, 10 ML: PHP 58.63		
		54 MAGNESSIUM SULFATE 500MG/ML IV, 2 ML: PHP 45.3		
		55 MEPERIDINE 50MG/ML AMP: PHP 297.3		
		56 METHYLERGOMETRINE 200MCG AMP: PHP 52.3		
		57 Methylprednisolone 4mg tab: PHP 10.8		
		58 METOCLOPRAMIDE AMP.: PHP 50.3		
		59 METRONIDAZOLE 500MG IV: PHP 50.3		
		60 MORPHINE SULFATE 10MG AMP: PHP 124.8		
		61 MULTIVITAMINS + DEXTROSE: PHP 700.1		
		62 MUPIROCIN 20MG OINTMENT: PHP 200.3		
		63 NALBUPHINE 10MG/ML AMP: PHP 120.3		
		64 NICARDEPINE 1MG/ML, 10 ML: PHP 375.3		
		65 NICARDEPINE 1MG/ML, 2 ML: PHP 159.3		
		66 NITROGLYCERINE 5MG PATCH: PHP 150.3		
		67 NOREPINEPHRINE 1MG AMP: PHP 497.97		
		68 OMEPRAZOLE 40MG VIAL: PHP 180.3		
		69 OXYTOCIN 10IU AMP: PHP 16.3		
		70 PARACETAMOL 125MG SUPP: PHP 19.3		
		71 PARACETAMOL 150 AMP.: PHP 15.15		
		72 PARACETAMOL 250MG SUPP: PHP 22.3		
		73 PHENYTOIN 100MG AMP: PHP 320.3		
		74 PHYTOMENADIONE 10MG AMP: PHP 43.8		
		75 PNSS 50CC: PHP 87.3		
		76 POTASSIUM CHLORIDE 2 mEq/ml iv, 20 ML: PHP 45.3		
		77 RANITIDINE 25MG/ML AMP: PHP 18.3		
		78 SALBUTAMOL+IPRATROPIUM NEB.: PHP 30.3		
		79 SALBUTAMOL NEBULE 1MG: PHP 12.3		
		80 SALBUTAMOL INHALER: PHP 154.8		



		81 SILVER SULFADIAZINE 5MG TUBE: PHP 130.3		
		82 SODIUM BICARBONATE 50ML: PHP 85.3		
		83 TERBUTALINE 200MG/ML AMP: PHP 98.3		
		84 TETANUS TOXOID: PHP 91.97		
		85 TRAMADOL 50MG/ML AMP: PHP 15.3		
		86 TRANEXAMIC 500MG AMP32.8		
		87 VERAPAMIL 5MG/ML: PHP 232.3		
		88 VEROCELL (antirabies): PHP 2000.1		
		89 VITAMIN B COMPLEX AMP: PHP 95.3		
		ORAL MEDS		
		90 ACETYLCYSTEINE 600MG: PHP 37.8		
		91 ACYCLOVIR 200MG: PHP 10.05		
		92 ALLOPURINOL 100MG TAB: PHP 1.74		
		93 ALLOPURINOL 300MG TAB: PHP 14.3		
		94 ALMGOH 60ML: PHP 28.58		
		95 Almgoh tablet: PHP 4.7		
		96 AMBROXOL 15MG SYRUP: PHP 15.93		
		97 AMBROXOL 30MG SYRUP: PHP 19.3		
		98AMBROXOL 30MG TAB: PHP 1		
		99 AMBROXOL 75MGTAB: PHP 22.1		
		100 AMBROXOL DROPS: PHP 18.3		
		101 AMLODEPINE 5MG: PHP 3.05		
		102 AMOXICILLIN 125mg syr: PHP 46.3		
		103 AMOXICILLIN 250mg syr: PHP 57.3		
		104 AMOXICILLIN 500MG CAP: PHP 2.4		
		105 AMOXICILLIN DROPS: PHP 15.2		
		106 ASCORBIC 500MG : PHP 1.43		
		107 ASCORBIC + Zinc 500MG : PHP 8.3		
		108ASCORBIC SYR. 60ML: PHP 38.55		
		109 ASPIRIN 80MG TAB: PHP 1.58		
		110 ATORVASTATIN 20MG : PHP 3.03		



		111 ATORVASTATIN 40MG : PHP 9.05		
		112 AZITHROMYCIN 500MG. TAB.: PHP 78.18		
		113 AZITHROMYCIN 200MG/5ML, 15 ML: PHP 154.9		
		114 BACILLUS CLAUSII: PHP 50.47		
		115BACTIDOL: PHP 0.3		
		116 BETAHISTINE 16MG TAB: PHP 8.8		
		117 BETAHISTINE 8MG TAB: PHP 19.3		
		118BUTAMIRATE CITRATE 50mg: PHP 12.3		
		119 BISACODYL 5MG SUPP: PHP 40.3		
		120 BISACODYL 10MG SUPP: PHP 42.55		
		121 CAPTOPRIL 25MG TAB: PHP 1.3		
		122 CARBOCISTEINE 250MG SYR: PHP 36.05		
		123CARBOCISTEINE 500MG CAP: PHP 1.54		
		124CARBOCISTEINE 500MG CAP: PHP 395.3		
		125CEFACLOX 125MG SUSP 60ML: PHP 235.25		
		126CEFALEXIN 100mg drops: PHP 29.55		
		127CEFALEXIN 125mg syr: PHP 30.75		
		128CEFALEXIN 250mg syr: PHP 35.8		
		129 CEFALEXIN 500MG CAP: PHP 3.27		
		130CEFIXIME 100MG. SYR.: PHP 250.3		
		131 CEFIXIME 200MG TAB: PHP 33.3		
		132 EFUROXIME 250MG SUSP 60ML: PHP 278.3		
		133 CEFUROXIME 125MG SUSP 60ML: PHP 248.3		
		134 CEFUROXIME 500MG TABLET: PHP 32.15		
		135 CELECOXIB 200MG: PHP 3.5		
		136 CELECOXIB 400MG;15.3		
		137 CETIRIZINE 10mg tablet: PHP 3.2		
		138 CETIRIZINE 1MG/ML 60ML: PHP 80.3		
		139CETIRIZINE 2.5MG/ML 10ML DROPS: PHP 79.3		
		140CINNARIZINE 25MG TAB;3.3		
		141CIPROFLOXACIN 500MG TAB: PHP 3.8		
		142CITICHOLINE 500MG TAB: PHP 110.1		
		143CLARITHROMYCIN 125MG. SUSP.: PHP 277.3		
		144CLINDAMYCIN 300MG. CAP.: PHP 9.19		
		145CLINDAMYCIN 150MG. CAP.: PHP 8.3		



	146	CLONIDINE 75MG. TAB: PHP 9.18		
	147	CLOPIDOGREL 75MG: PHP 14.1		
	148	CLOXACILLIN 500MG CAP: PHP 4.87		
	149	CLOXACILLIN 250MG/5ML SYRUP 60ML: PHP 49.6		
	150	CO-AMOX 250MG/60ML: PHP 225.55		
	151	CO-AMOX 125MG/60ML: PHP 213.8		
	152	CO-AMOX 625MG TAB: PHP 25.3		
	153	COLCHICINE 500MG TAB: PHP 2.3		
	154	CO-TRIMOXAZOLE 200MG/40/5ML: PHP 28.3		
	155	CO-TRIMOXAZOLE 800MG: PHP 2.59		
	156	DICYCLOVERINE 10MG/5ML: PHP 32.8		
	157	DICYCLOVERINE 10MG: PHP 0.3		
	158	DIPHENHYDRAMINE SYR: PHP 16.8		
	159	DIPHENHYDRAMINE 25MG CAP: PHP 2.3		
	160	DIGOXIN 250MCG TAB: PHP 3.75		
	161	DOMPERIDONE TAB: PHP 1.63		
	162	DOMPERIDONE 1MG/ML SYR: PHP 112.8		
	163	DOXICYCLINE 100MG CAPSULE: PHP 3.05		
	164	ENALAPRIL 20 MG: PHP 9.85		
	165	FEBUXOSTAT: PHP 20.05		
	166	FENOFIBRATE 200MG: PHP 17.75		
	167	FERROUS 325MG. TAB.: PHP 2.3		
	168	FERROUS + FOLIC ACID: PHP 2.4		
	169	FERROUS SULFATE 15MG DROPS: PHP 37.8		
	170	FERROUS SULFATE 60ML: PHP 40.3		
	171	FOLIC ACID: PHP 2.8		
	172	Furosemide 40mg tab: PHP 2.3		
	173	GLIBENCLAMIDE 5MG TAB: PHP 2.98		
	174	GLICLAZIDE 80MG TAB: PHP 4.99		
	175	GLICLAZIDE 30MG TAB;7.3		
	176	HYDROXYZINE TAB;12.3		
	177	HYOSCINE 10MG TAB: PHP 5.18		
	178	HYOSCINE 1MG/ML 60ML: PHP 29.3		
	179	IBUPROFEN 200MG/5ML 60ML: PHP 70.3		
	180	INOSIPLEX SYRUP: PHP 260.3		



		181 ISOSORBIDE DINITRATE 5mg TAB SUBL.: PHP 22		
		182 ISOSORBIDE MONONITRATE TAB SUBL.: PHP 19.7		
		183 ISOXSUPRINE HCL: PHP 17.8		
		184 KETOANALOGUE TABLET: PHP 60.3		
		185 LACTULOSE SOLUTION: PHP 149.3		
		186LAGUNDI SYRUP 300MG/5ML: PHP 60.8		
		187 LAGUNDI TAB 300 MG;2.8		
		188 LOPERAMIDE 2MG: PHP 2.86		
		189 LOSARTAN + HCTZ: PHP 15.65		
		190 LOSARTAN 50MG;5.79		
		191LOSARTAN 100 MG: PHP 10		
		192LOZENGES : PHP 137.71		
		193MALUNGAY CAPSULE: PHP 2.8		
		194 MEBENDAZOLE 100MG/5ML SUSP.: PHP 26.8		
		195 MEFENAMIC ACID: PHP 1.32		
		196 MELATONIN 3MG. TAB.: PHP 13.8		
		197 METHYLDOPA 250MG: PHP 12.95		
		198 METHYLERGOMETRINE 125 MCG: PHP 3.9		
		199 METHYLPREDNISOLONE 4MG TAB: PHP 11.05		
		200 METOPROLOL 50MG: PHP 2.15		
		201 METRONIDAZOLE 125MG SUSP: PHP 41.3		
		202 METRONIDAZOLE 500MG TAB: PHP 4.8		
		203 MONTELUKAST 4MG TAB: PHP 16.3		
		204 MONTELUKAST 10MG TAB: PHP 6.68		
		205 METFORMIN: PHP 1.25		
		206 MULTIVITAMIN SYRUP: PHP 29.8		
		207 NIFEDIPINE 10MG CAP: PHP 4.1		
		208 NIFEDIPINE 5MG CAP: PHP 3		
		209 OFLOXACIN 200MG: PHP 20.3		
		210 OFLOXACIN 400MG;40.8		



		211 OMEPRAZOLE 40MG : PHP 7.43		
		212 OMEPRAZOLE 20MG : PHP 1.93		
		213 ORESOL: PHP 8.3		
		214 PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE SYRUP: PHP 116.7		
		215 PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE TABLET: PHP 7.3		
		216 PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE DROPS: PHP 114.55		
		217 PHENYLPROPANOLAMINE SYR: PHP 40.3		
		218 Phenylephrine hcl + chlorphenamine drops: PHP 130.05		
		219 Phenylephrine hcl + chlorphenamine syrup 60ml: PHP 134.8		
		220 PARACETAMOL 125MG SYRUP 60ML: PHP 14.15		
		221 PARACETAMOL 250MG SYRUP 60ML: PHP 27.8		
		222 PARACETAMOL 500MG TAB: PHP 1.3		
		223 PARACETAMOL GTTS: PHP 18.15		
		224 PCT + TRAMADOL cap.: PHP 20.3		
		225 PHENOBARBITAL 30mg tab: PHP 5.79		
		226 POTASSIUM CHLORIDE 750mg TAB: PHP 16.8		
		227 POTASSIUM CHLORIDE 600mg TAB: PHP 16.8		
		228 PREDNISONE 5MG: PHP 1.8		
		229 PREDNISONE 10MG/5ML, 60 ML SUSPENSION: PHP 129.3		
		230 PYRANTEL + OXANTEL SYRUP: PHP 204.3		
		231 RACECADOTRIL 100MG: PHP 51.3		
		232 RACECADOTRIL 30MG. SACHET: PHP 53.9		
		233 RACECADOTRIL 10MG. SACHET: PHP 47.8		
		234 RANITIDINE 150MG TABLET: PHP 3.8		
		235 SALBU + GUAIFENESSIN CAP: PHP 3.3		
		236 SALBU + GUAIFENESSIN syrup: PHP 23.55		
		237 SALBUTAMOL 2MG/5ML SYRUP: PHP 21.97		
		238 SAMBONG 500MG TAB: PHP 5.15		
		239 SIMVASTATIN 20MG : PHP 3.55		
		240 SIMVASTATIN 40MG : PHP 6.15		



		241 SULODEXIDE: PHP 99.8		
		242TRAMADOL 50MG CAP: PHP 5.3		
		243 Tranexamic 500mg cap: PHP 9.68		
		244 TRIMETAZIDINE 35MG: PHP 15.8		
		245 VITAMIN B COMPLEX: PHP 1.44		
		246 ZINC SULFATE DROPS: PHP 33.43		
		247ZINC SULFATE SYR. 60ML: PHP 39.68		
		DEXTROSE		
		248 D5 0.3 NACL 1L: PHP		
		249 D5 0.3 NACL 500CC: PHP 70.3		
		250D5 LR 500CC: PHP 70.3		
		251 D5LR 1L: PHP 70.3		
		252 D5 Nm 500ml: PHP 70.3		
		253 D5 NM1L: PHP 70.3		
		254 D5 NR 1L: PHP 70.3		
		255D50/50: PHP 60.3		
		256 DISTILED WATER FOR INJECTION:		
		257 D5 WATER 1L: PHP 71.3		
		258 D5 WATER 250ML: PHP 98.3		
		259 D5 WATER 500ML;70.3		
		260 D5 WATER 50CC: PHP 60.15		
		261 D5 IMB: PHP 77.15		
		262 D5NSS IL: PHP 69.8		
		263 D10 WATER 500ml: PHP 65.3		
		264 DEXTRAN 500ML: PHP 710.3		
		265 MANNITOL: PHP 198.3		



	266	MULTIVITAMINS + DEXTROSE: PHP 700.3		
	267	PLR 1L: PHP 84.3		
	268	PLR 500ML.: PHP 70.3		
	269	IRRIGATING SOLUTION: PHP 70.3		
	270	PNSS 1L: PHP 84.3		
	271	PNSS 500ML: PHP 70.3		
		MEDICAL SUPPLIES		
	272	ADULT DIAPER: PHP 19.2		
	273	ALCOHOL: PHP 80.2		
	274	ARM SLING large: PHP 104.6		
	275	ARM SLING medium: PHP 98.95		
	276	ARM SLING small: PHP 93.45		
	277	ARM SLING LARGE ADJUSTABLE (Long bone): PHP 239.9		
	278	ASEPTO SYRINGE: PHP 39.15		
	279	Bantam strips: PHP 1.95		
	280	CERVICAL COLLAR Large: PHP 2000		
	281	CERVICAL COLLAR Med: PHP 720.05		
	282	CERVICAL COLLAR Small: PHP 1000.05		
	283	CHROMIC 2-0 : PHP 307.9		
	284	CHROMIC 2-0 D.A: PHP 307.9		
	285	CHROMIC 3-0 CUTTING: PHP 307.9		
	286	CHROMIC 4-0: PHP 307.9		
	287	CORD CLAMP: PHP 4.45		
	288	COTTON: PHP 220.05		
	289	DENGUE DUO: PHP 745.2		
	290	DIGITAL THERMOMETER: PHP 77.15		
	291	E.T TUBE 2.0: PHP 88.1		
	292	E.T TUBE 2.5: PHP 79.15		
	293	E.T TUBE 3.0: PHP 88.1		
	294	E.T TUBE 4.0: PHP 88.1		
	295	E.T TUBE 4.5: PHP 79.15		
	296	E.T TUBE 7.0: PHP 88.1		
	297	E.T TUBE 7.5: PHP 88.1		
	.298	.ELASTIC B S. 2		
	.299	.ELASTIC B S. 3		
	.300	.ELASTIC B S. 4		



		.301 .ELASTIC B S. 6		
		.302 .EXAMINATION GLOVES SMALL		
		.303 .EXAMINATION GLOVES MEDIUM		
		.304 .EXAMINATION GLOVES LARGE		
		.305 .FACE MASK		
		.306 .FOLEY CATH FR. 10		
		.307 .FOLEY CATH FR. 12		
		.308 .FOLEY CATH FR. 14		
		.309 .FOLEY CATH FR. 16		
		.310 .FOLEY CATH FR. 18		
		.311 .GAUZE BANDAGE		
		.312 .HEPLOCK		
		.313 .IV CATH G 18		
		.314 .IV CATH G 20		
		.315 .IV CATH G 22		
		.316 .IV CATH G 24		
		.317 .IV CATH G 26		
		.318 .LUBRICATING JELLY		
		.319 .MATERNITY PADS		
		.320 .MACROSET		
		.321 .MICROSET		
		.322 .NEEDLE 19		
		.323 .NEEDLE 21		
		.324 .NEEDLE 23		
		.325 .NEEDLE 24		
		.326 .NEEDLE 25		
		.327 .NEEDLE 26		
		.328 .NEBULIZER KIT		
		.329 .NGT. FR. 5		
		.330 .NGT. FR. 8		



		.331 .NGT. FR. 16		
		.332 .non-REBREATHING MASK		
		.333 .OXYGEN CANNULA ADULT		
		.334 .OXYGEN CANNULA PEDIA		
		.335 .OXYGEN FACEMASK ADULT		
		.336 .OXYGEN FACEMASK NEO		
		.337 .OXYGEN FACEMASK PEDIA		
		.338 .oxygen regulator		
		.339 .PLASTER 1 inch.		
		.340 .PLASTER 1/2 inch.		
		.341 .PLASTER 2 inches		
		.342 .PROLENE-40		
		.343 .SAFIL 3-0 C		
		.344 .SILK 1-0		
		.345 .SILK 2-0		
		.346 .SILK 2-0 CUTTING		
		.347 .SILK 3-0		
		.348 .SILK 3-0 C		
		.349 .SILK 4-0 C		
		.350 .SOLUSET		
		.351 .SPLINT - Adult		
		.352 .SPLINT - Neonate		
		.353 .SPLINT - Pedia		
		.354 .STERILE WATER FOR INJ 50ML		
		.355 .SUCTION CATH FR 5		
		.356 .SUCTION CATH FR 8		
		.357 .SUCTION CATH FR 10		
		.358 .SUCTION CATH FR 12		
		.359 .SUCTION CATH FR 14		
		.360 .SUCTION CATH FR 16		



		.361 .SURGICAL BLADE 11		
		.362 .SURGICAL BLADE 20		
		.363 .SURGICAL BLADE 22		
		.364 .SURGICAL GLOVES		
		.365 .INSULIN SYRINGE		
		.366 .SYRINGE 1CC		
		.367 .SYRINGE 3CC		
		.368 .SYRINGE 5CC		
		.369 .SYRINGE 10CC		
		.370 .SYRINGE 30CC		
		.371 .TORNIQUET		
		.372 .URINE BAG		
		.373 .URINE COLLECTOR PEDIA		
		.374 .OXYGEN w/o TANK (big)		
		.375 .OXYGEN w/ TANK deposit big		
		1.Fasting Blood Sugar (FBS) : PHP 100. 00		
		2.Blood Urea Nitrogen (BUN) : PHP 100. 00		
		3.Creatinine : PHP 100. 00		
		4.Total Cholesterol (TC) : PHP 100. 00		
		5.Triglycerides (TAG) : PHP 100. 00		
		6.HDL/LDL : PHP 200.00		
		7.Blood Uric Acid (BUA) : PHP 100. 00		
		8.SGOT/AST : PHP 200.00		
		9.SGPT/ALT : PHP 200.00		
		10.75 G OGTT : PHP 1015.00		
		11.Na : PHP 450.00		
		12.K : PHP 450.00		
		13.Cl : PHP 450.00		
		14.Ca : PHP 450.00		
		Hematology. : PHP		
		15.Complete Blood Count (CBC) : PHP 200.00		



		16.Blood Typing : PHP 100.00		
		Newborn Screening Test. : PHP		
		17.Expanded : PHP 1,750.00		
		Clinical Microscopy. : PHP		
		18.Urinalysis : PHP 50.00		
		19.Fecalysis : PHP 50.00		
		20.Pregnancy Test : PHP 100.00		
		Immunology & Serology. : PHP		
		21.Dengue Duo : PHP 1000.00		
		22.HBSAG : PHP 160.00		
		23.HIV : PHP 120.00		
		24.Syphilis : PHP 285.00		
		25.HBA1C : PHP 545.00		
		26.TSH : PHP 450.00		
		27.T3 : PHP 450.00		
		28.T4 : PHP 450.00		
		29.PSA : PHP 800.00		



		Upper Extremities. : PHP		
		1.CXR PA (Adult) : PHP 160.00		
		2.Lordotic View : PHP 160.00		
		3.CXR PAL (Child) : PHP 320.00		
		4.Skull APL : PHP 300.00		
		5.Cervical APL : PHP 300.00		
		6.Lumbo-sacral APL : PHP 300.00		
		7.Shoulder AP : PHP 180.00		
		8.Thoracic Spine : PHP 300.00		
		9.Hand APL : PHP 180.00		
		10.Elbow APL : PHP 180.00		
		11.Fore Arm APL : PHP 180.00		
		12.Wrist APL : PHP 180.00		
		Lower Extremities. : PHP		
		13.Pelvic : PHP 180.00		
		14.Knee APL : PHP 180.00		
		15.Leg APL : PHP 180.00		
		16.Thigh APL : PHP 180.00		
		17.Foot APL : PHP 180.00		
		18.Ankle APL : PHP 180.00		
6. Presents OR to ER Nurse	6. Notifies ambulance driver & ambulance nurse		3 minutes	<i>Nurse I Emergency Department</i>
7. None	7. Transfers to Receiving Hospital		40 minutes	<i>Driver I and Nurse I Emergency Department</i>
	TOTAL	Varies depending on all incurred charges	4 hours	



4. Emergency Room Services (Disposition for Admission)

This transaction covers the provision of medical and nursing service to out-patients in-need of it.

Office or Division:	Bagac Community and Medicare Hospital / Medical & Nursing Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All who need immediate care

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Card OPD Record or ER record		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents himself to the ER with companion	1. Takes Vital signs , notes chief complains, brief history & refers patient to Doctor on duty.	NONE	2 minutes	<i>Nurse I Emergency Department</i>
2. None	2. Initiates further history taking, starts management emergency procedures; requests for x-ray & or lab works if needed	None	15 minutes	<i>Medical Officer III Emergency Department</i>
3. None	3. Interviews companion for patient's personal data & encodes to iHOMIS	None	5 minutes	<i>Nurse I Emergency Department</i>
4. Awaits transfer to designated ward unit	4. Informs patient of plan for admission & secures consent	None	1 minutes	<i>Nurse I Medical Officer III Emergency Department</i>
5. None	5. Accomplishes admitting history and admitting orders	None	5 minutes	<i>Medical Officer III Emergency Department</i>
6. None	6. Transports patient to ward	None	1 minutes	<i>Utility I Hospital Operations and Patients Support</i>
7. Stays in ward until discharge for monitoring, medications & further instructions	7. Carries out admitting orders & endorses to Nurse I- ward	None	2 minutes	<i>Nurse I Emergency Department</i>
TOTAL:		None	31 minutes	



5. Ambulance Services

This transaction covers the provision of ambulance services to patients in need for the services.

Office or Division:	Bagac Community and Medicare Hospital / Ambulance Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All patients needing emergency & critical care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Referral by receiving Hospital		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. In-Patient with Philhealth				
1. Signs consent for transfer	1. Informs patient/relative of the condition & the need to transfer; secures consent	None	3 minutes	<i>Nurse I General Ward</i>
2. None	2. Coordinates with ambulance driver & ambulance nurse	none	2 minutes	<i>Nurse I General Ward</i>
3. None	3. Transfers patient by ambulance to receiving hospital	None	40 minutes	<i>Driver I and Nurse I General Ward</i>
	TOTAL	None	45 minutes	



B. ER Patient or In-patient without Philhealth				
1. Pays ambulance fee	1. Receives payment & issues OR		1 minute	<i>Administrative Officer / Cashier</i>
		BCMH to Balanga: PHP 600.00		
		BCMH to Olongapo: PHP 1,000.00		
		BCMH to Pampanga: PHP 2,000.00		
		BCMH to Bulacan: PHP 2,500.00		
		BCMH to Manila: PHP 3,200.00		
2. Presents OR to ER Nurse	2. Coordinates with ambulance driver & ambulance nurse	None	2 minutes	<i>Nurse / Emergency Department</i>
3. None	3. Transfers patient by ambulance to receiving hospital	None	45 minutes	<i>Driver / and Nurse / Emergency Department</i>
TOTAL:		Varies depending on all incurred charges	45 minutes	



6. In-patient Services

This transaction covers the provision of treatment to patients in-need of the service.

Office or Division: Bagac Community and Medicare Hospital / Medical & Nursing Section

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: Admitted patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient data Admitting History Admitting Orders, Signed Consent .		Emergency Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits on bed for daily visits	1. Receives patient to ward	NONE	5 minutes	<i>Nurse I General Ward</i>
2. Gives information	2. Encodes patient's data	NONE	5 minutes	<i>Administrative Aide I Admitting Section</i>
3. None	3. Administer follow through medications	NONE	5 minutes	<i>Nurse I General Ward</i>
4. None	4. Monitor patient vital signs & well-being	NONE	5 minutes	<i>Nurse I General Ward</i>



5. None	5. Orders additional medications as deemed necessary		NONE	3 minutes	<i>Medical Officer III Medical Department</i>
6. None	6. Verifies Philhealth eligibility		NONE	2 minutes	<i>Administrative Assistant I Philhealth Section</i>
7. Returns hospital linen	7. Collects hospital linen prior to exit from ward		NONE	1 minute	<i>Laundry Worker I</i>
8. Seeks Clearances	8. Signs clearance		No payment if Philhealth eligible	5 minutes	<i>Nurse I Cashier I Med Technologist II Pharmacist II Radiology Technologist I Laundry Worker I Administrative Assistant I</i>
9. Sets for home	9. Verifies Clearances		None	1 minute	<i>Security guard</i>
TOTAL:			NONE	32 minutes	



7. Discharge Services (In-Patient with Philhealth)

This transaction covers the discharge of patients.

Office or Division:	Bagac Community and Medicare Hospital / Medical & Nursing Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Chart order for Discharge by Resident on Duty		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits in bed	1. Gives instructions & order for discharge	None	3 minutes	<i>Medical Officer III Medical Department</i>
2. None	2. Carries out doctor's order and further instructions (i.e. medications, follow-up, dietary instructions, home care, warning signs)	None	5 minutes	<i>Nurse I General Ward</i>
3. None	3. Provides clearance slip to relative	None	2 minutes	<i>Nurse I General Ward</i>
4. Seeks clearance from Laboratory, Radiology, Pharmacy	4. Signs clearance	None	2minutes	<i>Medical Technologist II Clinical Laboratory Department Radiologic Technologist I Radiology Department Pharmacist II Pharmacy</i>



5. Receives tentative SOA	5. Issues tentative SOA	None	8 Minutes	<i>Pharmacist II</i>
6. Presents Tentative SOA to Philhealth & Billing section	6. Generates, issues & explains Statement of Account	None	3 minutes	<i>Administrative Assistant I Philhealth Section</i>
7. Presents SOA to Cashier	7. Signs clearance slip for NBB	None	1 minute	<i>Cashier I</i>
8. Returns linen to utility / laundryworker	8. Receives linen & signs clearance slip	None	1 minute	<i>Utility I / Laundry Worker I</i>
9. Presents clearance slip to Guard	9. Verifies completeness of clearance slip & allows exit from hospital ward	None	1 minute	<i>Security Guard</i>
TOTAL:		None	26 minutes	



8. Discharge Services (In-Patient without Philhealth)

This transaction covers the discharge of patients.

Office or Division: PHP	Bagac Community and Medicare Hospital
Classification:	Simple
Type of Transaction: PHP	G2C-Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Chart order for Discharge by Resident on Duty		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits in bed	1. Gives instructions & order for discharge	None	1 minute	<i>Medical Officer III Medical Department</i>
2. None	2. Carries out doctor's order and further instructions (i.e. medications, follow-up, dietary instructions, home care, warning signs)	None	5 minutes	<i>Nurse I General Ward</i>
3. Receives clearance slip	3. Provides clearance slip for signatures to relative	None	1 minute	<i>Nurse I General Ward</i>
4. Seeks clearance from Laboratory, Radiology, Pharmacy	4. Signs clearance	None	2 minutes	<i>Medical Technologist II Clinical Laboratory Department Radiologic Technologist I Radiology Department Pharmacist II Pharmacy</i>
5. Receives tentative SOA	5. Issues tentative SOA	None	1 minute	<i>Pharmacist II</i>
6. Receives final SOA	6. Generates, issues & explains Statement of Account signs clearance slip	None	1 minute	<i>Administrative Assistant I Philhealth Section</i>



7. Presents SOA & pays charges	7. Receives payment & issues OR		2 minute	Administrative Officer / Cashier
		IV MEDS		
		1. ADENOSINE 3MG/ML, 2ML: PHP 1069.3		
		2.ACTIVATED CHARCOAL : PHP 180.05		
		3.AMIKACIN 250MG VIAL : PHP 60.8		
		4.AMINOPHYLLINE 25MG AMP : PHP 30.3		
		5.AMINO ACID + SORBITOL AMP : PHP 501.3		
		6.AMLODIPINE 5MG : PHP 1.9		
		7.AMPICILLIN 250MG VIAL : PHP 20.3		
		8.AMPICILLIN 500MG VIAL : PHP 14.3		
		9.AMPICILLIN + SULBACTAM 500/250MG VIAL : PHP 120.1		
		10.ANTI-RABIES VACCINE serum, 200.00 IU : PHP 1899.6		
		11.ATROPINE SULFATE 1MG/ML : PHP 20.3		
		12.ATS 1500 IU AMP : PHP 122.78		
		13.BCG VACCINE AMP : PHP 604.47		
		14.BISACODYL 10MG, ADULT : PHP 40.3		
		15.BISACODYL 5MG, PEDIA : PHP 34.55		
		16.BUDESONIDE 250MCG./ML. : PHP 64.3		
		17.CALCIUM GLUCONATE IV : PHP 83.7		
		18.CALAMINE 3.5 G + ZINC OXIDE : PHP 41.8		
		19.CEFAZOLIN 1G : PHP 99.3		
		20.CEFTRIAXONE 1G : PHP 35.15		
		21.CEFUROXIME 750MG VIAL : PHP 44.15		
		22.CHLORPHENIRAMINE 10MG : PHP 12.3		
		23.CIPROFLOXACIN 200MG VIAL : PHP 205.15		
		24.CITICOLINE 250MG/4ML AMP : PHP 140.1		
		25.CITICOLINE 500 MG AMP : PHP 140.3		



		26.CLINDAMYCIN 150MG/ML 4ML : PHP 145.3		
		27.D50% 50CC : PHP 60.15		
		28.DEXAMETHASONE 4MG/ML AMP : PHP 54.3		
		29.DEXTRAN 500 ML : PHP 710.3		
		30.DIAZEPAM 5MG/ML AMP : PHP 135.98		
		31.DIGOXIN 250MCG/ML : PHP 250.15		
		32.DIPHENHYDRAMINE 50MG/ML AMP : PHP 45.3		
		33.DOBUTAMINE 12.5 MG VIAL : PHP 387.8		
		34.DOMPERIDONE 1MG/ML, 60ML : PHP 107.3		
		35.DOPAMINE AMP : PHP 83.63		
		36.EPINEPHRINE 1MG/ML AMP : PHP 32.8		
		37.ERYTHROMYCIN 0.5 EYE OINTMENT : PHP 178.3		
		38.FLUTICASONE +SALMETEROL 50MCG +25MCG : PHP 320.3		
		39.FUROSEMIDE 10MG/ML AMP : PHP 12.18		
		40.GENTAMYCIN 40MG/ML : PHP 23.63		
		41.HALOPERIDOL 5MG/ML : PHP 1329.8		
		42.HEPARIN 1000 IU : PHP 108.63		
		43.HYDRALAZINE 20MG AMP : PHP 40.3		
		44.HYDROCORTISONE 100MG VIAL : PHP 62.8		
		45.HYDROCORTISONE 250MG VIAL : PHP 100.3		
		46.HYDROXYETHYL STARCH 6% SOLN 500ML : PHP 784.1		
		47.HYOSCINE 20MG AMP : PHP 50.3		
		48.REGULAR INSULIN : PHP 650.3		
		49.ISOSORBIDE DINITRATE 1MG/ML : PHP 729.55		
		50.ISOXSUPRINE 10MG AMP : PHP 269.8		



		51.KETOROLAC AMP : PHP 40.3		
		52.LIDOCAINE 2% 50ML VIAL : PHP 84.19		
		53.MAGNESSIUM SULFATE 250MG/ML IV, 10 ML : PHP 58.63		
		54.MAGNESSIUM SULFATE 500MG/ML IV, 2 ML : PHP 45.3		
		55.MEPERIDINE 50MG/ML AMP : PHP 297.3		
		56.METHYLERGOMETRINE 200MCG AMP : PHP 52.3		
		57.Methylprednisolone 4mg tab : PHP 10.8		
		58.METOCLOPRAMINDE AMP. : PHP 50.3		
		59.METRONIDAZOLE 500MG IV : PHP 50.3		
		60.MORPHINE SULFATE 10MG AMP : PHP 124.8		
		61.MULTIVITAMINS + DEXTROSE : PHP 700.1		
		62.MUPIROCIN 20MG OINTMENT : PHP 200.3		
		63.NALBUPHINE 10MG/ML AMP : PHP 120.3		
		64.NICARDEPINE 1MG/ML, 10 ML : PHP 375.3		
		65.NICARDEPINE 1MG/ML, 2 ML : PHP 159.3		
		66.NITROGLYCERINE 5MG PATCH : PHP 150.3		
		67.NOREPINEPHRINE 1MG AMP : PHP 497.97		
		68.OMEPRAZOLE 40MG VIAL : PHP 180.3		
		69.OXYTOCIN 10IU AMP : PHP 16.3		
		70.PARACETAMOL 125MG SUPP : PHP 19.3		
		71.PARACETAMOL 150 AMP. : PHP 15.15		
		72.PARACETAMOL 250MG SUPP : PHP 22.3		
		73.PHENYTOIN 100MG AMP : PHP 320.3		
		74.PHYTOMENADIONE 10MG AMP : PHP 43.8		
		75.PNSS 50CC : PHP 87.3		
		76.POTASSIUM CHLORIDE 2 mEq/ml iv, 20 ML : PHP 45.3		
		77.RANITIDINE 25MG/ML AMP : PHP 18.3		
		78.SALBUTAMOL+IPRATROPIUM NEB. : PHP 30.3		
		79.SALBUTAMOL NEBULE 1MG : PHP 12.3		
		80.SALBUTAMOL INHALER : PHP 154.8		



	81.SILVER SULFADIAZINE 5MG TUBE : PHP 130.3		
	82.SODIUM BICARBONATE 50ML : PHP 85.3		
	83.TERBUTALINE 200MG/ML AMP : PHP 98.3		
	84.TETANUS TOXOID : PHP 91.97		
	85.TRAMADOL 50MG/ML AMP : PHP 15.3		
	86.TRANEXAMIC 500MG AMP : PHP 32.8		
	87.VERAPAMIL 5MG/ML : PHP 232.3		
	88.VEROCELL (antirabies) : PHP 2000.1		
	89.VITAMIN B COMPLEX AMP : PHP 95.3		
	ORAL MEDS. : PHP		
	90.ACETYLCYSTEINE 600MG : PHP 37.8		
	91.ACYCLOVIR 200MG : PHP 10.05		
	92.ALLOPURINOL 100MG TAB : PHP 1.74		
	93.ALLOPURINOL 300MG TAB : PHP 14.3		
	94.ALMGOH 60ML : PHP 28.58		
	95.Almgoth tablet : PHP 4.7		
	96.AMBROXOL 15MG SYRUP : PHP 15.93		
	97.AMBROXOL 30MG SYRUP : PHP 19.3		
	98.AMBROXOL 30MG TAB : PHP 1		
	99.AMBROXOL 75MG TAB : PHP 22.1		
	100.AMBROXOL DROPS : PHP 18.3		
	101.AMLODEPINE 5MG : PHP 3.05		
	102.AMOXICILLIN 125mg syr : PHP 46.3		
	103.AMOXICILLIN 250mg syr : PHP 57.3		
	104.AMOXICILLIN 500MG CAP : PHP 2.4		
	105.AMOXICILLIN DROPS : PHP 15.2		
	106.ASCORBIC 500MG : PHP 1.43		
	107.ASCORBIC + Zinc 500MG : PHP 8.3		
	108.ASCORBIC SYR. 60ML : PHP 38.55		
	109.ASPIRIN 80MG TAB : PHP 1.58		
	110.ATORVASTATIN 20MG : PHP 3.03		



	111.ATORVASTATIN 40MG : PHP 9.05		
	112.AZITHROMYCIN 500MG. TAB. : PHP 78.18		
	113.AZITHROMYCIN 200MG/5ML, 15 ML : PHP 154.9		
	114.BACILLUS CLAUSII : PHP 50.47		
	115.BACTIDOL : PHP 0.3		
	116.BETAHISTINE 16MG TAB : PHP 8.8		
	117.BETAHISTINE 8MG TAB : PHP 19.3		
	118.BUTAMIRATE CITRATE 50mg : PHP 12.3		
	119.BISACODYL 5MG SUPP : PHP 40.3		
	120.BISACODYL 10MG SUPP : PHP 42.55		
	121.CAPTOPRIL 25MG TAB : PHP 1.3		
	122.CARBOCISTEINE 250MG SYR : PHP 36.05		
	123.CARBOCISTEINE 500MG CAP : PHP 1.54		
	124.CEFACLOR 250MG SUSP 60ML : PHP 395.3		
	125.CEFACLOR 125MG SUSP 60ML : PHP 235.25		
	126.CEFALEXIN 100mg drops : PHP 29.55		
	127.CEFALEXIN 125mg syr : PHP 30.75		
	128.CEFALEXIN 250mg syr : PHP 35.8		
	129.CEFALEXIN 500MG CAP : PHP 3.27		
	130.CEFIXIME 100MG. SYR. : PHP 250.3		
	131.CEFIXIME 200MG TAB : PHP 33.3		
	132.CEFUROXIME 250MG SUSP 60ML : PHP 278.3		
	133.CEFUROXIME 125MG SUSP 60ML : PHP 248.3		
	134.CEFUROXIME 500MG TABLET : PHP 32.15		
	135.CELECOXIB 200MG : PHP 3.5		
	136.CELECOXIB 400MG : PHP 15.3		
	137.CETIRIZINE 10mg tablet : PHP 3.2		
	138.CETIRIZINE 1MG/ML 60ML : PHP 80.3		
	139.CETIRIZINE 2.5MG/ML 10ML DROPS : PHP 79.3		
	140.CINNARIZINE 25MG TAB : PHP 3.3		
	141.CIPROFLOXACIN 500MG TAB : PHP 3.8		
	142.CITICHOLINE 500MG TAB : PHP 110.1		
	143.CLARITHROMYCIN 125MG. SUSP. : PHP 277.3		
	144.CLINDAMYCIN 300MG. CAP. : PHP 9.19		
	145.CLINDAMYCIN 150MG. CAP. : PHP 8.3		
	146.CLONIDINE 75MG. TAB : PHP 9.18		
	147.CLOPIDOGREL 75MG : PHP 14.1		
	148.CLOXACILLIN 500MG CAP : PHP 4.87		
	149.CLOXACILLIN 250MG/5ML SYRUP 60ML : PHP 49.6		
	150.CO-AMOX 250MG/60ML : PHP 225.55		



		151.CO-AMOX 125MG/60ML : PHP 213.8		
		152.CO-AMOX 625MG TAB : PHP 25.3		
		153.COLCHICINE 500MG TAB : PHP 2.3		
		154.CO-TRIMOXAZOLE 200MG/40/5ML : PHP 28.3		
		155.CO-TRIMOXAZOLE 800MG : PHP 2.59		
		156.DICYCLOVERINE 10MG/5ML : PHP 32.8		
		157.DICYCLOVERINE 10MG : PHP 0.3		
		158.DIPHENHYDRAMINE SYR : PHP 16.8		
		159.DIPHENHYDRAMINE 25MG CAP : PHP 2.3		
		160.DIGOXIN 250MCG TAB : PHP 3.75		
		161.DOMPERIDONE TAB : PHP 1.63		
		162.DOMPERIDONE 1MG/ML SYR : PHP 112.8		
		163.DOXYCYCLINE 100MG CAPSULE : PHP 3.05		
		164.ENALAPRIL 20 MG : PHP 9.85		
		165.FEBUXOSTAT : PHP 20.05		
		166.FENOFIBRATE 200MG : PHP 17.75		
		167.FERROUS 325MG. TAB. : PHP 2.3		
		168.FERROUS + FOLIC ACID : PHP 2.4		
		169.FERROUS SULFATE 15MG DROPS : PHP 37.8		
		170.FERROUS SULFATE 60ML : PHP 40.3		
		171.FOLIC ACID : PHP 2.8		
		172.Furosemide 40mg tab : PHP 2.3		
		173.GLIBENCLAMIDE 5MG TAB : PHP 2.98		
		174.GLICLAZIDE 80MG TAB : PHP 4.99		
		175.GLICLAZIDE 30MG TAB : PHP 7.3		
		176.HYDROXYZINE TAB : PHP 12.3		
		177.HYOSCINE 10MG TAB : PHP 5.18		
		178.HYOSCINE 1MG/ML 60ML : PHP 29.3		
		179.IBUPROFEN 200MG/5ML 60ML : PHP 70.3		
		180.INOSIPLEX SYRUP : PHP 260.3		



	181.ISOSORBIDE DINITRATE 5mg TAB SUBL. : PHP 22		
	182.ISOSORBIDE MONONITRATE TAB SUBL. : PHP 19.7		
	183.ISOXSUPRINE HCL : PHP 17.8		
	184.KETOANALOGUE TABLET : PHP 60.3		
	185.LACTULOSE SOLUTION : PHP 149.3		
	186.LAGUNDI SYRUP 300MG/5ML : PHP 60.8		
	187.LAGUNDI TAB 300 MG : PHP 2.8		
	188.LOPERAMIDE 2MG : PHP 2.86		
	189.LOSARTAN + HCTZ : PHP 15.65		
	190.LOSARTAN 50MG : PHP 5.79		
	191.LOSARTAN 100 MG : PHP 10		
	192.LOZENGES : PHP 137.71		
	193.MALUNGgay CAPSULE : PHP 2.8		
	194.MEBENDAZOLE 100MG/5ML SUSP. : PHP 26.8		
	195.MEFENAMIC ACID : PHP 1.32		
	196.MELATONIN 3MG. TAB. : PHP 13.8		
	197.METHYLDOPA 250MG : PHP 12.95		
	198.METHYLERGOMETRINE 125 MCG : PHP 3.9		
	199.METHYLPREDNISOLONE 4MG TAB : PHP 11.05		
	200.METOPROLOL 50MG : PHP 2.15		
	201.METRONIDAZOLE 125MG SUSP : PHP 41.3		
	202.METRONIDAZOLE 500MG TAB : PHP 4.8		
	203.MONTELUKAST 4MG TAB : PHP 16.3		
	204.MONTELUKAST 10MG TAB : PHP 6.68		
	205.METFORMIN : PHP 1.25		
	206.MULTIVITAMIN SYRUP : PHP 29.8		
	207.NIFEDIPINE 10MG CAP : PHP 4.1		
	208.NIFEDIPINE 5MG CAP : PHP 3		
	209.OFLOXACIN 200MG : PHP 20.3		
	210.OFLOXACIN 400MG : PHP 40.8		



	211.OMEPRAZOLE 40MG : PHP 7.43		
	212.OMEPRAZOLE 20MG : PHP 1.93		
	213.ORESOL : PHP 8.3		
	214.PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE SYRUP : PHP 116.7		
	215.PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE TABLET : PHP 7.3		
	216.PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE DROPS : PHP 114.55		
	217.PHENYLPROPANOLAMINE SYR : PHP 40.3		
	218.Phenylephrine hcl + chlorphenamine drops : PHP 130.05		
	219.Phenylephrine hcl + chlorphenamine syrup 60ml : PHP 134.8		
	220.PARACETAMOL 125MG SYRUP 60ML : PHP 14.15		
	221.PARACETAMOL 250MG SYRUP 60ML : PHP 27.8		
	222.PARACETAMOL 500MG TAB : PHP 1.3		
	223.PARACETAMOL GTTS : PHP 18.15		
	224.PCT + TRAMADOL cap. : PHP 20.3		
	225.PHENOBARBITAL 30mg tab : PHP 5.79		
	226.POTASSIUM CHLORIDE 750mg TAB : PHP 16.8		
	227.POTASSIUM CHLORIDE 600mg TAB : PHP 16.8		
	228.PREDNISONE 5MG : PHP 1.8		
	229.PREDNISONE 10MG/5ML, 60 ML SUSPENSION : PHP 129.3		
	230.PYRANTEL + OXANTEL SYRUP : PHP 204.3		
	231.RACECADOTRIL 100MG : PHP 51.3		
	232.RACECADOTRIL 30MG. SACHET : PHP 53.9		
	233.RACECADOTRIL 10MG. SACHET : PHP 47.8		
	234.RANITIDINE 150MG TABLET : PHP 3.8		
	235.SALBU + GUAIFENESSIN CAP : PHP 3.3		
	236.SALBU + GUAIFENESSIN syrup : PHP 23.55		
	237.SALBUTAMOL 2MG/5ML SYRUP : PHP 21.97		
	238.SAMBONG 500MG TAB : PHP 5.15		
	239.SIMVASTATIN 20MG : PHP 3.55		
	240.SIMVASTATIN 40MG : PHP 6.15		
	241.SULODEXIDE : PHP 99.8		
	242.TRAMADOL 50MG CAP : PHP 5.3		
	243.Tranexamic 500mg cap : PHP 9.68		
	244.TRIMETAZIDINE 35MG : PHP 15.8		
	245.VITAMIN B COMPLEX : PHP 1.44		
	246.ZINC SULFATE DROPS : PHP 33.43		
	247.ZINC SULFATE SYR. 60ML : PHP 39.68		
	DEXTROSE. : PHP		
	248.D5 0.3 NACL 1L : PHP		
	249.D5 0.3 NACL 500CC : PHP 70.3		
	250.D5 LR 500CC : PHP 70.3		



	251.D5LR 1L : PHP 70.3		
	252.D5 Nm 500ml : PHP 70.3		
	253.D5 NM1L : PHP 70.3		
	254.D5 NR 1L : PHP 70.3		
	255.D50/50 : PHP 60.3		
	256.DISTILED WATER FOR INJECTION : PHP 60.15		
	257.D5 WATER 1L : PHP 71.3		
	258.D5 WATER 250ML : PHP 98.3		
	259.D5 WATER 500ML : PHP 70.3		
	260.D5 WATER 50CC : PHP 60.15		
	261.D5 IMB : PHP 77.15		
	262.D5NSS IL : PHP 69.8		
	263.D10 WATER 500ml : PHP 65.3		
	264.DEXTRAN 500ML : PHP 710.3		
	265.MANNITOL : PHP 198.3		
	266.MULTIVITAMINS + DEXTROSE : PHP 700.3		
	267.PLR 1L : PHP 84.3		
	268.PLR 500ML. : PHP 70.3		
	269.IRRIGATING SOLUTION : PHP 70.3		
	270.PNSS 1L : PHP 84.3		
	271.PNSS 500ML : PHP 70.3		
	MEDICAL SUPPLIES. : PHP		
	272.ADULT DIAPER : PHP 19.2		
	273.ALCOHOL : PHP 80.2		
	274.ARM SLING large : PHP 104.6		
	275.ARM SLING medium : PHP 98.95		
	276.ARM SLING small : PHP 93.45		
	277.ARM SLING LARGE ADJUSTABLE (Long bone) : PHP 239.9		
	278.ASEPTO SYRINGE : PHP 39.15		
	279.Bantam strips : PHP 1.95		
	280.CERVICAL COLLAR Large : PHP 2000		
	281.CERVICAL COLLAR Med : PHP 720.05		
	282.CERVICAL COLLAR Small : PHP 1000.05		
	283.CHROMIC 2-0 : PHP 307.9		
	284.CHROMIC 2-0 D.A : PHP 307.9		
	285.CHROMIC 3-0 CUTTING : PHP 307.9		
	286.CHROMIC 4-0 : PHP 307.9		
	287.CORD CLAMP : PHP 4.45		
	288.COTTON : PHP 220.05		
	289.DENGUE DUO : PHP 745.2		
	290.DIGITAL THERMOMETER : PHP 77.15		



		291.E.T TUBE 2.0 : PHP 88.1		
		292.E.T TUBE 2.5 : PHP 79.15		
		293.E.T TUBE 3.0 : PHP 88.1		
		294.E.T TUBE 4.0 : PHP 88.1		
		295.E.T TUBE 4.5 : PHP 79.15		
		296.E.T TUBE 7.0 : PHP 88.1		
		297.E.T TUBE 7.5 : PHP 88.1		
		298.ELASTIC B S. 2 : PHP 27.6		
		299.ELASTIC B S. 3 : PHP 38.6		
		300.ELASTIC B S. 4 : PHP 44.1		
		301.ELASTIC B S. 6 : PHP 57.6		
		302.EXAMINATION GLOVES SMALL : PHP 3.7		
		303.EXAMINATION GLOVES MEDIUM : PHP 3.7		
		304.EXAMINATION GLOVES LARGE : PHP 3.7		
		305.FACE MASK : PHP 7.2		
		306.FOLEY CATH FR. 10 : PHP 44.15		
		307.FOLEY CATH FR. 12 : PHP 44.15		
		308.FOLEY CATH FR. 14 : PHP 44.15		
		309.FOLEY CATH FR. 16 : PHP 44.15		
		310.FOLEY CATH FR. 18 : PHP 44.15		
		311.GAUZE BANDAGE : PHP 10.7		
		312.HEPLOCK : PHP 61.1		
		313.IV CATH G 18 : PHP 66.1		
		314.IV CATH G 20 : PHP 66.1		
		315.IV CATH G 22 : PHP 66.1		
		316.IV CATH G 24 : PHP 66.1		
		317.IV CATH G 26 : PHP 93.35		
		318.LUBRICATING JELLY : PHP 275.15		
		319.MATERNITY PADS : PHP 137.1		
		320.MACROSET : PHP 50.2		



		321.MICROSET : PHP 33.05		
		322.NEEDLE 19 : PHP 3		
		323.NEEDLE 21 : PHP 3		
		324.NEEDLE 23 : PHP 3		
		325.NEEDLE 24 : PHP 3		
		326.NEEDLE 25 : PHP 2.7		
		327.NEEDLE 26 : PHP 2.7		
		328.NEBULIZER KIT : PHP 82.6		
		329.NGT. FR. 5 : PHP 17.05		
		330.NGT. FR. 8 : PHP 17.05		
		331.NGT. FR. 16 : PHP 27.6		
		332.non-REBREATHING MASK : PHP 170.2		
		333.OXYGEN CANNULA ADULT : PHP 47.6		
		334.OXYGEN CANNULA PEDIA : PHP 27.5		
		335.OXYGEN FACEMASK ADULT : PHP 92.55		
		336.OXYGEN FACEMASK NEO : PHP 143.15		
		337.OXYGEN FACEMASK PEDIA : PHP 112.15		
		338.oxygen regulator : PHP 3849.1		
		339.PLASTER 1 inch. : PHP 49.65		
		340.PLASTER 1/2 inch. : PHP 30		
		341.PLASTER 2 inches : PHP 77.1		
		342.PROLENE-40 : PHP 341.76		
		343.SAFIL 3-0 C : PHP 118.1		
		344.SILK 1-0 : PHP 307.95		
		345.SILK 2-0 : PHP 307.95		
		346.SILK 2-0 CUTTING : PHP 307.95		
		347.SILK 3-0 : PHP 307.95		
		348.SILK 3-0 C : PHP 307.95		
		349.SILK 4-0 C : PHP 307.95		
		350.SOLUSET : PHP 164.6		
		351.SPLINT - Adult : PHP 162.05		
		352.SPLINT - Neonate : PHP 121.05		
		353.SPLINT - Pedia : PHP 115.05		
		354.STERILE WATER FOR INJ 50ML : PHP 60.05		
		355.SUCTION CATH FR 5 : PHP 22.15		
		356.SUCTION CATH FR 8 : PHP 22.15		
		357.SUCTION CATH FR 10 : PHP 22.15		
		358.SUCTION CATH FR 12 : PHP 22.15		
		359.SUCTION CATH FR 14 : PHP 22.15		
		360.SUCTION CATH FR 16 : PHP 22.15		



		361.SURGICAL BLADE 11 : PHP 4.6		
		362.SURGICAL BLADE 20 : PHP 4.6		
		363.SURGICAL BLADE 22 : PHP 4.6		
		364.SURGICAL GLOVES : PHP 13.2		
		365.INSULIN SYRINGE : PHP 10.75		
		366.SYRINGE 1CC : PHP 2.5		
		367.SYRINGE 3CC : PHP 4.49		
		368.SYRINGE 5CC : PHP 4.6		
		369.SYRINGE 10CC : PHP 7.9		
		370.SYRINGE 30CC : PHP 5.7		
		371.TORNIQUET : PHP 0.2		
		372.URINE BAG : PHP 16.45		
		373.URINE COLLECTOR PEDIA : PHP 7.7		
		374.OXYGEN w/o TANK (big) : PHP 475.3		
		375.OXYGEN w/ TANK deposit big : PHP 1000		
		Chemistry		
		1.Fasting Blood Sugar (FBS) : PHP 100. 00		
		2.Blood Urea Nitrogen (BUN) : PHP 100. 00		
		3.Creatinine : PHP 100. 00		
		4.Total Cholesterol (TC) : PHP 100. 00		
		5.Triglycerides (TAG) : PHP 100. 00		
		6.HDL/LDL : PHP 200.00		
		7.Blood Uric Acid (BUA) : PHP 100. 00		
		8.SGOT/AST : PHP 200.00		
		9.SGPT/ALT : PHP 200.00		
		10.75 G OGTT : PHP 1015.00		
		11.Na : PHP 450.00		
		12.K : PHP 450.00		
		13.Cl : PHP 450.00		
		14.Ca : PHP 450.00		
		Hematology. : PHP		
		15.Complete Blood Count (CBC) : PHP 200.00		
		16.Blood Typing : PHP 100. 00		
		Newborn Screening Test. : PHP		
		17.Expanded : PHP 1,750.00		
		Clinical Microscopy. : PHP		
		18.Urinalysis : PHP 50.00		
		19.Fecalalysis : PHP 50.00		
		20.Pregnancy Test : PHP 100.00		



		Immunology & Serology. : PHP		
		21.Dengue Duo : PHP 1000.00		
		22.HBSAG : PHP 160.00		
		23.HIV : PHP 120.00		
		24.Syphilis : PHP 285.00		
		25.HBA1C : PHP 545.00		
		26.TSH : PHP 450.00		
		27.T3 : PHP 450.00		
		28.T4 : PHP 450.00		
		29.PSA : PHP 800.00		
		Upper Extremities. : PHP		
		1.CXR PA (Adult) : PHP 160.00		
		2.Lordotic View : PHP 160.00		
		3.CXR PAL (Child) : PHP 320.00		
		4.Skull APL : PHP 300.00		
		5.Cervical APL : PHP 300.00		
		6.Lumbo-sacral APL : PHP 300.00		
		7.Shoulder AP : PHP 180.00		
		8.Thoracic Spine : PHP 300.00		
		9.Hand APL : PHP 180.00		
		10.Elbow APL : PHP 180.00		
		11.Fore Arm APL : PHP 180.00		
		12.Wrist APL : PHP 180.00		
		Lower Extremities. : PHP		
		13.Pelvic : PHP 180.00		
		14.Knee APL : PHP 180.00		
		15.Leg APL : PHP 180.00		
		16.Thigh APL : PHP 180.00		
		17.Foot APL : PHP 180.00		
		18.Ankle APL : PHP 180.00		



8. Presents OR to Nurse Station	8. Signs clearance slip	None	1 minute	<i>Nurse I General Ward</i>
9. Returns linen	9. Receives linen & signs clearance	None	1 minute	<i>Utility I / Laundry Worker I</i>
10. Presents clearance to Guard	10. Verifies completeness of clearance & allows exit from hospital ward.	None	1 minute	<i>Security Guard</i>
TOTAL:		Varies depending on all incurred charges	16 minutes	



9. Cadaver Disposition

This transaction covers the provision of X-Ray services to patients in need for the services.

Office or Division:	Bagac Community and Medicare Hospital / X-Ray Services
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All relatives of the dead patient

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documentation of Death		Nurse Station or Emergency Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays for medications, supplies & cadaver bag	1. Receives payment from patient and issues OR	None	1 minute	<i>Administrative Officer / Cashier</i>
2. Presents OR to Nurse on duty	2. Endorses cadaver : to relative if COVID (-) to Funeral Service provider if COVID (+)	None	1 minute	<i>Nurse / Emergency Room Department</i>
3. Signs for receipt of cadaver(relative & funeral service provider)	3. Releases cadaver.	None	1 minute	<i>Utility</i>
TOTAL:		None	3 minutes	



10. Normal Spontaneous Delivery

Process Information: This transaction covers the provision of medical and nursing service to patients who are about to give birth, without any complications.

Office or Division:	Bagac Community and Medicare Hospital/Medical & Nursing Section
Classification:	Simple
Type of Transaction:	G2C-Government services provided for the public
Who may avail:	Mothers in labor

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prenatal Record		Record Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents herself to ER	1. Takes Vital signs, fetal heart beat and fundic height	None	2 minutes	<i>Nurse I Delivery Room</i>
2. None	2. Takes patient to Labor Room or Delivery Room	None	2 minutes	<i>Utility I</i>
3. None	3. Reviews history and prenatal record, examines mother in labor, orders medications on chart.	None	5 minutes	<i>Medical Officer III Resident on Duty</i>
4. None	4. Carries out doctors orders, administer medications to patients and writes Nurses notes on chart	None	5 minutes	<i>Nurse I Delivery Room</i>
5. Awaits 3rd Stage of Labor	5. Monitors progress of labor & notes details on Partograph	None	8 hours	<i>Nurse I Delivery Room</i>
6. Recieves medication as prescribed	6. Evaluates mother post delivery & evaluates newborn's well-being, administers newborn vaccines.			<i>Medical Officer III Resident on Duty</i>



7. None	7. Assists mother during delivery	None	30 minutes	<i>Medical Officer III</i>
8. None	8. Evaluates mother & newborn's well being post delivery, writes post partum orders and Newborn chart	None	10 minutes	<i>Medical Officer III</i>
9. None	9. Performs routine care to the newborn	None	15 minutes	<i>Nurse I Delivery Room</i>
10. None	10. Administers vaccines & medications to the Newborn	None	10 minutes	<i>Nurse I Delivery Room</i>
11. None	11. Encodes patient data & medications charges to iHOMIS	None	2 minutes	<i>Nurse I Delivery Room</i>
12. None	12. Monitors vital signs mother and baby postpartum, educate mother on breastfeeding.	None	30 minutes	<i>Nurse I Delivery Room</i>
13. None	13. Evaluates Philhealth eligibility	None	2 minutes	<i>Administrative Assistant I Philhealth Section</i>
14. None	14. Conducts daily visit & Discharge order when improved.	None	3 minutes	<i>Medical Officer III Resident on Duty</i>
TOTAL:		None	9 hours, 56 minutes	



11. X-RAY Services

This transaction covers the provision of X-Ray services to patients in need of the services.

Office or Division:	Bagac Community and Medicare Hospital / X-Ray Services
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-Ray Request Form Valid ID		Out-Patient Department Other clinics or MDs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents X-Ray request to Radtech	1. Receives request & issues charge slip	None	1 minute	<i>Radiologic Technologist / X-ray Section</i>
2. Presents charge slip & pays to Cashier	2. Receives payment from patient and issues OR		5 minutes	<i>Administrative Officer / Cashier</i>
		Upper Extremities		
		CXR PA (Adult) PHP 160.00		
		Lordotic View PHP 160.00		
		CXR PAL (Child) PHP 320.00		
		Skull APL PHP 300.00		
		Cervical APL PHP 300.00		
		Lumbo-sacral APL PHP 300.00		
		Shoulder AP PHP 180.00		
		Thoracic Spine PHP 300.00		



		Hand APL PHP 180.00		
		Elbow APL PHP 180.00		
		Fore Arm APL PHP 180.00		
		Wrist APL PHP 180.00		
		Lower Extremities		
		Pelvic PHP 180.00		
		Knee APL PHP 180.00		
		Leg APL PHP 180.00		
		Thigh APL PHP 180.00		
		Foot APL PHP 180.00		
		Ankle APL PHP 180.00		
3. Presents official receipt to X ray room	3. Encodes patient data and OR number	None	2 minutes	<i>Radiologic Technologist I X-ray Section</i>
4. Positions for the procedure as instructed	4. Performs the radiologic procedures as indicated in the request form and sends the digital image to the radiologist.	None	3 minutes	<i>Radiologic Technologist I X-ray Section</i>
5. Waits for further instruction of Radtech	5. Advises patient on the date of the release of result.	None	7 days	<i>Radiologic Technologist I X-ray Section</i>
6. Receives official x- ray result on scheduled time	6. Releases xray digital image and official reading	None	2 minutes	<i>Radiologic Technologist I X-ray Section</i>
TOTAL:		Varies depending on all incurred charges	7 days,12 minutes	



12. Laboratory Services (IPD)

This transaction covers the laboratory services for in-patient/admitted patients.

Office or Division:	Bagac Community and Medicare Hospital / Laboratory Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form		Nurse Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits in bed	1. Presents lab request to laboratory, encodes to iHOMIS	None	1 minute	<i>Nurse I General Ward</i>
2. Listens to instruction of nurse and medical technologist.	2. Gives appropriate container and instructions for the procedure specified or extracts blood	None	1 minute	<i>Medical Technologist II Clinical Laboratory Department</i>
3. Collects urine or stool , submits to the nurse station	3. Receives the specimen & surrenders to the laboratory.	None	1 minute	<i>Nurse I General Ward</i>
4. None	4. Performs the lab procedure and encodes to iHOMIS	None	5 minutes	<i>Medical Technologist II Clinical Laboratory Department</i>
5. None	5. Prints results & releases it to the Ward Nurse for evaluation by doctor	None	1 minute	<i>Medical Technologist II Clinical Laboratory Department</i>
6. Waits on bed for blood specimen extraction	6. Presents lab request to laboratory, encodes to iHOMIS	None	1 minute	<i>Nurse I General Ward</i>
7. None	7. Extracts blood sample @ bedside	None	1 minute	<i>Medical Technologist II Clinical Laboratory Department</i>
8. None	8. Performs the lab procedure and encodes to iHOMIS	None	5 minutes	<i>Medical Technologist II Clinical Laboratory Department</i>
9. None	10. Prints lab results, submits official results to Nurse station for evaluation of Doctor on duty	None	1 minute	<i>Medical Technologist II Clinical Laboratory Department</i>
TOTAL		None	17 minutes	



13. Laboratory Services (OPD)

This transaction covers the laboratory services to out-patients.

Office or Division:	Bagac Community and Medicare Hospital / Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents laboratory request to laboratory reception	1. Gives specimen container and instructions on specimen collection. Issues charge slip.	None	2 minutes	<i>Medical Technologist II Clinical Laboratory Department</i>



2. Pays to the cashier section	2. Applies discounts if any, receives payment and issues official receipt.		3 minutes	Administrative Officer / Cashier
		Chemistry Fasting Blood Sugar (FBS) :Php 100.00 Blood Urea Nitrogen (BUN) :Php 100.00 Creatinine :Php 100.00 Total Cholesterol (TC) :Php 100.00 Triglycerides (TAG) :Php 100.00 HDL/LDL :Php 200.00 Blood Uric Acid (BUA) :Php 100.00 SGOT/AST :Php 200.00 SGPT/ALT :Php 200.00 75 G OGTT :Php 1015.00 Na :Php 450 K :Php 450 Cl :Php 450 Ca :Php 450 Hematology Complete Blood Count (CBC) :Php 200.00 Blood Typing :Php 100.00 Newborn Screening Test Expanded :Php 1,750.00 Clinical Microscopy Urinalysis :Php 50.00 Fecalysis :Php 50.00 Pregnancy Test :Php 100.00 Immunology & Serology Dengue Duo :Php 1000.00 HBSAG :Php 160.00 HIV :Php 120.00 Syphilis :Php 285.00 HBA1C :Php 545.00 TSH :Php 450.00 T3 :Php 450.00 T4 :Php 450.00 PSA :Php 800.00		



3. Presents OR & gives the collected specimen to the lab aide or subjects himself for blood extraction.	3. Notes OR #, receives the specimen or extracts blood sample.	None	3 minutes	<i>Medical Technologist II Clinical Laboratory Department</i>
4. None	4. Performs the lab test or procedure	None	2 hours	<i>Medical Technologist II Clinical Laboratory Department</i>
5. None	5. Informs patient on date of release of results	None	1 minute	<i>Medical Technologist II Clinical Laboratory Department</i>
6. Receives official laboratory results.	6. Verifies OR and releases results	None	1 minute	<i>Medical Technologist II Clinical Laboratory Department</i>
TOTAL:		Varies depending on all incurred charges	2 hours, 10 minutes	



14. Newborn Hearing Screening

This transaction covers the provision of Newborn Hearing Screening services to Newborns.

Office or Division:	Bagac Community and Medicare Hospital / X-Ray Services
Classification:	SimpleTransaction
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Newborns

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newborn Hearing Screening Request Birth Certificate		Nurse Station or Attending Physician Local Registry Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. In-Patient with Philhealth				
1. Presents NB Hearing request to Radiology section	1. Receives request & encodes patient data to Ihomis	None	1 minute	<i>Radiologic Technologist I or Nurse I General Ward</i>
2. None	2. Performs Newborn Hearing Screening Procedure	None	5 minutes	<i>Radiologic Technologist I or Nurse I General Ward</i>
3. Gets the result	3. Provides result to patient and gives instructions if for referral	None	2 minutes	<i>Radiologic Technologist I or Nurse I General Ward</i>
	TOTAL	None	8 Minutes	



B. Out Patient or In- patient without Philhealth				
1. Presents NB Hearing Screening Request	1. Receives request, issues charge slip	None	1 minute	<i>Radiologic Technologist I or Nurse I General Ward</i>
2. Pays the amount indicated in the charge slip	2. Receives payment & issues OR	PHP 250	1 minute	<i>Administrative Officer I Cashier</i>
3. Presents OR to Radiology Section	3. Encodes patient data & Or # to iHOMIS	None	1 minute	<i>Radiologic Technologist I or Nurse I General Ward</i>
4. None	4. Performs NB Hearing Screening Procedure	None	5 minutes	<i>Radiologic Technologist I or Nurse I General Ward</i>
5. Gets the result	5. Releases result to mother and give instructions if for referral	None	1 minute	<i>Radiologic Technologist I or Nurse I General Ward</i>
TOTAL:		PHP 250	9 minutes	



15. Newborn Screening Services

The Expanded Newborn Screening Test detects endocrine, amino and fatty acids disorders; organic acid; cystic fibrosis, hemoglobinopathies, biotinidase deficiency and urea cycle defect. Done to one-to-two day old infants, usually before they leave the hospital.

Office or Division:	Bagac Community and Medicare Hospital / Laboratory Section
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newborn Screening Request Form Official Receipt (if not Philhealth eligible)		Nurse Station Cashier Laboratory Department		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits in bed	1. Presents Newborn screening request to Laboratory	None	1 minutes	<i>Nurse I General Ward</i>
2. None	2. Encodes patient data to iHomis	None	2 minutes	<i>Medical Technologist II Clinical Laboratory Department</i>
3. Goes to Laboratory for collection of specimen	3. Extracts of specimen of specimen	PHP 1,750 None if Philhealth eligible	20 minutes	<i>Medical Technologist II Clinical Laboratory Department</i>
4. The patient will receive the newborn screening brochure	4. Informs the patient about the content of newborn screening brochure & date of release of results	None	5 minutes	<i>Medical Technologist II Clinical Laboratory Department</i>
TOTAL:		PHP 1,750 None if Philhealth eligible	28 minutes	



16. Philhealth Claims Services

This transaction covers the processing of clients documents for them to avail Philhealth benefits.

Office or Division:	Bagac Community and Medicare Hospital / Philhealth Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency from MSWD Barangay Certification Valid ID		MSWD Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Valid ID and birth certificate/ marriage certificate.	1. Interviews the patient & Verifies in Philhealth portal	None	5 minutes	<i>Administrative Assistant I Philhealth Section</i>
2. Signs documents for claims	2. Accomplishes CF2, CSF, SOA and PBEF if patient is eligible 2.1 CF2 CF1.CSF, SOA, PBEF,PMRF, Attaches Valid ID, Birth Certificate, Marriage Certificate if not eligible	None	5 minutes	<i>Administrative Assistant I Philhealth Section</i>
3. None	3. Signs the document by the attending Physician	None	1 minute	<i>Medical Officer III Medical Department</i>
4. Signs document for claims	4. Signs Document CF2 and CSF	None	1 minute	<i>Chief of Hospital II Administrative Department</i>
5. None	5. Encodes CF4 to iHOMIS	None	1 minute	<i>Administrative Assistant I Philhealth Section</i>
6. None	6. Scans and submits to Philhealth all documents and lab & x-ray results	None	5 minutes	<i>Administrative Assistant I Philhealth Section</i>
	TOTAL	None	23 minutes	



14. Philhealth Konsulta Services

This transaction covers the provision of primary care services first contact, comprehensive, continuing and coordinative care to beneficiaries.

Office or Division:	Bagac Community and Medicare Hospital / Philhealth Konsulta Services
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate Valid ID		Local Registry Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out and submit the Philhealth Konsulta Registration Form.	1. Checks form completeness. 1.1 If all fields in the form properly filled out, registers the eligible beneficiary through My PhilHealth Portal. 1.2 If no, provides instruction.	None	3 minutes	<i>Clerk II Administrative Department</i>
2. Receives registration confirmation slip.	2. Generates the confirmation receipt with QR code; print receipt or ask beneficiary to take digital copy through camera or fill out the registration confirmation slip.	None	15 minutes	<i>Clerk II Administrative Department</i>
3. Proceeds to consultation.	3. Interviews and fills-out health screening form. Gathers Vital Signs and chief complaint.	None	15 minutes	<i>Nurse I/ Medical Officer III Out-patient Department</i>
4. Presents confirmation receipt in Laboratory and Pharmacy to claim free medicines and laboratory test under *Annex D: Philhealth Konsulta Benefit Table.	4. Checks confirmation receipt or confirmation slip. Provide needed medicines and laboratory test for free.		10 minutes	<i>Medical Technologist II Clinical Laboratory Department Pharmacist II Pharmacy Section</i>



			Laboratory/Diagnostic Examinations		
			a. CBC w/ platelet count :PHP 200.00		
			b. Urinalysis :PHP 50.00		
			c. Fecalalysis :PHP 50.00		
			d. Sputum Microscopy :PHP		
			e. Fecal Occult Blood :PHP		
			f. Pap smear :PHP		
			g. Lipid profile (Total Cholesterol, HDL and LDL Cholesterol, Triglycerides) :PHP 200.00		
			h. FBS :PHP 100.00		
			i. OGTT :PHP 700.00		
			j. ECG :PHP		
			k. Chest X-Ray :		
			CXR PA (Adult) :PHP 160.00		
			CXR PA (Pedia) :PHP 320.00		
			l. Creatinine :PHP 100.00		
			m. HbA1c :PHP 545.00		
			Drugs and Medicines		
			1. Amoxicillin :PHP 2.40		
			2. Co-Amoxiclav :PHP 25.30		
			3. Cotrimoxazole :PHP 2.59		
			4. Nitrofurantoin :		
			5. Ciprofloxacin :PHP 3.80		
			6. Clarithromycin :PHP 277.30		
			7. Oral Rehydration Salts :PHP 8.30		
			8. Prednisone :PHP 1.80		
			9. Salbutamol :PHP 21.97		
			10. Fluticasone + Salmeterol :PHP		



			11. Paracetamol :PHP 7.30		
			12. Gliclazide :PHP 7.30		
			13. Metformin :PHP 1.25		
			14. Simvastatin :PHP 6.15		
			15. Enalapril :PHP 9.85		
			16. Metoprolol :PHP 2.15		
			17. Amlodipine :PHP 3.05		
			18. Hydrochlorothiazide :		
			19. Losartan :PHP 10.00		
			20. Aspirin :PHP 1.58		
			21. Chlorpheniramine Maleate :PHP 12.30		
5. Fills-out eKAS and ePresS form	5. Encodes patient's health screening and consultation to Ekonsulta system and print eKAS and ePresS form.		None	20 minutes	<i>Clerk II Administrative Department</i>
TOTAL:			Varies depending on all incurred charges	1 hour, 3 minutes	



18. MAIP Services

This transaction covers the processing of financial assistance for patients.

Office or Division:	Bagac Community and Medicare Hospital / Philhealth Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All indigent Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency from MSWD Barangay Certification Valid ID		MSWD Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Valid ID and birth certificate.	1. Interviews the patient	None	2 minutes	<i>Administrative Assistant I Administrative Department</i>
2. Signs documents SOA & Social Case summary	2. Accomplishes SOA, social case summary and medical certificate	None	5 minutes	<i>Administrative Assistant I Administrative Department</i>
3. None	3. Signs medical Certificate	None	1 minute	<i>Medical Officer III Medical Department</i>
4. None	4. Signs social case summary & SOA	None	1 minute	<i>Administrative Assistant I Administrative Department</i>
5. None	5. Signs social case summary	None	1 minute	<i>Medical Officer III Medical Department</i>
6. None	6. Prepares & signs transmittal	None	30 minutes	<i>Administrative Assistant I Administrative Department</i>
7. None	7. Signs transmittal	None	1 minute	<i>Medical Officer III Medical Department</i>
8. None	8. Submit monthly documents to Provincial Accounting Office	None	3 minutes	<i>Utility I/Messenger Administrative Department</i>
	TOTAL	None	43 minutes	



19. Dispensing of Medicines (OPD)

This transaction covers the process flow for drug dispensing through iHOMIS (Hospital Information and Management System)

Office or Division:	Bagac Community and Medicare Hospital / Pharmacy Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Patients with Prescription

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription signed by the Doctor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the prescription signed by the Doctor to Pharmacy	1. Receives the prescription & issues charge slip	None	2 minutes	<i>Pharmacist II Pharmacy Section</i>
2. Receives charge Slip and pays amount indicated	2. Receives payment & issues official receipt		2 minutes	<i>Administrative Officer I Cashier I</i>



				IV MEDS		
				1.ADENOSINE 3MG/ML, 2ML Upper Extremities		
				2.ACTIVATED CHARCOAL 180.05		
				3.AMIKACIN 250MG VIAL 60.8		
				4.AMINOPHYLLINE 25MG AMP 30.3		
				5.AMINO ACID + SORBITOL AMP 501.3		
				6.AMLODIPINE 5MG 1.9		
				7.AMPICILLIN 250MG VIAL 20.3		
				8.AMPICILLIN 500MG VIAL 14.3		
				9.AMPICILLIN + SULBACTAM 500/250MG VIAL 120.1		
				10.ANTI-RABIES VACCINE serum, 200.00 IU 1899.6		
				11.ATROPINE SULFATE 1MG/ML 20.3		
				12.ATS 1500 IU AMP 122.78		
				13.BCG VACCINE AMP 604.47		
				14.BISACODYL 10MG, ADULT 40.3		
				15.BISACODYL 5MG, PEDIA 34.55		
				16.BUDESONIDE 250MCG./ML. 64.3		
				17.CALCIUM GLUCONATE IV 83.7		
				18.CALAMINE 3.5 G + ZINC OXIDE 41.8		
				19.CEFAZOLIN 1G 99.3		
				20.CEFTRIAXONE 1G 35.15		
				21.CEFUROXIME 750MG VIAL 44.15		
				22.CHLORPHENIRAMINE 10MG 12.3		
				23.CIPROFLOXACIN 200MG VIAL 205.15		
				24.CITICOLINE 250MG/4ML AMP 140.1		
				25.CITICOLINE 500 MG AMP 140.3		
				26.CLINDAMYCIN 150MG/ML 4ML 145.3		
				27.D50% 50CC 60.15		
				28.DEXAMETHASONE 4MG/ML AMP 54.3		
				29.DEXTRAN 500 ML 710.3		
				30.DIAZEPAM 5MG/ML AMP 135.98		



			31.DIGOXIN 250MCG/ML 250.15		
			32.DIPHENHYDRAMINE 50MG/ML AMP 45.3		
			33.DOBUTAMINE 12.5 MG VIAL 387.8		
			34.DOMPERIDONE 1MG/ML, 60ML 107.3		
			35.DOPAMINE AMP 83.63		
			36.EPINEPHRINE 1MG/ML AMP 32.8		
			37.ERYTHROMYCIN 0.5 EYE OINTMENT 178.3		
			38.FLUTICASONE +SALMETEROL 50MCG +25MCG 320.3		
			39.FUROSEMIDE 10MG/ML AMP 12.18		
			40.GENTAMYCIN 40MG/ML 23.63		
			41.HALOPERIDOL 5MG/ML 1329.8		
			42.HEPARIN 1000 IU 108.63		
			43.HYDRALAZINE 20MG AMP 40.3		
			44.HYDROCORTISONE 100MG VIAL 62.8		
			45.HYDROCORTISONE 250MG VIAL 100.3		
			46.HYDROXYETHYL STARCH 6% SOLN 500ML		
			47.HYOSCINE 20MG AMP 50.3		
			48.REGULAR INSULIN 650.3		
			49.ISOSORBIDE DINITRATE 1MG/ML 729.55		
			50.ISOXSUPRINE 10MG AMP 269.8		
			51.KETOROLAC AMP 40.3		
			52.LIDOCAINE 2% 50ML VIAL 84.19		
			53.MAGNESSIUM SULFATE 250MG/ML IV, 10 ML 58.63		
			54.MAGNESSIUM SULFATE 500MG/ML IV, 2		
			55.MEPERIDINE 50MG/ML AMP 297.3		
			56.METHYLERGOMETRINE 200MCG AMP 52.3		
			57.Methylprednisolone 4mg tab 10.8		
			58.METOCLOPRAMINDE AMP. 50.3		
			59.METRONIDAZOLE 500MG IV 50.3		
			60.MORPHINE SULFATE 10MG AMP 124.8		



			61.MULTIVITAMINS + DEXTROSE 700.1		
			62.MUPIROCIN 20MG OINTMENT 200.3		
			63.NALBUPHINE 10MG/ML AMP 120.3		
			64.NICARDEPINE 1MG/ML, 10 ML 375.3		
			65.NICARDEPINE 1MG/ML, 2 ML 159.3		
			66.NITROGLYCERINE 5MG PATCH 150.3		
			67.NOREPINEPHRINE 1MG AMP 497.97		
			68.OMEPRAZOLE 40MG VIAL 180.3		
			69.OXYTOCIN 10IU AMP 16.3		
			70.PARACETAMOL 125MG SUPP 19.3		
			71.PARACETAMOL 150 AMP. 15.15		
			72.PARACETAMOL 250MG SUPP 22.3		
			73.PHENYTOIN 100MG AMP 320.3		
			74.PHYTOMENADIONE 10MG AMP 43.8		
			75.PNSS 50CC 87.3		
			76.POTASSIUM CHLORIDE 2 mEq/ml iv, 20 ML 45.3		
			77.RANITIDINE 25MG/ML AMP 18.3		
			78.SALBUTAMOL+IPRATROPIUM NEB. 30.3		
			79.SALBUTAMOL NEBULE 1MG 12.3		
			80.SALBUTAMOL INHALER 154.8		
			81.SILVER SULFADIAZINE 5MG TUBE 130.3		
			82.SODIUM BICARBONATE 50ML 85.3		
			83.TERBUTALINE 200MG/ML AMP 98.3		
			84.TETANUS TOXOID 91.97		
			85.TRAMADOL 50MG/ML AMP 15.3		
			86.TRANEXAMIC 500MG AMP 32.8		
			87.VERAPAMIL 5MG/ML 232.3		
			88.VEROCELL (antirabies) 2000.1		
			89.VITAMIN B COMPLEX AMP 95.3		



			ORAL MEDS		
			90.ACETYLCYSTEINE 600MG 37.8		
			91.ACYCLOVIR 200MG 10.05		
			92.ALLOPURINOL 100MG TAB 1.74		
			93.ALLOPURINOL 300MG TAB 14.3		
			94.ALMGOH 60ML 28.58		
			95.Almgoth tablet 4.7		
			96.AMBROXOL 15MG SYRUP 15.93		
			97.AMBROXOL 30MG SYRUP 19.3		
			98.AMBROXOL 30MG TAB 1		
			99.AMBROXOL 75MG TAB 22.1		
			100.AMBROXOL DROPS 18.3		
			101.AMLODEPINE 5MG 3.05		
			102.AMOXICILLIN 125mg syr 46.3		
			103.AMOXICILLIN 250mg syr 57.3		
			104.AMOXICILLIN 500MG CAP 2.4		
			105.AMOXICILLIN DROPS 15.2		
			106.ASCORBIC 500MG 1.43		
			107.ASCORBIC + Zinc 500MG 8.3		
			108.ASCORBIC SYR. 60ML 38.55		
			109.ASPIRIN 80MG TAB 1.58		
			110.ATORVASTATIN 20MG 3.03		
			111.ATORVASTATIN 40MG 9.05		
			112.AZITHROMYCIN 500MG. TAB. 78.18		
			113.AZITHROMYCIN 200MG/5ML, 15 ML 154.9		
			114.BACILLUS CLAUSII 50.47		
			115.BACTIDOL 0.3		
			116.BETAHISTINE 16MG TAB 8.8		
			117.BETAHISTINE 8MG TAB 19.3		
			118.BUTAMIRATE CITRATE 50mg 12.3		
			119.BISACODYL 5MG SUPP 40.3		
			120.BISACODYL 10MG SUPP 42.55		
			121.CAPTOPRIL 25MG TAB 1.3		
			122.CARBOCISTEINE 250MG SYR 36.05		
			123.CARBOCISTEINE 500MG CAP 1.54		
			124.CEFACLOX 250MG SUSP 60ML 395.3		
			125.CEFACLOX 125MG SUSP 60ML 235.25		
			126.CEFALEXIN 100mg drops 29.55		
			127.CEFALEXIN 125mg syr 30.75		
			128.CEFALEXIN 250mg syr 35.8		
			129.CEFALEXIN 500MG CAP 3.27		
			130.CEFIXIME 100MG. SYR. 250.3		



				131.CEFIXIME 200MG TAB 33.3		
				132.CEFUROXIME 250MG SUSP 60ML 278.3		
				133.CEFUROXIME 125MG SUSP 60ML 248.3		
				134.CEFUROXIME 500MG TABLET 32.15		
				135.CELECOXIB 200MG 3.5		
				136.CELECOXIB 400MG 15.3		
				137.CETIRIZINE 10mg tablet 3.2		
				138.CETIRIZINE 1MG/ML 60ML 80.3		
				139.CETIRIZINE 2.5MG/ML 10ML DROPS 79.3		
				140.CINNARIZINE 25MG TAB 3.3		
				141.CIPROFLOXACIN 500MG TAB 3.8		
				142.CITICHOLINE 500MG TAB 110.1		
				143.CLARITHROMYCIN 125MG. SUSP. 277.3		
				144.CLINDAMYCIN 300MG. CAP. 9.19		
				145.CLINDAMYCIN 150MG. CAP. 8.3		
				146.CLONIDINE 75MG. TAB 9.18		
				147.CLOPIDOGREL 75MG 14.1		
				148.CLOXACILLIN 500MG CAP 4.87		
				149.CLOXACILLIN 250MG/5ML SYRUP 60ML 49.6		
				150.CO-AMOX 250MG/60ML 225.55		
				151.CO-AMOX 125MG/60ML 213.8		
				152.CO-AMOX 625MG TAB 25.3		
				153.COLCHICINE 500MG TAB 2.3		
				154.CO-TRIMOXAZOLE 200MG/40/5ML 28.3		
				155.CO-TRIMOXAZOLE 800MG 2.59		
				156.DICYCLOVERINE 10MG/5ML 32.8		
				157.DICYCLOVERINE 10MG 0.3		
				158.DIPHENHYDRAMINE SYR 16.8		
				159.DIPHENHYDRAMINE 25MG CAP 2.3		
				160.DIGOXIN 250MCG TAB 3.75		



			161.DOMPERIDONE TAB 1.63		
			162.DOMPERIDONE 1MG/ML SYR 112.8		
			163.DOXYCYCLINE 100MG CAPSULE 3.05		
			164.ENALAPRIL 20 MG 9.85		
			165.FEBUXOSTAT 20.05		
			166.FENOFIBRATE 200MG 17.75		
			167.FERROUS 325MG. TAB. 2.3		
			168.FERROUS + FOLIC ACID 2.4		
			169.FERROUS SULFATE 15MG DROPS 37.8		
			170.FERROUS SULFATE 60ML 40.3		
			171.FOLIC ACID 2.8		
			172.Furosemide 40mg tab 2.3		
			173.GLIBENCLAMIDE 5MG TAB 2.98		
			174.GLICLAZIDE 80MG TAB 4.99		
			175.GLICLAZIDE 30MG TAB 7.3		
			176.HYDROXYZINE TAB 12.3		
			177.HYOSCINE 10MG TAB 5.18		
			178.HYOSCINE 1MG/ML 60ML 29.3		
			179.IBUPROFEN 200MG/5ML 60ML 70.3		
			180.INOSIPLEX SYRUP 260.3		
			181.ISOSORBIDE DINITRATE 5mg TAB SUBL. 22		
			182.ISOSORBIDE MONONITRATE TAB SUBL. 19.7		
			183.ISOXSUPRINE HCL 17.8		
			184.KETOANALOGUE TABLET 60.3		
			185.LACTULOSE SOLUTION 149.3		
			186.LAGUNDI SYRUP 300MG/5ML 60.8		
			187.LAGUNDI TAB 300 MG 2.8		
			188.LOPERAMIDE 2MG 2.86		
			189.LOSARTAN + HCTZ 15.65		
			190.LOSARTAN 50MG 5.79		



			191.LOSARTAN 100 MG 10		
			192.LOZENGES 137.71		
			193.MALUNGGAY CAPSULE 2.8		
			194.MEBENDAZOLE 100MG/5ML SUSP. 26.8		
			195.MEFENAMIC ACID 1.32		
			196.MELATONIN 3MG. TAB. 13.8		
			197.METHYLDOPA 250MG 12.95		
			198.METHYLERGOMETRINE 125 MCG 3.9		
			199.METHYLPREDNISOLONE 4MG TAB 11.05		
			200.METOPROLOL 50MG 2.15		
			201.METRONIDAZOLE 125MG SUSP 41.3		
			202.METRONIDAZOLE 500MG TAB 4.8		
			203.MONTELUKAST 4MG TAB 16.3		
			204.MONTELUKAST 10MG TAB 6.68		
			205.METFORMIN 1.25		
			206.MULTIVITAMIN SYRUP 29.8		
			207.NIFEDIPINE 10MG CAP 4.1		
			208.NIFEDIPINE 5MG CAP 3		
			209.OFLOXACIN 200MG 20.3		
			210.OFLOXACIN 400MG 40.8		
			211.OMEPRAZOLE 40MG 7.43		
			212.OMEPRAZOLE 20MG 1.93		
			213.ORESOL 8.3		
			214.PARACETAMOL + PHELYLPROPANOLAMINE + CHLOR-PHENIRAMINE SYRUP 116.7		
			215.PARACETAMOL + PHELYLPROPANOLAMINE + CHLOR-PHENIRAMINE TABLET 7.3		
			216.PARACETAMOL + PHELYLPROPANOLAMINE + CHLOR-PHENIRAMINE DROPS 114.55		
			217.PHENYLPROPANOLAMINE SYR 40.3		
			218.Phenylephrine hcl + chlorphenamine drops 130.05		

				219.Phenylephrine hcl + chlorphenamine syrup 60ml 134.8		
				220.PARACETAMOL 125MG SYRUP 60ML 14.15		
				221.PARACETAMOL 250MG SYRUP 60ML 27.8		
				222.PARACETAMOL 500MG TAB 1.3		
				223.PARACETAMOL GTTS 18.15		
				224.PCT + TRAMADOL cap. 20.3		
				225.PHENOBARBITAL 30mg tab 5.79		
				226.POTASSIUM CHLORIDE 750mg TAB 16.8		
				227.POTASSIUM CHLORIDE 600mg TAB 16.8		
				228.PREDNISON 5MG 1.8		
				229.PREDNISON 10MG/5ML, 60 ML SUSPENSION 129.3		
				230.PYRANTEL + OXANTEL SYRUP 204.3		
				231.RACECADOTRIL 100MG 51.3		
				232.RACECADOTRIL 30MG. SACHET 53.9		
				233.RACECADOTRIL 10MG. SACHET 47.8		
				234.RANITIDINE 150MG TABLET 3.8		
				235.SALBU + GUAIFENESSIN CAP 3.3		
				236.SALBU + GUAIFENESSIN syrup 23.55		
				237.SALBUTAMOL 2MG/5ML SYRUP 21.97		
				238.SAMBONG 500MG TAB 5.15		
				239.SIMVASTATIN 20MG 3.55		
				240.SIMVASTATIN 40MG 6.15		
				241.SULODEXIDE 99.8		
				242.TRAMADOL 50MG CAP 5.3		
				243.Tranexamic 500mg cap 9.68		
				244.TRIMETAZIDINE 35MG 15.8		
				245.VITAMIN B COMPLEX 1.44		
				246.ZINC SULFATE DROPS 33.43		
				247.ZINC SULFATE SYR. 60ML 39.68		



				DEXTROSE		
				248.D5 0.3 NACL 1L		
				249.D5 0.3 NACL 500CC 70.3		
				250.D5 LR 500CC 70.3		
				251.D5LR 1L 70.3		
				252.D5 Nm 500ml 70.3		
				253.D5 NM1L 70.3		
				254.D5 NR 1L 70.3		
				255.D50/50 60.3		
				256.DISTILED WATER FOR INJECTION 60.15		
				257.D5 WATER 1L 71.3		
				258.D5 WATER 250ML 98.3		
				259.D5 WATER 500ML 70.3		
				260.D5 WATER 50CC 60.15		
				261.D5 IMB 77.15		
				262.D5NSS IL 69.8		
				263.D10 WATER 500ml 65.3		
				264.DEXTRAN 500ML 710.3		
				265.MANNITOL 198.3		
				266.MULTIVITAMINS + DEXTROSE 700.3		
				267.PLR 1L 84.3		
				268.PLR 500ML. 70.3		
				269.IRRIGATING SOLUTION 70.3		
				270.PNSS 1L 84.3		
				271.PNSS 500ML 70.3		



			MEDICAL SUPPLIES		
			272.ADULT DIAPER 19.2		
			273.ALCOHOL 80.2		
			274.ARM SLING large 104.6		
			275.ARM SLING medium 98.95		
			276.ARM SLING small 93.45		
			277.ARM SLING LARGE ADJUSTABLE (Long bone) 239.9		
			278.ASEPTO SYRINGE 39.15		
			279.Bantam strips 1.95		
			280.CERVICAL COLLAR Large 2000		
			281.CERVICAL COLLAR Med 720.05		
			282.CERVICAL COLLAR Small 1000.05		
			283.CHROMIC 2-0 307.9		
			284.CHROMIC 2-0 D.A 307.9		
			285.CHROMIC 3-0 CUTTING 307.9		
			286.CHROMIC 4-0 307.9		
			287.CORD CLAMP 4.45		
			288.COTTON 220.05		
			289.DENGUE DUO 745.2		
			290.DIGITAL THERMOMETER 77.15		
			291.E.T TUBE 2.0 88.1		
			292.E.T TUBE 2.5 79.15		
			293.E.T TUBE 3.0 88.1		
			294.E.T TUBE 4.0 88.1		
			295.E.T TUBE 4.5 79.15		
			296.E.T TUBE 7.0 88.1		
			297.E.T TUBE 7.5 88.1		
			298.ELASTIC B S. 2 27.6		
			299.ELASTIC B S. 3 38.6		
			300.ELASTIC B S. 4 44.1		
			301.ELASTIC B S. 6 57.6		
			302.EXAMINATION GLOVES SMALL 3.7		
			303.EXAMINATION GLOVES MEDIUM 3.7		
			304.EXAMINATION GLOVES LARGE 3.7		
			305.FACE MASK 7.2		
			306.FOLEY CATH FR. 10 44.15		
			307.FOLEY CATH FR. 12 44.15		
			308.FOLEY CATH FR. 14 44.15		
			309.FOLEY CATH FR. 16 44.15		
			310.FOLEY CATH FR. 18 44.15		



			311.GAUZE BANDAGE 10.7		
			312.HEPLOCK 61.1		
			313.IV CATH G 18 66.1		
			314.IV CATH G 20 66.1		
			315.IV CATH G 22 66.1		
			316.IV CATH G 24 66.1		
			317.IV CATH G 26 93.35		
			318.LUBRICATING JELLY 275.15		
			319.MATERNITY PADS 137.1		
			320.MACROSET 50.2		
			321.MICROSET 33.05		
			322.NEEDLE 19 3		
			323.NEEDLE 21 3		
			324.NEEDLE 23 3		
			325.NEEDLE 24 3		
			326.NEEDLE 25 2.7		
			327.NEEDLE 26 2.7		
			328.NEBULIZER KIT 82.6		
			329.NGT. FR. 5 17.05		
			330.NGT. FR. 8 17.05		
			331.NGT. FR. 16 27.6		
			332.non-REBREATHING MASK 170.2		
			333.OXYGEN CANNULA ADULT 47.6		
			334.OXYGEN CANNULA PEDIA 27.5		
			335.OXYGEN FACEMASK ADULT 92.55		
			336.OXYGEN FACEMASK NEO 143.15		
			337.OXYGEN FACEMASK PEDIA 112.15		
			338.oxygen regulator 3849.1		
			339.PLASTER 1 inch. 49.65		
			340.PLASTER 1/2 inch. 30		
			341.PLASTER 2 inches 77.1		
			342.PROLENE-40 341.76		
			343.SAFIL 3-0 C 118.1		
			344.SILK 1-0 307.95		
			345.SILK 2-0 307.95		
			346.SILK 2-0 CUTTING 307.95		
			347.SILK 3-0 307.95		
			348.SILK 3-0 C 307.95		
			349.SILK 4-0 C 307.95		
			350.SOLUSET 164.6		



				351.SPLINT - Adult 162.05		
				352.SPLINT - Neonate 121.05		
				353.SPLINT - Pedia 115.05		
				354.STERILE WATER FOR INJ 50ML 60.05		
				355.SUCTION CATH FR 5 22.15		
				356.SUCTION CATH FR 8 22.15		
				357.SUCTION CATH FR 10 22.15		
				358.SUCTION CATH FR 12 22.15		
				359.SUCTION CATH FR 14 22.15		
				360.SUCTION CATH FR 16 22.15		
				361.SURGICAL BLADE 11 4.6		
				362.SURGICAL BLADE 20 4.6		
				363.SURGICAL BLADE 22 4.6		
				364.SURGICAL GLOVES 13.2		
				365.INSULIN SYRINGE 10.75		
				366.SYRINGE 1CC 2.5		
				367.SYRINGE 3CC 4.49		
				368.SYRINGE 5CC 4.6		
				369.SYRINGE 10CC 7.9		
				370.SYRINGE 30CC 5.7		
				371.TORNIQUET 0.2		
				372.URINE BAG 16.45		
				373.URINE COLLECTOR PEDIA 7.7		
				374.OXYGEN w/o TANK (big) 475.3		
				375.OXYGEN w/ TANK deposit big 1000		



3. Presents official receipt to Pharmacy	3. Verifies the official receipt provided.		1 minute	<i>Pharmacist II Pharmacy Section</i>
4. Receives medicines	4. Serves medicines as prescribed.		2 minutes	<i>Pharmacist II Pharmacy Section</i>
5. None	5. Counsels the patient on the proper use of medications.		2 minutes	<i>Pharmacist II Pharmacy Section</i>
6. None	6. Records and files the prescription on the Prescription Record book issued by the FDA.		5 minutes	<i>Pharmacist II Pharmacy Section</i>
TOTAL:		Varies depending on all incurred charges	14 minutes	



20. Process of Dispensing Medicines (IPD)

This covers the flow of drug dispensing Through iHOMIS (Hospital Information and Management System)

Office or Division:	Bagac Community and Medicare Hospital / Pharmacy Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Admitted patients/In-Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Attending Physician		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits on bed	Encodes to iHomis medications as stated on the patient chart.	None	2 minutes	<i>Nurse I General Ward</i>
2. None	Prints charge slip for medications / supplies.	None	2 minutes	<i>Pharmacist II Pharmacy</i>
3. None	Releases medications & supplies to patient or watcher or nurse.	None	3 minutes	<i>Pharmacist II Pharmacy</i>
4. Receives items & signs charge slip for patient use.	Files charge slip for billing.	None	2 minutes	<i>Pharmacist II Pharmacy</i>
TOTAL:		None	9 minutes	



21. Issuance of Birth

This covers the issuance of birth certificate to patients in need of the service.

Office or Division: Bagac Community and Medicare Hospital / Records Section

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished draft of Birth Certificate Marriage Certificate or Birth Certificate of parents		Nurse Station Local Registry Office or Patient file		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents draft to records section for encoding	1. Validates details of draft and encodes data to Birth/ Death Certificate form	None	10 minutes	Senior Bookkeeper/ Record's Supervisor Medical Records Department
	1.1 Presents accomplished Birth Certificate to Attending Physician for signature	None	1 minutes	Senior Bookkeeper/ Record's Supervisor Medical Records Department
2. Pays to Cashier	2. Receives payment, Issues Official Receipt & Release Birth Certificate	PHP 20	1 minute	Administrative Officer / Cashier
3. Submits 1 copy of registered Birth Certificate	3. Files copy of registered Birth Certificate	None	1 minute	Senior Bookkeeper/ Record's Supervisor Medical Records Department
TOTAL:		PHP 20	13 minutes	



22. Issuance of Death Certificate

This covers the issuance of death certificate to patients in need of the service.

Office or Division:	Bagac Community and Medicare Hospital / Records Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished draft of Death Certificate		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents draft to records section for encoding	1. Validates details of draft and encodes data to Birth/ Death Certificate form	None	10 minutes	Senior Bookkeeper/ Record's Supervisor Medical Records Department
2. None	2. Presents accomplished Death Certificate to Attending Physician for signature	None	1 minute	Senior Bookkeeper/ Record's Supervisor Medical Records Department Medical Officer III Medical Department
3. Pays to Cashier	3. Receives payment, Issues Official Receipt & Release Birth Certificate	PHP 20	1 minute	Administrative Officer I Cashier
4. Submits 1 copy of registered Death Certificate	4. Files copy of registered Death Certificate	None	1 minute	Senior Bookkeeper/ Record's Supervisor Medical Records Department
TOTAL:		PHP 20	13 minutes	



23. Issuance of Medical Certificate

This transaction covers the issuance of medical certificate to patients in-need of the service.

Office or Division: Bagac Community and Medicare Hospital / Records Section

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Expresses the need for a Medical Certificate to records staff	1. Retrieves file and issues charge slip	None	5 minute	Senior Bookkeeper/ Record's Supervisor Medical Records Department
2.Presents charge slip & pays to Cashier	2. Receives payment & issues OR	PHP 25	1 minute	Administrative Officer / Cashier
3. Presents OR to record section	3. Logs OR number, prepares medical certificate.	None	1 minute	Senior Bookkeeper/ Record's Supervisor Medical Records Department
4. Waits for the release of medical certificate	4. Signs medical Certificate	None	1 minute	Medical Officer III Medical Department
5. Gets Medical Certificate & signs logbook of release	5. Releases Medical Certificate	None	1 minute	Senior Bookkeeper/ Record's Supervisor Medical Records Department
TOTAL:		PHP 25	9 minutes	



24. Issuance of Medico-Legal

This transaction covers the issuance of Medico Legal Certificate to patients in need of the service.

Office or Division:	Bagac Community and Medicare Hospital / Records Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Request Valid ID		Police Headquarters Patient		
CKIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the OPD/ER nurse of the need of Medico-legal Certificate.	1. Presents Medico-legal Logbook to record section	None	2 minutes	<i>Nurse / Outpatient/ ER Department</i>
2. Presents valid ID & Police Request to record section	2. Types Medico-legal Certificate. Presents to attending MD for signature.	None	5 minutes	<i>Senior Bookkeeper/ Record's Supervisor Medical Records Department</i>
3. Pays to Cashier	3. Issues Official Receipt	PHP 25	5 minutes	<i>Administrative Officer / Cashier</i>
4. Gets Medico-legal Certificate	4. Release Madico-legal Certificate	None	1 minute	<i>Senior Bookkeeper/ Record's Supervisor Medical Records Department</i>
TOTAL:		PHP 25	13 minutes	



25. Issuance of OPD Card

This transaction covers the issuance of OPD Card/records to out-patients.

Office or Division:	Bagac Community and Medicare Hospital / Records Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Slip Form OPD Card for old patients		Records Section Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents OPD Card, if none, fill up OPD Slip Form then log at OPD Record's Issuance Logbook.	1. Prepares Health Record. 1.1 For NEW patients, issuance of Hospital card and generation of patient health record. 1.2 For OLD patients, retrieval of records. 1.3 Issues priority number to patients. Then refer to appropriate clinic/ department.	PHP 15	15 minutes	<i>Senior Bookkeeper/ Record's Supervisor Medical Records Department</i>
2. Proceeds to OPD waiting area.	2. Releases OPD Records to OPD Nurse.	None	5 minutes	<i>Senior Bookkeeper/ Record's Supervisor Medical Records Department</i>
TOTAL:		PHP 15	20 minutes	



26. Cash Services

This transaction covers the issuance of official receipts by the Cashier to patients/clients for payments received.

Office or Division:	Bagac Community and Medicare Hospital / Cash Operation Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge slip or its equivalent		Cost center where service was rendered (e.g. Emergency room/ Pharmacy)		
Statement of Account or Billing statement with Discharge clearance		Billing and Philhealth Section		
Senior Citizen or PWD ID		DSWD		
Clearance for In-Patients (signed clearance)		Nurse Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Charge slip (or SOA, ID, Clearances) to cashier and pays corresponding amount	1. Receives payment and issues Official receipt. Applies discounts as needed (senior citizen, PWD).Issues Official Receipt	As Charged None	3 minutes	Administrative Officer / Cashier

	IV MEDS						
	1	ADENOSINE 3MG/ML, 2ML	1	PHP 1069.3			
	2	ACTIVATED CHARCOAL	2	PHP 180.05			
	3	AMIKACIN 250MG VIAL	3	PHP 60.8			
	4	AMINOPHYLLINE 25MG AMP	4	PHP 30.3			
	5	AMINO ACID + SORBITOL AMP	5	PHP 501.3			
	6	AMLODIPINE 5MG	6	PHP 1.9			
	7	AMPICILLIN 250MG VIAL	7	PHP 20.3			
	8	AMPICILLIN 500MG VIAL	8	PHP 14.3			
	9	AMPICILLIN + SULBACTAM 500/250MG	9	PHP 120.1			
	10	ANTI-RABIES VACCINE serum, 200.00 IU	10	PHP 1899.6			
	11	ATROPINE SULFATE 1MG/ML	11	PHP 20.3			
	12	ATS 1500 IU AMP	12	PHP 122.78			
	13	BCG VACCINE AMP	13	PHP 604.47			
	14	BISACODYL 10MG, ADULT	14	PHP 40.3			
	15	BISACODYL 5MG, PEDIA	15	PHP 34.55			
	16	BUDESONIDE 250MCG./ML.	16	PHP 64.3			
	17	CALCIUM GLUCONATE IV	17	PHP 83.7			
	18	CALAMINE 3.5 G + ZINC OXIDE	18	PHP 41.8			
	19	CEFAZOLIN 1G	19	PHP 99.3			
	20	CEFTRIAXONE 1G	20	PHP 35.15			
	21	CEFUROXIME 750MG VIAL	21	PHP 44.15			
	22	CHLORPHENIRAMINE 10MG	22	PHP 12.3			
	23	CIPROFLOXACIN 200MG VIAL	23	PHP 205.15			
	24	CITICOLINE 250MG/4ML AMP	24	PHP 140.1			
	25	CITICOLINE 500 MG AMP	25	PHP 140.3			
	26	CLINDAMYCIN 150MG/ML 4ML	26	PHP 145.3			
	27	D50% 50CC	27	PHP 60.15			
	28	DEXAMETHASONE 4MG/ML AMP	28	PHP 54.3			
	29	DEXTRAN 500 ML	29	PHP 710.3			
	30	DIAZEPAM 5MG/ML AMP	30	PHP 135.98			



		31	DIGOXIN 250MCG/ML	31	PHP 250.15		
		32	DIPHENHYDRAMINE 50MG/ML AMP	32	PHP 45.3		
		33	DOBUTAMINE 12.5 MG VIAL	33	PHP 387.8		
		34	DOMPERIDONE 1MG/ML, 60ML	34	PHP 107.3		
		35	DOPAMINE AMP	35	PHP 83.63		
		36	EPINEPHRINE 1MG/ML AMP	36	PHP 32.8		
		37	ERYTHROMYCIN 0.5 EYE OINTMENT	37	PHP 178.3		
		38	FLUTICASONE +SALMETEROL 50MCG +25MCG	38	PHP 320.3		
		39	FUROSEMIDE 10MG/ML AMP	39	PHP 12.18		
		40	GENTAMYCIN 40MG/ML	40	PHP 23.63		
		41	HALOPERIDOL 5MG/ML	41	PHP 1329.8		
		42	HEPARIN 1000 IU	42	PHP 108.63		
		43	HYDRALAZINE 20MG AMP	43	PHP 40.3		
		44	HYDROCORTISONE 100MG VIAL	44	PHP 62.8		
		45	HYDROCORTISONE 250MG VIAL	45	PHP 100.3		
		46	HYDROXYETHYL STARCH 6% SOLN 500ML	46	PHP 784.1		
		47	HYOSCINE 20MG AMP	47	PHP 50.3		
		48	REGULAR INSULIN	48	PHP 650.3		
		49	ISOSORBIDE DINITRATE 1MG/ML	49	PHP 729.55		
		50	ISOXSUPRINE 10MG AMP	50	PHP 269.8		
		51	KETOROLAC AMP	51	PHP 40.3		
		52	LIDOCAINE 2% 50ML VIAL	52	PHP 84.19		
		53	MAGNESSIUM SULFATE 250MG/ML IV, 10 ML	53	PHP 58.63		
		54	MAGNESSIUM SULFATE 500MG/ML IV, 2 ML	54	PHP 45.3		
		55	MEPERIDINE 50MG/ML AMP	55	PHP 297.3		
		56	METHYLERGOMETRINE 200MCG AMP	56	PHP 52.3		
		57	Methylprednisolone 4mg tab	57	PHP 10.8		
		58	METOCLOPRAMINDE AMP.	58	PHP 50.3		
		59	METRONIDAZOLE 500MG IV	59	PHP 50.3		
		60	MORPHINE SULFATE 10MG AMP	60	PHP 124.8		



		61	MULTIVITAMINS + DEXTROSE	61	PHP 700.1		
		62	MUPIROCIN 20MG OINTMENT	62	PHP 200.3		
		63	NALBUPHINE 10MG/ML AMP	63	PHP 120.3		
		64	NICARDEPINE 1MG/ML, 10 ML	64	PHP 375.3		
		65	NICARDEPINE 1MG/ML, 2 ML	65	PHP 159.3		
		66	NITROGLYCERINE 5MG PATCH	66	PHP 150.3		
		67	NOREPINEPHRINE 1MG AMP	67	PHP 497.97		
		68	OMEPRazole 40MG VIAL	68	PHP 180.3		
		69	OXYTOCIN 10IU AMP	69	PHP 16.3		
		70	PARACETAMOL 125MG SUPP	70	PHP 19.3		
		71	PARACETAMOL 150 AMP.	71	PHP 15.15		
		72	PARACETAMOL 250MG SUPP	72	PHP 22.3		
		73	PHENYTOIN 100MG AMP	73	PHP 320.3		
		74	PHYTOMENADIONE 10MG AMP	74	PHP 43.8		
		75	PNSS 50CC	75	PHP 87.3		
		76	POTASSIUM CHLORIDE 2 mEq/ml iv, 20 ML	76	PHP 45.3		
		77	RANITIDINE 25MG/ML AMP	77	PHP 18.3		
		78	SALBUTAMOL+IPRATROPIUM NEB.	78	PHP 30.3		
		79	SALBUTAMOL NEBULE 1MG	79	PHP 12.3		
		80	SALBUTAMOL INHALER	80	PHP 154.8		
		81	SILVER SULFADIAZINE 5MG TUBE	81	PHP 130.3		
		82	SODIUM BICARBONATE 50ML	82	PHP 85.3		
		83	TERBUTALINE 200MG/ML AMP	83	PHP 98.3		
		84	TETANUS TOXOID	84	PHP 91.97		
		85	TRAMADOL 50MG/ML AMP	85	PHP 15.3		
		86	TRANEXAMIC 500MG AMP	86	PHP 32.8		
		87	VERAPAMIL 5MG/ML	87	PHP 232.3		
		88	VEROCELL (antirabies)	88	PHP 2000.1		
		89	VITAMIN B COMPLEX AMP	89	PHP 95.3		



	ORAL MEDS		PHP		
	90	ACETYLCYSTEINE 600MG	90	PHP 37.8	
	91	ACYCLOVIR 200MG	91	PHP 10.05	
	92	ALLOPURINOL 100MG TAB	92	PHP 1.74	
	93	ALLOPURINOL 300MG TAB	93	PHP 14.3	
	94	ALMGOH 60ML	94	PHP 28.58	
	95	Almgoh tablet	95	PHP 4.7	
	96	AMBROXOL 15MG SYRUP	96	PHP 15.93	
	97	AMBROXOL 30MG SYRUP	97	PHP 19.3	
	98	AMBROXOL 30MG TAB	98	PHP 1	
	99	AMBROXOL 75MG TAB	99	PHP 22.1	
	100	AMBROXOL DROPS	100	PHP 18.3	
	101	AMLODEPINE 5MG	101	PHP 3.05	
	102	AMOXICILLIN 125mg syr	102	PHP 46.3	
	103	AMOXICILLIN 250mg syr	103	PHP 57.3	
	104	AMOXICILLIN 500MG CAP	104	PHP 2.4	
	105	AMOXICILLIN DROPS	105	PHP 15.2	
	106	ASCORBIC 500MG	106	PHP 1.43	
	107	ASCORBIC + Zinc 500MG	107	PHP 8.3	
	108	ASCORBIC SYR. 60ML	108	PHP 38.55	
	109	ASPIRIN 80MG TAB	109	PHP 1.58	
	110	ATORVASTATIN 20MG	110	PHP 3.03	
	111	ATORVASTATIN 40MG	111	PHP 9.05	
	112	AZITHROMYCIN 500MG. TAB.	112	PHP 78.18	
	113	AZITHROMYCIN 200MG/5ML, 15 ML	113	PHP 154.9	
	114	BACILLUS CLAUSII	114	PHP 50.47	
	115	BACTIDOL	115	PHP 0.3	
	116	BETAHISTINE 16MG TAB	116	PHP 8.8	
	117	BETAHISTNE 8MG TAB	117	PHP 19.3	
	118	BUTAMIRATE CITRATE 50mG	118	PHP 12.3	
	119	BISACODYL 5MG SUPP	119	PHP 40.3	
	120	BISACODYL 10MG SUPP	120	PHP 42.55	



		121	CAPTOPRIL 25MG TAB	121	PHP 1.3		
		122	CARBOCISTEINE 250MG SYR	122	PHP 36.05		
		123	CARBOCISTEINE 500MG CAP	123	PHP 1.54		
		124	CEFACLOR 250MG SUSP 60ML	124	PHP 395.3		
		125	CEFACLOR 125MG SUSP 60ML	125	PHP 235.25		
		126	CEFALEXIN 100mg drops	126	PHP 29.55		
		127	CEFALEXIN 125mg syr	127	PHP 30.75		
		128	CEFALEXIN 250mg syr	128	PHP 35.8		
		129	CEFALEXIN 500MG CAP	129	PHP 3.27		
		130	CEFIXIME 100MG. SYR.	130	PHP 250.3		
		131	CEFIXIME 200MG TAB	131	PHP 33.3		
		132	CEFUROXIME 250MG SUSP 60ML	132	PHP 278.3		
		133	CEFUROXIME 125MG SUSP 60ML	133	PHP 248.3		
		134	CEFUROXIME 500MG TABLET	134	PHP 32.15		
		135	CELECOXIB 200MG	135	PHP 3.5		
		136	CELECOXIB 400MG	136	PHP 15.3		
		137	CETIRIZINE 10mg tablet	137	PHP 3.2		
		138	CETIRIZINE 1MG/ML 60ML	138	PHP 80.3		
		139	CETIRIZINE 2.5MG/ML 10ML DROPS	139	PHP 79.3		
		140	CINNARIZINE 25MG TAB	140	PHP 3.3		



		141	CIPROFLOXACIN 500MG TAB	141	PHP 3.8		
		142	CITICHOLINE 500MG TAB	142	PHP 110.1		
		143	CLARITHROMYCIN 125MG. SUSP.	143	PHP 277.3		
		144	CLINDAMYCIN 300MG. CAP.	144	PHP 9.19		
		145	CLINDAMYCIN 150MG. CAP.	145	PHP 8.3		
		146	CLONIDINE 75MG. TAB	146	PHP 9.18		
		147	CLOPIDOGREL 75MG	147	PHP 14.1		
		148	CLOXACILLIN 500MG CAP	148	PHP 4.87		
		149	CLOXACILLIN 250MG/5ML SYRUP 60ML	149	PHP 49.6		
		150	CO-AMOX 250MG/60ML	150	PHP 225.55		
		151	CO-AMOX 125MG/60ML	151	PHP 213.8		
		152	CO-AMOX 625MG TAB	152	PHP 25.3		
		153	COLCHICINE 500MG TAB	153	PHP 2.3		
		154	CO-TRIMOXAZOLE 200MG/40/5ML	154	PHP 28.3		
		155	CO-TRIMOXAZOLE 800MG	155	PHP 2.59		
		156	DICYCLOVERINE 10MG/5ML	156	PHP 32.8		
		157	DICYCLOVERINE 10MG	157	PHP 0.3		
		158	DIPHENHYDRAMINE SYR	158	PHP 16.8		
		159	DIPHENHYDRAMINE 25MG CAP	159	PHP 2.3		
		160	DIGOXIN 250MCG TAB	160	PHP 3.75		
		161	DOMPERIDONE TAB	161	PHP 1.63		
		162	DOMPERIDONE 1MG/ML SYR	162	PHP 112.8		
		163	DOXYCYCLINE 100MG CAPSULE	163	PHP 3.05		
		164	ENALAPRIL 20 MG	164	PHP 9.85		
		165	FEBUXOSTAT	165	PHP 20.05		

		166	FENOFIBRATE 200MG	166	PHP 17.75		
		167	FERROUS 325MG. TAB.	167	PHP 2.3		
		168	FERROUS + FOLIC ACID	168	PHP 2.4		
		169	FERROUS SULFATE 15MG DROPS	169	PHP 37.8		
		170	FERROUS SULFATE 60ML	170	PHP 40.3		
		171	FOLIC ACID	171	PHP 2.8		
		172	Furosemide 40mg tab	172	PHP 2.3		
		173	GLIBENCLAMIDE 5MG TAB	173	PHP 2.98		
		174	GLICLAZIDE 80MG TAB	174	PHP 4.99		
		175	GLICLAZIDE 30MG TAB	175	PHP 7.3		
		176	HYDROXYZINE TAB	176	PHP 12.3		
		177	HYOSCINE 10MG TAB	177	PHP 5.18		
		178	HYOSCINE 1MG/ML 60ML	178	PHP 29.3		
		179	IBUPROFEN 200MG/5ML 60ML	179	PHP 70.3		
		180	INOSIPLEX SYRUP	180	PHP 260.3		
		181	ISOSORBIDE DINITRATE 5mg TAB SUBL.	181	PHP 22		
		182	ISOSORBIDE MONONITRATE TAB SUBL.	182	PHP 19.7		
		183	ISOXSUPRINE HCL	183	PHP 17.8		
		184	KETOANALOGUE TABLET	184	PHP 60.3		
		185	LACTULOSE SOLUTION	185	PHP 149.3		
		186	LAGUNDI SYRUP 300MG/5ML	186	PHP 60.8		
		187	LAGUNDI TAB 300 MG	187	PHP 2.8		
		188	LOPERAMIDE 2MG	188	PHP 2.86		
		189	LOSARTAN + HCTZ	189	PHP 15.65		
		190	LOSARTAN 50MG	190	PHP 5.79		



		191	LOSARTAN 100 MG	191	PHP 10		
		192	LOZENGES	192	PHP 137.71		
		193	MALUNGgay CAPSULE	193	PHP 2.8		
		194	MEBENDAZOLE 100MG/5ML SUSP.	194	PHP 26.8		
		195	MEFENAMIC ACID	195	PHP 1.32		
		196	MELATONIN 3MG. TAB.	196	PHP 13.8		
		197	METHYLDOPA 250MG	197	PHP 12.95		
		198	METHYLERGOMETRINE 125 MCG	198	PHP 3.9		
		199	METHYLPREDNISOLONE 4MG TAB	199	PHP 11.05		
		200	METOPROLOL 50MG	200	PHP 2.15		
		201	METRONIDAZOLE 125MG SUSP	201	PHP 41.3		
		202	METRONIDAZOLE 500MG TAB	202	PHP 4.8		
		203	MONTELUKAST 4MG TAB	203	PHP 16.3		
		204	MONTELUKAST 10MG TAB	204	PHP 6.68		
		205	METFORMIN	205	PHP 1.25		
		206	MULTIVITAMIN SYRUP	206	PHP 29.8		
		207	NIFEDIPINE 10MG CAP	207	PHP 4.1		
		208	NIFEDIPINE 5MG CAP	208	PHP 3		
		209	OFLOXACIN 200MG	209	PHP 20.3		
		210	OFLOXACIN 400MG	210	PHP 40.8		
		211	OMEPRazole 40MG	211	PHP 7.43		
		212	OMEPRazole 20MG	212	PHP 1.93		
		213	ORESOL	213	PHP 8.3		
		214	PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE SYRUP	214	PHP 116.7		
		215	PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE TABLET	215	PHP 7.3		
		216	PARACETAMOL + PHELYLPROPANOLAMINE + CHLORPHENIRAMINE DROPS	216	PHP 114.55		
		217	PHENYLPROPANOLAMINE SYR	217	PHP 40.3		
		218	Phenylephrine hcl + chlorphenamine drops	218	PHP 130.05		
		219	Phenylephrine hcl + chlorphenamine syrup 60ml	219	PHP 134.8		
		220	PARACETAMOL 125MG SYRUP 60ML	220	PHP 14.15		



	221	PARACETAMOL 250MG SYRUP 60ML	221	PHP 27.8		
	222	PARACETAMOL 500MG TAB	222	PHP 1.3		
	223	PARACETAMOL GTTS	223	PHP 18.15		
	224	PCT + TRAMADOL cap.	224	PHP 20.3		
	225	PHENOBARBITAL 30mg tab	225	PHP 5.79		
	226	POTASSIUM CHLORIDE 750mg TAB	226	PHP 16.8		
	227	POTASSIUM CHLORIDE 600mg TAB	227	PHP 16.8		
	228	PREDNISONE 5MG	228	PHP 1.8		
	229	PREDNISONE 10MG/5ML, 60 ML	229	PHP 129.3		
	230	PYRANTEL + OXANTEL SYRUP	230	PHP 204.3		
	231	RACECADOTRIL 100MG	231	PHP 51.3		
	232	RACECADOTRIL 30MG. SACHET	232	PHP 53.9		
	233	RACECADOTRIL 10MG. SACHET	233	PHP 47.8		
	234	RANITIDINE 150MG TABLET	234	PHP 3.8		
	235	SALBU + GUAIFENESSIN CAP	235	PHP 3.3		
	236	SALBU + GUAIFENESSIN syrup	236	PHP 23.55		
	237	SALBUTAMOL 2MG/5ML SYRUP	237	PHP 21.97		
	238	SAMBONG 500MG TAB	238	PHP 5.15		
	239	SIMVASTATIN 20MG	239	PHP 3.55		
	240	SIMVASTATIN 40MG	240	PHP 6.15		
	241	SULODEXIDE	241	PHP 99.8		
	242	TRAMADOL 50MG CAP	242	PHP 5.3		
	243	Tranexamic 500mg cap	243	PHP 9.68		
	244	TRIMETAZIDINE 35MG	244	PHP 15.8		
	245	VITAMIN B COMPLEX	245	PHP 1.44		
	246	ZINC SULFATE DROPS	246	PHP 33.43		
	247	ZINC SULFATE SYR. 60ML	247	PHP 39.68		



		DEXTROSE			PHP		
		248	D5 0.3 NACL 1L	248	PHP		
		249	D5 0.3 NACL 500CC	249	PHP 70.3		
		250	D5 LR 500CC	250	PHP 70.3		
		251	D5LR 1L	251	PHP 70.3		
		252	D5 Nm 500ml	252	PHP 70.3		
		253	D5 NM1L	253	PHP 70.3		
		254	D5 NR 1L	254	PHP 70.3		
		255	D50/50	255	PHP 60.3		
		256	DISTILED WATER FOR INJECTION	256	PHP 60.15		
		257	D5 WATER 1L	257	PHP 71.3		
		258	D5 WATER 250ML	258	PHP 98.3		
		259	D5 WATER 500ML	259	PHP 70.3		
		260	D5 WATER 50CC	260	PHP 60.15		
		261	D5 IMB	261	PHP 77.15		
		262	D5NSS IL	262	PHP 69.8		
		263	D10 WATER 500ml	263	PHP 65.3		
		264	DEXTRAN 500ML	264	PHP 710.3		
		265	MANNITOL	265	PHP 198.3		
		266	MULTIVITAMINS + DEXTROSE	266	PHP 700.3		
		267	PLR 1L	267	PHP 84.3		
		268	PLR 500ML.	268	PHP 70.3		
		269	IRRIGATING SOLUTION	269	PHP 70.3		
		270	PNSS 1L	270	PHP 84.3		
		271	PNSS 500ML	271	PHP 70.3		



		MEDICAL SUPPLIES		PHP		
	272	ADULT DIAPER	272	PHP 19.2		
	273	ALCOHOL	273	PHP 80.2		
	274	ARM SLING large	274	PHP 104.6		
	275	ARM SLING medium	275	PHP 98.95		
	276	ARM SLING small	276	PHP 93.45		
	277	ARM SLING LARGE ADJUSTABLE (Long bone)	277	PHP 239.9		
	278	ASEPTO SYRINGE	278	PHP 39.15		
	279	Bantam strips	279	PHP 1.95		
	280	CERVICAL COLLAR Large	280	PHP 2000		
	281	CERVICAL COLLAR Med	281	PHP 720.05		
	282	CERVICAL COLLAR Small	282	PHP 1000.05		
	283	CHROMIC 2-0	283	PHP 307.9		
	284	CHROMIC 2-0 D.A	284	PHP 307.9		
	285	CHROMIC 3-0 CUTTING	285	PHP 307.9		
	286	CHROMIC 4-0	286	PHP 307.9		
	287	CORD CLAMP	287	PHP 4.45		
	288	COTTON	288	PHP 220.05		
	289	DENGUE DUO	289	PHP 745.2		
	290	DIGITAL THERMOMETER	290	PHP 77.15		
	291	E.T TUBE 2.0	291	PHP 88.1		
	292	E.T TUBE 2.5	292	PHP 79.15		
	293	E.T TUBE 3.0	293	PHP 88.1		
	294	E.T TUBE 4.0	294	PHP 88.1		
	295	E.T TUBE 4.5	295	PHP 79.15		
	296	E.T TUBE 7.0	296	PHP 88.1		
	297	E.T TUBE 7.5	297	PHP 88.1		
	298	ELASTIC B S. 2	298	PHP 27.6		
	299	ELASTIC B S. 3	299	PHP 38.6		
	300	ELASTIC B S. 4	300	PHP 44.1		



	301	ELASTIC B S. 6	301	PHP 57.6		
	302	EXAMINATION GLOVES SMALL	302	PHP 3.7		
	303	EXAMINATION GLOVES MEDIUM	303	PHP 3.7		
	304	EXAMINATION GLOVES LARGE	304	PHP 3.7		
	305	FACE MASK	305	PHP 7.2		
	306	FOLEY CATH FR. 10	306	PHP 44.15		
	307	FOLEY CATH FR. 12	307	PHP 44.15		
	308	FOLEY CATH FR. 14	308	PHP 44.15		
	309	FOLEY CATH FR. 16	309	PHP 44.15		
	310	FOLEY CATH FR. 18	310	PHP 44.15		
	311	GAUZE BANDAGE	311	PHP 10.7		
	312	HEPLOCK	312	PHP 61.1		
	313	IV CATH G 18	313	PHP 66.1		
	314	IV CATH G 20	314	PHP 66.1		
	315	IV CATH G 22	315	PHP 66.1		
	316	IV CATH G 24	316	PHP 66.1		
	317	IV CATH G 26	317	PHP 93.35		
	318	LUBRICATING JELLY	318	PHP 275.15		
	319	MATERNITY PADS	319	PHP 137.1		
	320	MACROSET	320	PHP 50.2		
	321	MICROSET	321	PHP 33.05		
	322	NEEDLE 19	322	PHP 3		
	323	NEEDLE 21	323	PHP 3		
	324	NEEDLE 23	324	PHP 3		
	325	NEEDLE 24	325	PHP 3		
	326	NEEDLE 25	326	PHP 2.7		
	327	NEEDLE 26	327	PHP 2.7		
	328	NEBULIZER KIT	328	PHP 82.6		
	329	NGT. FR. 5	329	PHP 17.05		
	330	NGT. FR. 8	330	PHP 17.05		



		331	NGT. FR. 16	331	PHP 27.6		
		332	non-REBREATHING MASK	332	PHP 170.2		
		333	OXYGEN CANNULA ADULT	333	PHP 47.6		
		334	OXYGEN CANNULA PEDIA	334	PHP 27.5		
		335	OXYGEN FACEMASK ADULT	335	PHP 92.55		
		336	OXYGEN FACEMASK NEO	336	PHP 143.15		
		337	OXYGEN FACEMASK PEDIA	337	PHP 112.15		
		338	oxygen regulator	338	PHP 3849.1		
		339	PLASTER 1 inch.	339	PHP 49.65		
		340	PLASTER 1/2 inch.	340	PHP 30		
		341	PLASTER 2 inches	341	PHP 77.1		
		342	PROLENE-40	342	PHP 341.76		
		343	SAFIL 3-0 C	343	PHP 118.1		
		344	SILK 1-0	344	PHP 307.95		
		345	SILK 2-0	345	PHP 307.95		
		346	SILK 2-0 CUTTING	346	PHP 307.95		
		347	SILK 3-0	347	PHP 307.95		
		348	SILK 3-0 C	348	PHP 307.95		
		349	SILK 4-0 C	349	PHP 307.95		
		350	SOLUSET	350	PHP 164.6		
		351	SPLINT - Adult	351	PHP 162.05		
		352	SPLINT - Neonate	352	PHP 121.05		
		353	SPLINT - Pedia	353	PHP 115.05		
		354	STERILE WATER FOR INJ 50ML	354	PHP 60.05		
		355	SUCTION CATH FR 5	355	PHP 22.15		
		356	SUCTION CATH FR 8	356	PHP 22.15		
		357	SUCTION CATH FR 10	357	PHP 22.15		
		358	SUCTION CATH FR 12	358	PHP 22.15		
		359	SUCTION CATH FR 14	359	PHP 22.15		
		360	SUCTION CATH FR 16	360	PHP 22.15		



		361	SURGICAL BLADE 11	361	PHP 4.6		
		362	SURGICAL BLADE 20	362	PHP 4.6		
		363	SURGICAL BLADE 22	363	PHP 4.6		
		364	SURGICAL GLOVES	364	PHP 13.2		
		365	INSULIN SYRINGE	365	PHP 10.75		
		366	SYRINGE 1CC	366	PHP 2.5		
		367	SYRINGE 3CC	367	PHP 4.49		
		368	SYRINGE 5CC	368	PHP 4.6		
		369	SYRINGE 10CC	369	PHP 7.9		
		370	SYRINGE 30CC	370	PHP 5.7		
		371	TORNIQUET	371	PHP 0.2		
		372	URINE BAG	372	PHP 16.45		
		373	URINE COLLECTOR PEDIA	373	PHP 7.7		
		374	OXYGEN w/o TANK (big)	374	PHP 475.3		
		375	OXYGEN w/ TANK deposit big	375	PHP 1000		
		Chemistry					
		1	Fasting Blood Sugar (FBS)	1	PHP 100. 00		
		2	Blood Urea Nitrogen (BUN)	2	PHP 100. 00		
		3	Creatinine	3	PHP 100. 00		
		4	Total Cholesterol (TC)	4	PHP 100. 00		
		5	Triglycerides (TAG)	5	PHP 100. 00		
		6	HDL/LDL	6	PHP 200.00		
		7	Blood Uric Acid (BUA)	7	PHP 100. 00		
		8	SGOT/AST	8	PHP 200.00		
		9	SGPT/ALT	9	PHP 200.00		
		10	75 G OGTT	10	PHP 1015.00		
		11	Na	11	PHP 450.00		
		12	K	12	PHP 450.00		
		13	Cl	13	PHP 450.00		
		14	Ca	14	PHP 450.00		



		Hematology					
		15	Complete Blood Count (CBC)	15	PHP 200.00		
		16	Blood Typing	16	PHP 100. 00		
		Newborn Screening Test					
		17	Expanded	17	PHP 1,750.00		
		Clinical Microscopy					
		18	Urinalysis	18	PHP 50.00		
		19	Fecalysis	19	PHP 50.00		
		20	Pregnancy Test	20	PHP 100.00		
		Immunology & Serology					
		21	Dengue Duo	21	PHP 1000.00		
		22	HBSAG	22	PHP 160.00		
		23	HIV	23	PHP 120.00		
		24	Syphilis	24	PHP 285.00		
		25	HBA1C	25	PHP 545.00		
		26	TSH	26	PHP 450.00		
		27	T3	27	PHP 450.00		
		28	T4	28	PHP 450.00		
		29	PSA	29	PHP 800.00		
		Upper Extremities					
		1	CXR PA (Adult)	1	PHP 160.00		
		2	Lordotic View	2	PHP 160.00		
		3	CXR PAL (Child)	3	PHP 320.00		
		4	Skull APL	4	PHP 300.00		
		5	Cervical APL	5	PHP 300.00		
		6	Lumbo-sacral APL	6	PHP 300.00		
		7	Shoulder AP	7	PHP 180.00		
		8	Thoracic Spine	8	PHP 300.00		
		9	Hand APL	9	PHP 180.00		
		10	Elbow APL	10	PHP 180.00		
		11	Fore Arm APL	11	PHP 180.00		
		12	Wrist APL	12	PHP 180.00		



		Lower Extremities					
		13	Pelvic	13	PHP 180.00		
		14	Knee APL	14	PHP 180.00		
		15	Leg APL	15	PHP 180.00		
		16	Thigh APL	16	PHP 180.00		
		17	Foot APL	17	PHP 180.00		
		18	Ankle APL	18	PHP 180.00		
2. Presents official receipt to concerned section (Nurse station, Pharmacy, x-ray or Lab)		2. Notes OR number		Nove	1 minute	Nurse I OPD/ER/ WARD Med Technologist II Clinical Laboratory Department Pharmacist II Pharmacy Section Radiology Technologist I Radiology Department	
TOTAL:				Varies depends on all incurred charges		4 minutes	



MARIVELES DISTRICT HOSPITAL

EXTERNAL SERVICES



1. Triage Patients

The process of preliminary assessment of (patients or casualties) in order to determine the urgency of their need for treatment and the nature of treatment required.

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Hospital Card - Valid IDs 		<ul style="list-style-type: none"> - Hospital Health Information Management (HHIM) - Any agency issuing the valid IDs 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in the Triage Area seeking consult or treatment	1. Conducts initial assessment, notes chief complaint and prepares health declaration.	None	3 minutes	<i>Nurse I Triage Area</i>
2. Signs the accomplished health declaration.	<p>2. Determines the urgency of the patient status using triage classification system in place (3-point system: emergent, non-urgent, urgent).</p> <p>2.1 If the patient is identified as ER case, proceed to step no. 3. If NOT, refer to to CC no. 002.</p> <p>NOTE: Prompt referral to OPD shall be done to provide the appropriate care to the patient. The Nurse-in-charge / the Physician-in-charge shall ensure a coordinated and efficient referral to the OPD.</p>	None	2 minutes	<i>Nurse I Triage Area</i>



3. None	<p>3. If Emergency Case: 3.1 Refers patient to Emergency Room and advice relative to secure the hospital medical record of patient in HHIM.</p> <p>If Urgent Case: 3.2 Advises patient/ relative to secure the hospital medical record of patient in HHIM. (proceed to step 4.)</p>	None	2 minutes	<i>Nurse I Triage Area</i>
4. None	4. Conducts full assessment, vital signs and history taking. Advises patient to wait to be called.	None	5 minutes	<i>Nurse I Triage Area</i>
5. Waits to be called.	5. Calls the patient and assists to the treatment area of the identified concerned unit or department.	None	2 minutes	<i>Nursing Attendant I Emergency Room</i>
TOTAL:		None	14 minutes	



2. Out-patient Consultation

General out-patient consultation procedures

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OPD waiting area	1. Receives patient health record from HHIM and calls the name of patient.	None	2 mins	<i>Nurse I Out-patient Department</i>
2. Approaches to OPD Nurse	2. Interviews patient about the reason for consult and take patients vital signs.	None	5 mins	<i>Nurse I Out-patient Department</i>
3. None	3. Log patient data and vital signs to iHOMIS. 3.1 Advises patient to proceed to OPD Consultation Room.	None	3 mins	<i>Nurse I Out-patient Department</i>
4. Proceeds to the OPD consultation room	4. Performs clinical assessment and further physical examination. **May require additional diagnostic procedures	None	15 mins	<i>Medical Specialist I or Medical Consultant I Out-patient Department</i>



5. Proceeds to ancillary services (if required)	5. Refers to ancillary services or allied health services as necessary	None	1 hr	<i>Concerned Ancillary Personnel Ancillary Service</i>
6. Return to OPD consultation room with the results of diagnostic procedures.	6. Receives patient with the results of diagnostic procedures and refer to OPD Physician.	None	3 mins	<i>Nurse I Out-patient Department</i>
7. None	7. Renders consultation.	None	15 mins	<i>Medical Specialist I or Medical Consultant I Out-patient Department</i>
8. None	8. Follows appropriate disposition procedures for: a. Discharged and sent home b. Referred to other health facility c. Referred to ER for admission	None	5 mins	<i>Medical Specialist I or Medical Consultant I Out-patient Department</i>
9. Return to OPD nurse for health education and home instructions.	9. Provides health education and home instructions.	None	5 mins	<i>Nurse I Out-patient Department</i>
TOTAL:		None	1 hour, 53 minutes	



3. Emergency Cases

Emergency room general workflow

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in th ER seeking consult or treatment	1. Conducts full assessment, history taking and vital signs taking.	None	5 minutes	<i>Medical Specialist I and Nurse I or Medical Consultant I and Nurse I Emergency Room</i>
2. Occupies ER bed and receives treatment.	2. Performs immediate care and work-up.	None	4 hours	<i>Medical Specialist I, Nurse I and Nursing Attendant I or Medical Consultant I, Nurse I and Nursing Attendant I Emergency Room</i>
3. Awaits disposition and follows instructions provided.	3. Follows appropriate disposition procedures for: a. Discharged and Sent Home b. Discharged Against Medical Advice (DAMA) c. Referred / transferred to other health facility d. Absconded e. Admitted to Ward f. ER Death / Dead on Arrival (DOA)	None	5 minutes	<i>Medical Specialist I, Nurse I and Nursing Attendant I or Medical Consultant I, Nurse I and Nursing Attendant I Emergency Room</i>
TOTAL:		None	4 hours, 10 minutes	



4. Emergency Case Management

General procedure in managing patients in Emergency Room.

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies ER bed and receives treatment.	1. Conducts initial management (diagnostic and therapeutic).	None	15 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
2. None	2. Renders management based on protocol of hospital. 2.1 Carries out physician's order 2.2 Coordinates with allied health services / departments if necessary	None	1 hour	<i>Nurse I and Nursing Attendant I Emergency Room</i>
3. Awaits effect of treatment and management received.	3. Conducts re-assessment and gives patient disposition.	None	15 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
TOTAL:		None	1 hr 30 mins	



5. Discharge Against Medical Advise in Emergency Room

General procedure in managing patient who choose Discharged Against Medical Advice (DAMA)

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes refusal for further treatment in the hospital.	1. Explains the condition, prognosis and medical consequences if patient / responsible person refuses admission and further treatment. 1.1 Refers to MSWD for Psychosocial counselling of patient / caregiver.	NONE	10 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
2. Proceeds to MSWD for counselling.	2. Conducts Psychosocial counselling.	NONE	15 minutes	<i>Social Welfare Officer I Medical Social Welfare Office</i>
3. Returns to physician.	3. Writes order on disposition of patient in treatment record if patient insists for DAMA	NONE	2 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
4. None	4. Explains DAMA Form.	NONE	3 minutes	<i>Nurse I Emergency Room</i>
5. Accomplishes the Discharged Against Medical Advice (DAMA) Form, duly signed by person responsible.	5. Secures the signed DAMA form by attaching it to the patient record.	NONE	2 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>



6. None	6. Issues clearance and discharge slip.	NONE	3 minutes	<i>Nurse I Emergency Room</i>
7. Proceeds to concerned services for signing of clearance and discharge slip.	7. Checks and signs the clearance and discharge slip.	NONE	15 minutes	<i>Hospital Personnel of Concerned Services</i>
8. Proceeds to billing for appropriate charges and payment assessment.	8. Refers to the Hospital Finance Service (HFS) procedures for payment processing.	NONE	15 minutes	<i>Admin Aide III (Billing Officer) Billing Section</i>
9. Returns to nurse to give the accomplished clearance and discharge slip.	9. Verifies upon submission the accomplished clearance and discharge slip. 9.1 Indicates the date and time of discharge.	NONE	2 minutes	<i>Nurse I Emergency Room</i>
10. None	10. Prepares discharge abstract and aftercare instructions as necessary.	NONE	2 minutes	<i>Medical Specialist I and Nurse I or Medical Consultant I and Nurse I Emergency Room</i>
11. Proceeds to moving to hospital main entrance or exit door.	11. Transport patient via wheelchair as needed.	NONE	5 minutes	<i>Admin Aide I (Transport Aide) Housekeeping</i>
12. Surrenders remaining copy of clearance and discharge slip to Security Guard.	12. Receives copy of clearance and discharge slip and assists patient to the main entrance or exit door.	NONE	2 minutes	<i>Security Guard Security</i>
TOTAL:		NONE	1 hour, 16 minutes	



6. Conduction of Patients from Emergency Room

General procedure in having patient transferred from Clinical Units to another facility

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes consent to be transferred to another facility.	1. Orders patient for conduction for the following reasons: a. as per patient request b. for referral to higher facility for further evaluation and management	NONE	5 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
2. None	2. Coordinates to the referral health facility through Service Delivery Network or through phone call if private health facility.	NONE	15 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
3. None	3. Coordinates and makes necessary arrangements to concerned offices/ units/ departments for conduction of patient to other health facility.	NONE	15 minutes	<i>Nurse I Emergency Room</i>
4. None	4. Issues clearance and discharge slip.	NONE	3 minutes	<i>Nurse I Emergency Room</i>



5. Proceeds to concerned services for signing of clearance and discharge slip.	5. Checks and signs the clearance and discharge slip.	NONE	15 minutes	<i>Hospital Personnel of Concerned Services</i>
6. Proceeds to billing for appropriate charges and payment assessment.	6. Refers to the Hospital Finance Service (HFS) procedures for payment processing.	NONE	15 minutes	<i>Admin Aide III (Billing Officer) Billing Section</i>
7. Returns to nurse to give the accomplished clearance and discharge slip.	7. Verifies upon submission the accomplished clearance and discharge slip.	NONE	2 minutes	<i>Nurse I Emergency Room</i>
8. Proceeds to the ambulance vehicle.	8. Accompanies patients in conduction.	NONE	1 hour	<i>Nurse I and Nursing Attendant I Ambulance Service</i>
9. Alight from the ambulance vehicle.	9. Endorses the patient to receiving health facility.	NONE	15 minutes	<i>Nurse I Ambulance Service</i>
TOTAL:		NONE	2 hours, 25 minutes	



7. Conduction of Patients from Clinical Units

General procedure in having patient transferred from Clinical Units to another facility

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes consent to be transferred to another facility.	1. Orders patient for conduction for the following reasons: a. as per patient request b. for referral to higher facility for further evaluation and management	None	5 minutes	<i>Medical Specialist I or Medical Consultant I Clinical Units</i>
2. None	2. Coordinates to the referral health facility through Service Delivery Network or through phone call if private health facility.	None	15 minutes	<i>Medical Specialist I or Medical Consultant I Clinical Units</i>
3. None	3. Coordinates and makes necessary arrangements to concerned offices/ units/ departments for conduction of patient to other health facility.	None	15 minutes	<i>Nurse I Clinical Nursing Units</i>
4. None	4. Issues clearance and discharge slip.	None	3 minutes	<i>Nurse I Clinical Nursing Units</i>



5. Proceeds to concerned services for signing of clearance and discharge slip.	5. Checks and signs the clearance and discharge slip.	None	15 minutes	<i>Hospital Personnel of Concerned Services</i>
6. Proceeds to billing for appropriate charges and payment assessment.	6. Refers to the Hospital Finance Service (HFS) procedures for payment processing.	None	15 minutes	<i>Admin Aide III (Billing Officer) Billing Section</i>
7. Returns to nurse to give the accomplished clearance and discharge slip.	7. Verifies upon submission the accomplished clearance and discharge slip.	None	2 minutes	<i>Nurse I Clinical Nursing Units</i>
8. Proceeds to the ambulance vehicle.	8. Accompanies patients in conduction.	None	1 hour	<i>Nurse I and Nursing Attendant I Ambulance Service</i>
9. Alight from the ambulance vehicle.	9. Endorses the patient to receiving health facility.	None	15 minutes	<i>Nurse I Ambulance Service</i>
TOTAL:		None	2 hours, 25 minutes	



8. Admission of Patients in the Emergency Room

General admission procedure of patient in Emergency Room

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes consent to be admitted.	1. Writes admitting orders.	None	10 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
2. Signs Consent for Admission.	2. Carries out physician's order and provides instructions.	None	30 minutes	<i>Nurse I and Nursing Attendant I Emergency Room</i>
3. Proceeds to Admitting Section and fills-out Impormasyon ng Pasyente and signs admission compliance forms.	3. Explains the admission procedures and secures the Impormasyon ng Pasyente and other documents. 3.1 Forwards the Impormasyon ng Pasyente to PhilHealth for verification.	None	10 minutes	<i>Admin Aide III (Admitting Officer) Admitting / Information Section</i>
4. None	4. Verifies patient's PHIC membership eligibility. 4.1 Refers to MSWD for enrollment, if not "Eligible"	None	5 minutes	<i>Admin Aide III (PhilHealth Officer) PhilHealth</i>



5. None	5. Encodes data relevant to the admission of the patient and prints clinical cover sheet.	None	5 minutes	<i>Admin Aide III (Admitting Officer) Admitting / Information Section</i>
6. None	6. Arranges with the concerned Clinical Nursing Unit regarding the appropriate ward for the Admission.	None	5 minutes	<i>Nurse I Emergency Room</i>
7. None	7. Transfers patient to Ward/ Room of assignment.	None	10 minutes	<i>Admin Aide I (Transport Aide) Housekeeping</i>
8. Proceeds to ward admission.	8. Receives patient and chart.	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		None	1 hour, 20 minutes	



9. Admission of Mothers-About-To-Deliver

General admission procedure of mothers-about-to-deliver in Delivery Room

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Delivery room.	1. Validates patients information, history and obstetrical score.	None	5 minutes	Nurse I <i>Delivery Room</i>
2. Occupies the DR table.	2. Takes vital signs, fundic height and fetal heart tone.	None	5 minutes	Nurse I <i>Delivery Room</i>
3. None	3. Performs internal examination.	None	3 minutes	Midwife I or Medical Specialist I (OB-Gynecologist) <i>Delivery Room</i>
4. None	4. Advises patient to return back home and monitor progress of labor if "not admissible" (IE less than 4cm and no other concern) 4.1 Proceeds with admission, if "admissible" (IE more than 4cm or with other concern)	None	5 minutes	Medical Specialist I (OB-Gynecologist) <i>Delivery Room</i>



5. Signifies consent to be admitted.	5. Writes admitting orders.	None	10 minutes	Medical Specialist I (OB-Gynecologist) <i>Delivery Room</i>
6. Signs Consent for Admission.	6. Carries out physician's order and provides instructions.	None	30 minutes	Nurse I and Nursing Attendant I <i>Delivery Room</i>
5. Proceeds to Admitting Section and fills-out Impormasyon ng Pasyente and signs admission compliance forms.	Explains the admission procedures and secures the Impormasyon ng Pasyente and other documents. Forwards the Impormasyon ng Pasyente to PhilHealth for verification.	None	10 minutes	Admin Aide III (Admitting Officer) <i>Admitting / Information Section</i>
7. None	7. Verifies patient's PHIC membership eligibility. 7.1 Refers to MSWD for enrollment, if not "Eligible"	None	5 minutes	Admin Aide III (PhilHealth Officer) <i>PhilHealth</i>
8. None	8. Encodes data relevant to the admission of the patient and prints clinical cover sheet.	None	5 minutes	Admin Aide III (Admitting Officer) <i>Admitting / Information Section</i>
9. Stays in the Labor room for monitoring of the progress of labor	9. Monitors progress of labor.	None	4 hours*	Nurse I <i>Delivery Room</i>
TOTAL:		None	5 hours, 18 minutes	



10. Normal Spontaneous Delivery

General procedure in facilitating normal spontaneous delivery of mothers in Delivery Room

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes persistent and consistent labor.	1. Checks mother's condition, takes vital signs and notes objective data.	NONE	5 minutes	Nurse I Delivery Room
2. None	2. Performs internal examination.	NONE	3 minutes	Midwife I or Medical Specialist I (OB-Gynecologist) Delivery Room
3. Occupies the DR table.	3. Facilitates the normal spontaneous delivery.	NONE	4 hours*	Midwife I or Medical Specialist I (OB-Gynecologist) Delivery Room
4. Delivers the baby.	4. Performs routine newborn care.	NONE	15 minutes	Nurse I Delivery Room
5. Delivers the placenta.	5. Checks integrity and completeness of placenta. 5.1 Performs episiorrhapy as necessary.	NONE	15 minutes	Medical Specialist I (OB-Gynecologist) Delivery Room
6. None	6. Carries out physician's order and provides instructions.	NONE	30 minutes	Nurse I and Nursing Attendant I Delivery Room
7. None	7. Performs postpartum care, monitors for bleeding and takes vital signs.	NONE	2 hours	Nurse I Delivery Room
8. None	8. Coordinates with the OB Ward for the transport of patient.	NONE	5 minutes	Nurse I Delivery Room
9. Awaits completion of monitoring in DR.	9. Transports patient to OB Ward.	NONE	5 minutes	Admin Aide I (Transport Aide) Housekeeping
TOTAL:		NONE	7 hours, 18 minutes	



11. Release of Cadaver

General procedure in the release of custody of cadaver to relatives or authority

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to cadaver holding area for the release of the remains. Presents ID and the accomplished clearance and discharge slip.	1. Checks and verifies clearance and discharge slip. Releases the remains to the relatives.	None	3 minutes	<i>Admin Aide I (Cadaver Holding Area Staff) Housekeeping</i>
2. Coordinates with the funeral service provider.	2. Logs release of remains and secures signature of the receiving funeral service provider.	None	2 minutes	<i>Security Guard Security</i>
TOTAL:		None	5 minutes	



12. Admission of Patients to Clinical Nursing Units

Receiving process of admitted patients from Emergency Room to Clinical Nursing Units

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to designated bed in the hospital ward via wheelchair/ stretcher.	1. Receives the patient, places him/her to bed assignment and does patient assessment.	None	5 minutes	<i>Nurse I and Nursing Attendant I Clinical Nursing Units</i>
2. Occupies assigned bed.	2. Performs history taking and take initial vital signs.	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
3. None	3. Reviews of patient's chart, validate doctors' orders and checks if chart has correct and complete entries.	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
4. Listen to instructions.	4. Orients patient (and watcher) to unit's rules and policies including patient safety precautions.	None	10 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		None	25 minutes	



13. Transfer of Patient to Other Service Areas within the Hospital

Transfer of patient to other service areas within the hospital

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes evaluation and assessment for admission to other unit	1. Assesses patient for transfer of unit	None	30 minutes	<i>Medical Specialist I or Medical Consultant I Clinical Units</i>
2. Receives notice of patient's transfer to another unit	2. Provides explanation and reason for the transfer.	None	20 minutes	<i>Medical Specialist I or Medical Consultant I Clinical Units</i>
3. None	3. Carries out doctor's orders and completes the chart and other required documents for transfer and proceeds with endorsement	None	15 minutes	<i>Nurse I Clinical Nursing Units</i>
4. Receives information on process of transfer to other unit	4. Inquires receiving wards/units for vacancy. 4.1 Proceeds with endorsement process and patient transfer, if "with vacancy" 4.2 Decks the patient for prioritization, if "no vacancy"	None	15 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		None	1 hour, 20 minutes	



14. Obstetrics (OB) Ward Procedures

General procedure in admitting procedure of mothers and their babies to the OB Ward

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OB Ward.	1. Receives mother and baby and transport to assigned bed/ room.	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
2. Occupies assigned bed.	2. Assesses both Mother and Baby. (e.g. vaginal bleeding, contracted uterus) thoroughly. Takes vital signs of both.	None	15 minutes	<i>Nurse I Clinical Nursing Units</i>
3. None	3. Reviews of patient's chart, validate doctors' orders and checks if chart has correct and complete entries.	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
4. Listens to instructions.	4. Orients patient (and watcher) to unit's rules and policies including patient safety precautions.	None	10 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		NONE	35 minutes	



15. Pre-operative Procedures

General procedure for the Pre-Operative Surgery

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signifies intent to undergo surgical procedure.	1. Explains the procedure to the patient and family.	None	10 minutes	<i>Medical Specialist I (Surgery) and Nurse I Operating Room</i>
2. None	2. Writes the order for surgery and schedule, including referral to anesthesia, internal medicine for co-management, prophylactic antibiotic, intravenous hydration, schedule of fasting, bowel prep if needed.	None	10 minutes	<i>Medical Specialist I (Surgery) Operating Room</i>
3. Signs consent for surgical procedure	3. Carries out Doctors order	None	30 minutes	<i>Nurse I Clinical Nursing Units</i>



4. None	4. Prepares and forwards OR notification slip to Operating Room	NONE	10 mins	<i>Nurse I Clinical Nursing Units</i>
5. None	5. Receives OR notification slip, makes necessary preparation for operation, and schedule time of surgical operation for patient Schedule: Emergency - immediate after notification Elective - according to prioritization	NONE	10 minutes	<i>Nurse I Operating Room</i>
6. Awaits Anesthesiologist to conduct Pre-anesthesia assessment	6. Visits and assess the patient and make pre-operative order. 6.1 Assesses also the need for further labs, specific clearances, makes recommendations for optimization of patient for surgery.	None	10 minutes	<i>Medical Specialist I (Anesthesia) Operating Room</i>
7. None	7. Informs Surgeon of Anesthesiologist orders, carries out order of the Anesthesiologist, and secures consent for Anesthesia	None	5 mins	<i>Nurse I Clinical Nursing Units</i>
8. Signs consent for Anesthesia	8. Facilitates completion of Pre-operative checklist and wait for patient's scheduled time of surgery.	None	15 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		NONE	1 hour, 40 minutes	



16. Perioperative Procedures

General procedure for the preparation of patient for transport to Operating room

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares for transport to Operating Room	1. Coordinates with ward nurse regarding the transfer of patient to OR	None	5 minutes	<i>Nurse I Operating Room</i>
2. None	2. Verifies completion of pre-operative care and confirms transfer of the patient	None	7 minutes	<i>Nurse I Clinical Nursing Units</i>
3. None	3. Transfers the patient from ward to Operating Room	None	5 minutes	<i>Nursing Attendant I Clinical Nursing Units</i>
4. Proceeds to Operating Room	4. Endorses patient to Operating Room Nurse	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		NONE	22 minutes	



17. Intraoperative Procedures

General procedure for patient care in the Operating Room (Intraoperative)

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enters the Operating Room Complex	1. Receives the patient from the ward nurse to the OR complex. 1.1 Confirms patient's identity, surgical site, consent.	None	3 minutes	<i>Nurse I (Circulating Nurse) Operating Room</i>
2. None	2. Validates pre-operative checklist and reassessment of the patient	None	3 minutes	<i>Nurse I (Circulating Nurse) Operating Room</i>
3. None	3. Transfers patient to the operating room and on to the operating table	None	2 minutes	<i>Nurse I (Circulating Nurse) and Nursing Attendant I Operating Room</i>
4. Occupies Operating Room table	4. Attaches patient to cardiac monitor and hooks to oxygen inhalation 4.1 Prepares and counts OR set	None	15 minutes	<i>Medical Specialist I (Anesthesia) and Nurse I (Scrub Nurse) and Nurse I (Circulating Nurse) Operating Room</i>



5. None	5. Takes the initial vital signs of the patient. 5.1 Prepares anesthesia set	None	10 minutes	<i>Medical Specialist I (Anesthesia) Operating Room</i>
6. Places self depending on Anesthesia to be used.	6.1 Performs skin preparation for anesthesia induction (for spinal and epidural anesthesia) 6.2 Inducts Anesthesia, monitors and records status of the patient	None	15 minutes	<i>Nurse I (Circulating Nurse) and Medical Specialist I (Anesthesia) Operating Room</i>
7. None	7. Conducts intraoperative preparations	None	20 minutes	<i>Medical Specialist I (Surgery), Medical Specialist I (Anesthesia), Nurse I (Scrub Nurse), and Nurse I (Circulating Nurse) Operating Room</i>
8. None	8. Performs the surgical procedure/ operation	None	2 hours*	<i>Medical Specialist I (Surgery), Medical Specialist I (Anesthesia), Nurse I (Scrub Nurse), and Nurse I (Circulating Nurse) Operating Room</i>
9. Awakens from anesthesia effect	9. Stabilizes vital signs and level of consciousness of the patient	None	15 minutes	<i>Medical Specialist I (Anesthesia) Operating Room</i>
10. None	11. Accomplishes the following Documents: - Operative Technique - Nursing Operative Data - Anesthesia Record - Post-operative orders	None	15 minutes	<i>Medical Specialist I (Surgery), Medical Specialist I (Anesthesia), and Nurse I (Circulating Nurse) Operating Room</i>
12. None	12. Performs post-operative care	None	20 minutes	<i>Nurse I (Scrub Nurse) and Nurse I (Circulating Nurse) Operating Room</i>
13. None	13. Prepares patient for transport	None	5 minutes	<i>Medical Specialist I (Anesthesia) and Nurse I (Circulating Nurse) Operating Room</i>
14. Awaits for transfer to PACU	14. Transfers and endorses the patient to PACU	None	5 minutes	<i>Nurse I (Circulating Nurse) Operating Room</i>
TOTAL:		None	4 hrs, 8 minutes	



18. Post-Anesthesia Procedures

General procedure for patient care transferred from the Operating Room to the Post-Anesthesia Care Unit

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Post Anesthesia Care Unit (per stretcher)	1. Receives patient from the operating room; hands off by the anesthesiologist	None	5 minutes	<i>Nurse I Recovery Room</i>
2. Occupies bed at PACU	2. Attaches patient to cardiac monitor and hooks to oxygen inhalation	None	15 minutes	<i>Nurse I Recovery Room</i>
3. None	3. Monitors and records the following: - Initial vital signs - Initial Observations - Level of Consciousness - Pain Scale - Bromage scale (if under regional anesthesia)	None	10 minutes	<i>Nurse I Recovery Room</i>
4. None	4. Carries out post-operative orders	None	15 minutes	<i>Nurse I Recovery Room</i>
5. None	5. Performs continuous monitoring and documentation of all observations and nursing interventions. - Vital signs - Level of Consciousness - Pain Scale - Bromage scale (if applicable) - All observations and management interventions made.	None	6 hours	<i>Nurse I Recovery Room</i>



6. None	6. Informs anesthesiologist regarding status and readiness for transfer of patient to ward	None	5 minutes	<i>Nurse I Recovery Room</i>
7. None	7. Evaluates the patient if can already be transferred to the ward and orders transfer to ward	None	5 minutes	<i>Medical Specialist I (Anesthesia) Operating Room</i>
8. None	8. Carries out Doctor's Order	None	15 minutes	<i>Nurse I Recovery Room</i>
9. None	9. Informs ward nurse regarding transfer of patient	None	5 minutes	<i>Nurse I Recovery Room</i>
None	Transfers the patient from PACU to designated ward	None	5 minutes	<i>Nurse I Recovery Room</i>
10. Proceeds to designated ward	10. Endorses patient to designated ward	None	10 minutes	<i>Nurse I Recovery Room</i>
TOTAL:		None	7 hours, 25 minutes	



19. General Discharge Procedure (May Go Home)

The procedure starts from the May-go-home order made by the attending physician and ends upon presentation of discharge clearance of the patient to the guard.

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives advice for discharge.	1. Informs client on his/her health condition (improved/recovered) and orders May Go Home.	None	10 mins	<i>Medical Specialist I or Medical Consultant I Clinical Units</i>
2. None	2. Carries out doctor's order and completes discharge documents.	None	10 mins	<i>Nurse I Clinical Nursing Units</i>
3. Proceeds to Nurse station for discharge instructions.	3. Issues 4 copies of clearance and discharge slip, and discharge documents which may include but is not limited to the following: a. Medications b. Follow-up (with diagnostic procedures as needed) c. Warning signs d. Post-partum care* e. Dietary instructions	None	5 mins	<i>Nurse I Clinical Nursing Units</i>



4. Proceeds to concerned services for signing of clearance and discharge slip.	4. Checks and signs the clearance and discharge slip.	None	15 mins	<i>Hospital Personnel of Concerned Services</i>
5. Proceeds to billing for appropriate charges and payment assessment.	5. Refers to the Hospital Finance Service (HFS) procedures for payment processing.	None	15 mins	<i>Admin Aide III (Billing Officer) Billing Section</i>
6. Returns to nurse to give the accomplished clearance and discharge slip.	6. Verifies upon submission the accomplished clearance and discharge slip. Indicates the date and time of discharge.	None	3 mins	<i>Nurse I Clinical Nursing Units</i>
7. Proceeds to moving to hospital main entrance or exit door.	7. Transports patient via wheelchair.	None	5 mins	<i>Admin Aide I (Transport Aide) Housekeeping</i>
8. Surrenders watcher's pass and remaining copy of clearance and discharge slip to Security Guard.	8. Receives copy of clearance and discharge slip and assists patient to the main entrance or exit door.	None	2 mins	<i>Security Guard Security</i>
TOTAL:		None	1 hour, 5 minutes	



20. Clinical Laboratory Test

General Clinical Laboratory procedure for out-patients

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Valid ID/ Senior Citizen ID		Physician Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands out the laboratory request to the Laboratory Aide	1. Receives, verifies completeness of data and encodes/ logs laboratory request: a. If COMPLETE, proceeds to Step 2. b. If INCOMPLETE, facilitates or coordinates with source of request.	None	5 minutes	Laboratory Aide I Clinical Laboratory
2. None	2. Checks availability of test procedure. a. If test is AVAILABLE, proceed to Step 3. b. If test is NOT AVAILABLE, advise to proceed to other laboratory clinic	None	5 minutes	Medical Technologist I Clinical Laboratory
3. Proceeds to the blood extraction area for blood sample collection	3. Calls patient and verifies patient identity with the blood request form. 3.1 Explains procedure to patient and verifies adherence to fasting (if any)	None	5 minutes	Medical Technologist I Clinical Laboratory



4. None	4. Collects blood sample from the patient and lables the sample.	None	5 minutes	<i>Medical Technologist I Clinical Laboratory</i>
5. None	5. Processes sample (refer to the institutional technical maual)	None	1 hour	<i>Medical Technologist I Clinical Laboratory</i>
6. None	6. Validates and signs the result of laboratory test requested.	None	5 minutes	<i>Medical Technologist II and Medical Specialist I (Pathology) Clinical Laboratory</i>
7. Receives charge slip from the Laboratory Aide and proceeds to Cashier and Billing for payment process	7. Gives charge slip to patient and instructs payment process to the patient	None	3 minutes	<i>Laboratory Aide I Clinical Laboratory</i>
8. Returns to laboratory and presents Official Receipt to the laboratory aide	8. Receives official receipt and validate patient's payment	None	3 minutes	<i>Laboratory Aide I Clinical Laboratory</i>
9. Gets the results	9. Prints and releases reults to the patient	None	5 minutes	<i>Laboratory Aide I Clinical Laboratory</i>
TOTAL:		None	1 hour and 41 minutes	



21. Molecular Diagnostic Laboratory Test - Catridge-Based Test

Cartridge-based test to detect COVID-19.

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff at the Reception Area from 9:00AM-11:00AM and fills out necessary forms such as: Case Investigation Form (CIF). Presents a valid Identification Card (ID) for proper verification.	1. Guides to properly fill out the forms and advises to fall in line as the Molecular Laboratory is on First come, first serve basis.	None	10 minutes	<i>Admin Aide III (Receptionist) Molecular Laboratory</i>
2. Proceeds to the cashier to pay for the test.	2. Receives the payment and issue an Official Receipt (OR)	Cartridge-based= PHP 2,450	10 minutes	<i>Cashier Cash Operations</i>
3. Goes back at the reception area and presents the official receipt together with the properly filled up forms	3. Upon the interview of each client and verification of receipt, swab kits are prepared	None	5 minutes	<i>Admin Aide III (Receptionist) Molecular Laboratory</i>
4. Proceeds to swabbing booths when called	4. Confirms all the details written in the VTMs prepared, then performs the swab	None	5 minutes	<i>Laboratory Aide I Molecular Laboratory</i>
5. Goes back to the waiting area	5. Processes of all samples; may still vary depending on the verification of results.	None	1 hour	<i>(2-3) Medical Technologist I Molecular Laboratory</i>
6. Gets the result	6. Releases Official result	None	1 minute	<i>Admin Assistant I (Encoder) Molecular Laboratory</i>
TOTAL:		PHP 2450	1 hour, 31 minutes	



22. Molecular Diagnostic Laboratory Test - Catridge-Based Test

Plate-based test to detect COVID-19.

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff at the Reception Area from 9:00AM-11:00AM and fills out necessary forms such as: Case Investigation Form (CIF). Presents a valid Identification Card (ID) for proper verification.	1. Guides to properly fill out the forms and advises to fall in line as the Molecular Laboratory is on First come, first serve basis.	None	10 minutes	<i>Admin Aide III (Receptionist)</i> <i>Molecular Laboratory</i>
2. Proceeds to the cashier to pay for the test.	2. Receives the payment and issue an Official Receipt (OR)	Plate-based= PHP 2,800	10 minutes	<i>Cashier</i> <i>Cash Operations</i>
3. Goes back at the reception area and presents the official receipt together with the properly filled up forms	3. Upon the interview of each client and verification of receipt, swab kits are prepared	None	5 minutes	<i>Admin Aide III (Receptionist)</i> <i>Molecular Laboratory</i>
4. Proceeds to swabbing booths when called	4. Confirms all the details written in the VTMs prepared, then performs the swab	None	5 minutes	<i>Laboratory Aide I</i> <i>Molecular Laboratory</i>
5. Goes back to the waiting area	5. Processes of all samples; may still vary depending on the verification of results.	None	8 hours	<i>(2-3) Medical Technologist I</i> <i>Molecular Laboratory</i>
6. Gets the result	6. Releases Official result	None	1 minute	<i>Admin Assistant I (Encoder)</i> <i>Molecular Laboratory</i>
TOTAL:		PHP 2800	8 hrs, 31 minutes	



23. Radiology Procedures

General Procedure for Radiology Department for out-patients

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Valid ID/ Senior Citizen ID		Physician Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands out the radiology request to the Radiologic Staff	1. Receives, verifies completeness of data and encodes/ logs radiology request: a. If COMPLETE, proceeds to Step 4. b. If INCOMPLETE, facilitates or coordinates with source of request.	None	5 minutes	<i>Admin Aide III (Radiologic Clerk) Radiology Department</i>
2. None	2. Encodes/ Logs charges for the procedures for processing payment: a. If patient CAN PAY, directs patient/ caregiver to Cashier then returns to the counter for validation of payment. b. If patient is UNABLE TO PAY, refers the patient/ caregiver to MSWD/ Malasakit then returns to receiving for validation of endorsement from MSW.	None	5 minutes	<i>Admin Aide III (Radiologic Clerk) Radiology Department</i>
3. Proceeds to the xray room.	3. Performs the radiologic procedures as indicated in the request form and sends the film/ digital image to the radiologist on duty.	None	5 minutes	<i>Radiologic Technologist I Radiology Department</i>



4. None	4. Checks and scans the quality of film/ digital image before allowing the patient to leave the premises.	None	10 minutes	<i>Radiologic Technologist I Radiology Department</i>
5. None	5. Reads and interprets the result of the radiologic procedure.	None	10 minutes	<i>Medical Specialist I (Radiology) Radiology Department</i>
6. None	6. Validates and signs the result of the Radiologic procedure requested.	None	5 minutes	<i>Radiologic Technologist II and Medical Specialist I (Radiology) Radiology Department</i>
7. Receives charge slip from the Laboratory Aide and proceeds to Cashier and Billing for payment process	7. Gives charge slip to patient and instructs payment process to the patient	None	3 minutes	<i>Admin Aide III (Radiologic Clerk) Radiology Department</i>
8. Returns to laboratory and presents Official Receipt to the laboratory aide	8. Receives official receipt and validate patient's payment	None	3 minutes	<i>Admin Aide III (Radiologic Clerk) Radiology Department</i>
9. Gets the results.	9. Prints and releases results to the patient	None	5 minutes	<i>Admin Aide III (Radiologic Clerk) Radiology Department</i>
TOTAL:		None	51 minutes	



24. Pharmacy

Out-patient sales of medicines and medical supplies

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription/ Yellow Prescription		Physician		
Charge Slip		Pharmacy		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Prescription	1.1 Receives the prescription and check completeness and validity	None	3 minutes	<i>Pharmacist I Pharmacy</i>
	1.2 Checks availability of stocks	None	1 minute	<i>Admin Aide III (Pharmacy Aide) Pharmacy</i>
	1.3 Writes price of the prescription and prepares charge slip and hand it to client	None	5 minutes	<i>Pharmacist I Pharmacy</i>
2. Receives charge slip and proceeds to cashier for payment	2. Receives payment and release official receipt to client	None	1 minute	<i>Cashier Cash Operations</i>
3. Presents Official Receipt to Pharmacist	3. Checks Official Receipt and dispenses the prescribed medicines/ medical supplies	None	5 minutes	<i>Pharmacist I Pharmacy</i>
TOTAL:		None	15 minutes	



25. Dental Clinic- Tooth Extraction

Provides oral health education leading to a more preventive approach towards the betterment of the oral health of the patient, creates the proper treatment plan in accordance with the patient's specific needs, and provides the proper treatment procedure on the teeth, bone and soft tissues of the oral cavity in accordance to the final diagnosis.

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MDH OPD Record, Dental Individual Treatment Record, prescription, survey forms, MDH Dental Clinic Log Sheet, Charge slips		MDH Health Information Department, MDH Dental Clinic		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to dental triaging area for basic monitoring of vital signs.	1. Triage the patient (Recording of Medical, Dental, Social History of Patient)	None	10 minutes	<i>Admin Aide III (Dental Assistant) Dental Clinic</i>
2. Signs necessary documents	2. Reads and signs Consent Forms and Dental Clinic Log Sheet	None	2 minutes	<i>Dental Aide Dental Clinic</i>
3. Gives details about chief complaint and answer dental, medical, social history.	3. Prepares of instruments to be used	None	15 minutes	<i>Dental Aide Dental Clinic</i>
	3.1 Interviews on chief complaint, Oral Health Education			<i>Dentist II Dental Clinic</i>



4. Receives check-up/assessment of oral cavity and supporting structures.	4. Does oral clinical check-up and dental charting	None	7 minutes	<i>Dentist II Dental Clinic</i>
		None		<i>Dental Aide Dental Clinic</i>
5. Receives necessary treatment.	5. Performs tooth extraction	None	30 minutes*	<i>Dentist II Dental Clinic</i>
				<i>Dental Aide Dental Clinic</i>
6. Receives instructions and asks follow up questions. Then signs necessary documents.	6. Gives post-operative instructions, prescription writing, charging of fees, answering of survey forms, and signing the Dental Clinic Log Sheet	PHP 200	7 minutes	<i>Dentist II Dental Clinic</i>
7. Receives charge slip and proceeds to cashier for payment	7. Receives payment and release official receipt to client	None	1 mnute	<i>Cashier Cash Operations</i>
TOTAL:		PHP 200.00	72 minutes	



26. Medical Certificate

Issuance of Medical Certificate as per request of patient and/or ordered by the Resident Physician.

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NONE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches HIM Staff and requests Medical Certificate. Present Patient ID Card.	1. Interviews the patient and asks for Patient ID Card	NONE	2 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
2. Proceeds to waiting area	2. Retrieves the patient's Out-Patient Record and/or Admission and Discharge Chart	NONE	5 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
3. None	3. Encodes and prints the Medical Certificate	NONE	10 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
4. None	4. Signs of the Medical Certificate	NONE	5 minutes	<i>Medical Specialist I or Medical Consultant on Duty Emergency Room or OPD</i>
5. Approach HIM Staff when called	5. Gives charge slip and advises to proceed to cashier for payment	NONE	1 minute	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
6. Receives charge slip and proceeds to cashier for payment	6. Receives payment and release official receipt to client	PHP 100	1 minute	<i>Cashier Cash Operations</i>
7. Presents Official Receipt to HIM Staff	7. Checks Official Receipt and releases Medical Certificate	NONE	2 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
TOTAL:		PHP 100	26 minutes	



27. Medico-Legal Certificate

Issuance of Medico-Legal Certificate as ordered by the Attending Physician.

Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
>Police Request (1 original copy) >Valid ID For Patient Representatives: >Authorization Letter from patient (1 original copy) >Valid ID of representative		Police Station Government Agencies Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and brings the necessary requirements at HIM Office	1. Interviews the patient and asks for Patient ID Card and other documents. Verifies documents	None	5 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
2. Proceeds to waiting area	2. Retrieves the patient's Out-Patient Record and/or Admission and Discharge Chart	None	5 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
3. None	3. Encodes and prints the Medico-Legal Certificate	None	10 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>



4. None	4. Signs of the Medico-Legal Certificate	None	5 minutes	Medical Specialist I or Medical Consultant on Duty <i>Emergency Room or OPD</i>
5. Approach HIM Staff when called	5. Gives charge slip and advises to proceed to cashier for payment	None	1 minute	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
6. Receives charge slip and proceeds to cashier for payment	6. Receives payment and release official receipt to client	PHP 150	1 minute	Cashier <i>Cash Operations</i>
7. Presents Official Receipt to HIM Staff	7. Checks Official Receipt and releases Medico-Legal Certificate	None	2 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
TOTAL:		PHP 150	29 minutes	



28. Birth Certificate

Issuance of Birth Certificate as requested by the parent/s

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Married: >Marriage Certificate >Valid ID		Municipal Local Civil Registry		
For Not Married: >Valid ID				
For Minor: >Birth Certificate (Both Parents) >Valid ID		Municipal Local Civil Registry		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and Bring the necessary requirements at MDH-HIM Office	Interviews the client and asks for Patient ID Card and other documents. Verifies documents	NONE	5 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
2. None	2. Interviews the parent/s for the child's information, and encodes to Birth Certificate (Draft) completely and accurate.	NONE	5 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
3. Proceeds to waiting area	3. Encodes the child's information from the Birth Certificate (Draft) to Birth Certificate (Original).	NONE	10 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
4. None	4. Prints the Birth Certificate in 4 copies	NONE	5 minutes	Admin Aide III (HIM Clerk) Health Information Management



5. None	5. Signs of (4) Birth Certificates by the Attending Physician	NONE	5 minutes	Medical Specialist I or Medical Consultant on Duty <i>ER/OPD/DR</i>
6. Approaches HIM Staff when called	6. Instructs the parent/s to sign the (4) Birth Certificates. Issues charge slip.	NONE	1 minute	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
7. Receives charge slip and proceeds to cashier for payment	7. Receives payment and release official receipt to client	20.00	1 minute	Cashier <i>Cash Operations</i>
8. Presents Official Receipt to HIM Staff	8. Checks Official Receipt and releases Birth Certificate	NONE	2 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
TOTAL:		20.00	34 minutes	



29. Death Certificate

Issuance of the Death Certificate as requested by the relative/s

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
>Birth Certificate of the deceased >Valid ID		Municipal Local Civil Registry Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and Brings the necessary requirements at MDH-HIM Office	1. Interviews the client and asks for Patient ID Card and other documents. Verifies documents	None	5 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
2. None	2. Interviews the relative for the patient's information, and encodes to Death Certificate (Draft) completely and accurate.	None	5 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
3. Proceeds to waiting area	3. Encodes the patient's information from the Death Certificate (Draft) to Death Certificate (Original).	None	10 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
4. None	4. Prints the Death Certificate in 4 copies	None	5 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>



5. None	5. Signs of (4) Death Certificates by the Attending Physician	None	5 minutes	<i>Medical Specialist I or Medical Consultant on Duty ER/OPD/DR</i>
6. Approaches HIM Staff when called	6. Instructs the relative/s to sign the (4) Death Certificates. Issues charge slip	None	1 minute	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
7. Receives charge slip and proceeds to cashier for payment	7. Receives payment and release official receipt to client	PHP 20	1 minute	<i>Cashier Cash Operations</i>
8. Presents Official Receipt to HIM Staff	8. Checks Official Receipt and releases Death Certificate	None	2 minutes	<i>Admin Aide III (HIM Clerk) Health Information Management</i>
TOTAL:		PHP 20	34 minutes	



BATAAN PUBLIC-PRIVATE PARTNERSHIP AND INVESTMENT CENTER

EXTERNAL SERVICES



1. Procedure for PPP Unsolicited Proposals

Facilitation of proposals submitted by private proponents.

Office or Division: Bataan Public-Private Partnership and Investment Center / Local Economic Development and Investment Office

Classification: Highly technical

Type of Transaction: G2B - Government to Business Entity

Who may avail: Private Sector Proponent (PSP)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PPPIC DOCUMENTARY REQUIREMENTS CHECKLIST 2. PPPIC APPLICATION FORM FOR UNSOLICITED PROPOSALS		LEDIP Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for list of documentary requirements (checklist and PPPIC application form)	1. Sends thru email the requested documents to the proponent	None	15 minutes	Administrative Assistant III LEDIP Office
2. Submits the unsolicited proposal and eligibility requirements	2. Receives the documents submitted by the proponent.	None	15 minutes	Project Development Officer I or Project Development Office II LEDIP Office
3. Waits for the result of the review and reply letter re: the submitted documents by the proponent	3. Reviews the documents submitted by the proponent and prepares reply letter re: the result of the initial review and send it to the proponent via email.	None	20 days	Project Development Officer I or Project Development Office II LEDIP Office
TOTAL:		None	20 days, 30 minutes	



2. Procedure for Data Banking and Company Profiling

Under the new normal, the PPPIC will collect data from large businesses in Bataan thru the use of online investment data form to lessen the face-to-face transactions and to protect its employees from viral illnesses.

Office or Division:	Bataan Public-Private Partnership and Investment Center / Local Economic Development and Investment Office
Classification:	Highly technical
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Large Businesses within Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Investment Data Form or Investment Data Form (1 Electronic Copy/ Hard copy)		LEDIP Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives letter and email from Bataan PPPIC re: Online Investment Data Form or Scanned Copy of Investment Data Form	1. Disseminates the letters to the large businesses and municipalities/city/ ecozones within Bataan	None	18 days	<i>Administrative Assistant III LEDIP Office</i>
2. Responses to the request letter and answers to the Online Investment Data Form or Investment Data Form	2. Receives the answers to the Investment Data form thru Google Form or the scanned copy of filled out Investment Data Form and inputs the data collected to the database	None	2 day	<i>Administrative Assistant III LEDIP Office</i>
TOTAL:		None	20 days	



3. Benchmarking of other LGUs

Facilitation, assistance, participation, or attendance to the Benchmarking, Forums, Visits, Expo, or Convention

Office or Division:	Bataan Public-Private Partnership and Investment Center / Local Economic Development and Investment Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Other LGUs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter -Email or Hard Copy(1 Electronic Copy/ Hard copy)		Requesting Local Government Unit (LGU)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request letter to email or to our office	1. Reviews and forwards the request letter to LEDIP Office	None	1 hour	Administrative Assistant III or Project Development Officer I or Administrative Officer I LEDIP Office
2. Waits for the reply email	2. Prepares and sends a reply email re: the request meeting/ benchmarking activity	None	1 day	Administrative Assistant III LEDIP Office
3. Participates in the meeting/Benchmarking activity	3. Prepares the presentation materials and presents the PPP Programs of Bataan to the visitors and accompanies them to tourist spots in Bataan	None	3 days	Administrative Assistant III or Project Development Officer II or Project Development Officer I LEDIP Office
TOTAL:		None	4 days and 1 hour	



4. Assistance To Proponents/investors (Exploratory Talks)

Facilitation, assistance, participation, or attendance to the exploratory talks with the investors

Office or Division: Bataan Public-Private Partnership and Investment Center / Local Economic Development and Investment Office

Classification: Complex

Type of Transaction: G2B - Government to Business Entity

Who may avail: Investor

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter -Email or Hard Copy(1 Electronic Copy/ Hard copy)		Requesting Investor		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request letter to email or to our office	1. Reviews and forwards the letter to LEDIP Office.	None	1 hour	Administrative Assistant III or Project Development Officer I or Administrative Officer I LEDIP Office
2. Waits for the reply email	2. Prepares and sends a reply email re: the request meeting	None	1 day	Administrative Assistant III LEDIP Office
3. Participates in the meeting	3. Prepares the presentation materials and presents the PPP Programs and PPP Process of Bataan to the investors	None	3 days	Administrative Assistant III or Project Development Officer II or Project Development Officer I LEDIP Office
TOTAL:		None	4 days and 1 hour	



PROVINCIAL GENERAL SERVICE OFFICE

INTERNAL SERVICES



1. Procurement Process

The procurement process includes the preparation and processing of requested items/services by the end-user's.

Office or Division:	Provincial General Services Office / Procurement Division
Classification:	Highly Technical
Type of Transaction:	G2G = Government to Government / G2B =Government to Business
Who may avail:	All departments/offices under the Provincial Government of Bataan

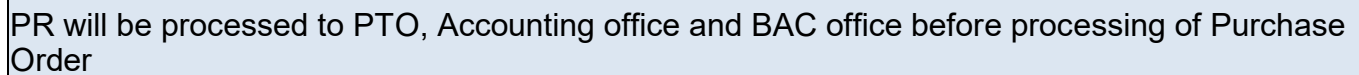
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Purchase Request (PR) Processing Duly accomplished Obligation Request (OBR) (3 original copies) Purchase Request (PR) duly signed by requesting party (3 copies) Project Proposal (if applicable) Menu (for events) Pictures (for non-common items) Layout (if applicable) Quotation from prospective suppliers (Repair & Maintenance of Motor Vehicles, Capital Outlay, and Non-common items) Materials Request Form (Construction Supplies and Maintenance and Repair of Motor vehicles) Pre-Repair Inspection (Motor vehicles and Office Equipment) Information and Communication Technology Inspection (ICT) Request Form(IT equipments and supplies)	Requesting Party Prospective suppliers Provincial Engineer's Office (PEO) Provincial Information Technology Office (PITO)
B. Purchase Order (PO) Processing Approved PR and OBR, various attachments (if applicable same as PR processing) Approved Resolution for Alternative Mode of Procurement Uploaded Request for Quotation to Philgeps (above 50,000) Request for Quotation (RFQ) bidded and signed by suppliers Approved Abstract of Quotation (Summary of Canvass) duly signed by BAC Accreditation of different Suppliers Approved Resolution of Award Approved Notice of Award BAC Certification of Uploading to Philgeps	Provincial Bids & Award Committee Various suppliers



C. Inspection and Acceptance Report Processing Approved Purchase Order Inspection & Acceptance Request for inspection to Accounting Office and COA Delivery Receipt/ Charge Sales Invoice		Provincial General Services Offices Supplier Representative		
D. Requisition and Issuance Slip (RIS) Process Requisition and Issue Slips (RIS) Property Acknowledgement Receipt for Equipment (PARE) Inventory Custodian Slip (ICS)		Provincial General Services Offices		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Purchase Request (PR) Processing				
1. Client forwards OBR and Purchase Request with attachments (if applicable)	1. Receives PR from the end user and attached PGB routing slip	None	5 minutes	<i>Administrative Assistant I Procurement Division</i>
2. Client will fill out the PGB routing slip and submits to the PGSO focal person.	2. Receives PR for pre-validation	None	8 hours	<i>Administrative Assistant I Procurement Division</i>
	2.1. Forwards PR to PGO for Barcoding	None	5 minutes	<i>Administrative Assistant I Procurement Division</i>



3. Budget Office submits duly accomplished OBR and PR with assigned barcode	3.1 Receives accomplished OBR and PR with Barcode	None	5 minutes	<i>Administrative Assistant I Procurement Division</i>
	3.2 Encodes data to Routing Slip monitoring	None	10 minutes	<i>Administrative Assistant I Procurement Division</i>
	3.3 Prepares and attaches PGSO Routing Slip and validation form	None	5 minutes	<i>Administrative Assistant I Procurement Division</i>
	3.4 Focal person validates Purchase Request form	None	1 hour	<i>Administrative Assistant II Administrative Assistant VI Administrative Assistant VI Admin. Officer V Administrative Aide VI Administrative Assistant I Admin. Officer V Admin Assistant Admin Assistant I Procurement Division</i>
	3.5. Forwards validated PR to PGSO Head for final assessment and approval * Processing time depends on the availability of the signatory	None	4 hours	<i>PGSO Department Head</i>
	3.6 Records and assigns PR number for document filing	None	10 minutes	<i>Administrative Assistant II Procurement Division</i>
	3.7 Updates DTS records and Dashbord Records	None	10 minutes	<i>Administrative Assistant I Procurement Division</i>
	3.8 Prepares receiving form and forwards to PTO	None	5 minutes	<i>Administrative Assistant I Procurement Division</i>



<p>1. BAC Office submits documents of awarded procurement for Purchase Order Processing, Various documents are specified below:</p> <ul style="list-style-type: none"> Approved PR and CAFOA, various attachments (if applicable same as PR processing) Approved Resolution for Alternative Mode of Procurement Uploaded Request for Quotation to Philgeps (above 50,000) Request for Quotation (RFQ) bid and signed by suppliers Approved Abstract of Quotation (Summary of Canvass) duly signed by BAC Accreditation of different Suppliers Approved Resolution of Award Approved Notice of Award BAC Certification of Uploading to Philgeps 	1.1 Receives and check documents of awarded procurement from BAC	None	20 minutes	<i>Admin Assistant I Procurement Division</i>
	1.2 Encodes and assign data for PO monitoring	None	5 minutes	<i>Admin Assistant I Procurement Division</i>
	1.3 Prepares PO and assign PO number	None	4 hours	<i>Admin Assistant II Procurement Division</i>
	1.4 Forwards PO to PGO for signature / approval	None	5 minutes	<i>Admin Assistant I Procurement Division</i>



2. PGO submits approved PO to PGSO (approval depends on availability of signatory)	<p>2.1 Receives approved PO from PGO</p> <p>* Processing time starts upon receipt of approve PR</p>	None	5 minutes	<i>Admin Assistant I Procurement Division</i>
	<p>2.2 Transmits PO to the awarded supplier for conformation</p> <p>a. Within Bataan (3 working days)</p> <p>b. Outside Bataan (5 working days)</p>	None	5 days	<i>Admin Assistant I Procurement Division</i>
3. Supplier submits signed PO for processing of deliveries	<p>3.1 Prepares and encodes PO data for delivery monitoring</p> <p>*Processing time starts upon receipt of signed PO</p>	None	10 minutes	<i>Admin Assistant I Procurement Division</i>
	<p>3.2 Prepares PO transmittal letter and documents to be submitted to COA Office.</p>	None	10 minutes	<i>Admin Assistant II Procurement Division</i>



<p>4. BAC Office submits Awarded PO from Philgeps upload to PGSO Office</p>	<p>4.1 A. Forwards approved PO to PGSO Focal Persons (if approved PO is above 50,000 procurement documents will be forwarded to BAC Office for Philgeps uploading)</p> <p>B. PGSO Focal Persons receives Philgeps Upload PO from BAC Office</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i></p>
	<p>4.2 Informs supplier for the delivery terms</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i></p>
<p>1. Waiting for Supplier's delivery of items and rendering service as included in the Purchase Order. Delivery Term : 15 Calendar days (except for non-common items and Public Bidding procurements) 2. For procurement not required for inspection proceed to in Checklist Processing.</p>				



C. Inspection and Acceptance Report Processing

1. Supplier informs PGSO for schedule of delivery.	1. PGSO Focal Person prepares letter of request for inspection and transmit to Provincial Accounting Office (PAccO)	None	5 minutes	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>
2. Supplier delivers items as included in the Purchase Order.	2. PGSO and PAccO Inspector inspects delivered items	None	8 hours	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>
	2.1. Prepare Inspection and Acceptance Report	None	1 hour	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>
	2.2. Forwards IAR to inspectors of PGSO and PAccO for signature * Depend on the availability of the signatories	None	1 hour	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>



	<p>2.3. Forwards IAR to PGSO Head for acceptance and approval of delivered items</p> <p>*Depends on the availability of PGSO Head</p>	None	1 hour	<p><i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i></p>
	2.4. Assigns IAR number and encode data for IAR Monitoring	None	15 minutes	<p><i>Administrative Assistant II</i> <i>Procurement Division</i></p>
	2.5. Prepares transmittal letter and copy of pertinent papers and submit to COA	None	10 minutes	<p><i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i></p>



D. Requisition and Issuance Slip (RIS) Process

1. None	1. Focal persons prepares Requisition and Issue Slip	None	1 hour	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>
	1.2. Forwards RIS to requesting office for signing.	None	5 minutes	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>
2. Requesting office submits duly signed RIS to PGSO	2. Forwards RIS to PGSO Head for approval of issuance. <i>*Processing time starts upon receipt of duly signed RIS</i> <i>*Depends on the availability of PGSO Head</i>	None	1 hour	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>



	2.1. Prepares requested item.	None	5 hours	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>
3. Requesting office receives/ accepts requested Items.	3. Issues requested item and signs RIS by the assigned personnel and recipient. *Processing time starts upon picking up of requested items (Requesting Office)	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>
TOTAL:		None	9 days, 3 hours, 10 mins	



2. Requisition and Issuance of Office and Janitorial Supplies as per Consolidated PPMP

Process of requesting and issuing of Office and Janitorial Supplies based on the approved PPMP of the requesting offices.

Office or Division:	Provincial General Services Office/ Supply and Inventory Management Division
Classification:	Simple
Type of Transaction:	G2G -Government to Government/ G2C - Government to Community
Who may avail:	All department/offices and other related entities under the Provincial Government of Bataan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue <i>Slips (RIS)</i>		Provincial General Services Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting agency submits list of items to be requested to PGSO	1.1 Receives list of items requested by the requesting agency	None	5 minutes	<i>Administrative Aide IV Supply and Inventory Management Division</i>
	1.2 Checks PPMP for end-user's request based on consolidated PR	None	15 minutes	<i>Administrative Aide IV Supply and Inventory Management Division</i>
	1.3 Checks Supply Inventory System for the availability of items.	None	15 minutes	<i>Admin Assistant I Supply and Inventory Management Division</i>
	1.4 Prepares SAI and RIS	None	1 hour	<i>Admin Assistant I Supply and Inventory Management Division</i>



	1.5 Forwards RIS to end-user for approval and signature	None	5 minutes	<i>Administrative Aide IV Supply and Inventory Management Division</i>
2. Requesting office submits the signed RIS	2. Forwards RIS to PGSO Head for approval of issuance.	None	1 hour	<i>Administrative Aide IV Supply and Inventory Management Division PGSO Department Head</i>
3. End-user receives the requested item.	3. Releases and issues the item of approved RIS	None	1 hour	<i>Administrative Aide IV Supply and Inventory Management Division</i>
	TOTAL	None	3 hours ,40 minutes	



3. Checklist Process

As a compliance to the supplier-buyer relationship, the PGSO ensure that the said transaction will be processed and be paid, thus this service includes processing of documents for payment.

Office or Division:	Provincial General Services Office/ Procurement Division
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity
Who may avail:	All department/offices and other related entities under the Provincial Government of Bataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved PR and OBR, various attachments (if applicable same as PR processing) Approved Resolution for Alternative Mode of Procurement Uploaded Request for Quotation to Philgeps (above 50,000) Request for Quotation (RFQ) bidded and signed by suppliers Approved Abstract of Quotation (Summary of Canvass) duly signed by BAC Accreditation of different Suppliers Approved Resolution of Award Approved Notice of Award BAC Certification of Uploading to Philgeps Approved Purchase Order Inspection & Acceptance Request for inspection to Accounting Office and COA Delivery Receipt/ Charge Sales Invoice Requisition and Issue Slips (RIS) Property Acknowledgement Receipt for Equipment (PARE) Inventory Custodian Slip (ICS)	Provincial General Services Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier delivers item as per stated in the Purchase Order and submits required documents for delivery * End-user submits other documentary requirements (if applicable) for processing of payment.	1. Receives and verifies documentary requirements for processing of payment. * Processing time starts upon receipt of complete documentary requirements.	None	1 hours	<i>Administrative Assistant II</i> <i>Administrative Assistant VI</i> <i>Administrative Assistant VI</i> <i>Admin. Officer V</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Admin. Officer V</i> <i>Admin Assistant</i> <i>Admin Assistant I</i> <i>Procurement Division</i>



	1.1. Checks /reviews the procurements and attachments before endorsing to PAcc office as to accuracy and completeness of documents	None	4 hours	<i>Administrative Aide IV Procurement Division</i>
	1.2. Forwards to PGSO Head for signature of checklist	None	1 hour	<i>Administrative Aide IV Procurement Division</i>
	1.3. Updates delivery monitoring	None	10 minutes	<i>Computer Operator III Procurement Division</i>
	1.4. Encodes to dashboard and update DTS Monitoring.	None	10 minutes	<i>Administrative Assistant I Procurement Division</i>
2. Supplier waits for the processing of payment	2. Endorses to PaccO for processing of payment	None	5 minutes	<i>Administrative Assistant I Procurement Division</i>
	Total	None	7 hours, 25 minutes	



CIVIL SECURITY INTELLIGENCE UNIT

EXTERNAL SERVICES



1. Incident/Investigation Report Service

An incident/investigation report is a tool that documents any event that may or may not have caused injuries to a person or damage to a company asset. It is used to capture injuries and accidents, near misses, property and equipment damage, health and safety issues, security breaches and misconducts in the worksite

Office or Division:	PGSO-Capitol Security and Intelligence Unit Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business , G2C - Government to Citizen			
Who may avail:	All citizen, All PGB employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint letter (2 copies) 2. Valid ID (1 photocopy) 3. License ID (1 original, 1 photocopy) 4. Picture (1 copy)		1. CSIU 2. Government Issuing Agencies 3. LTO process ID 4. CSIU		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit/presents ID or License	1. Receives documents submitted by the client	None	3 minutes	Watchman Capitol Security and Intelligence Unit Division
2.Provides written statement with details on the incident	2.1 Receives written statement and check the content	None	20 minutes	Watchman Capitol Security and Intelligence Unit Division
	2.2 Conducts Initial Investigation	None	30 minutes	Watchman, Shift in Charge & Investigation Officer Capitol Security and Intelligence Unit Division
	2.3 Conducts on the spot interview with the complainant, witness, suspect and other involve	None	30 minutes	Watchman, Shift in Charge & Investigation Officer Capitol Security and Intelligence Unit Division



	2.4 If complaint filed to the office sends letter of invitation to both parties	None	20 minutes	<i>Admin-Watchman I, Admin. Aide IV,OIC- Watchman III Capitol Security and Intelligence Unit Divi- sion</i>
3. Receives of letter invitation	3.1 Interview complainant, witness, suspect and other involve	None	1 hour	<i>Watchman, Shift in Charge & Investigation Officer Capitol Security and Intelligence Unit Divi- sion</i>
	3.2 Conduct assessment/ corrective action	None	30 minutes	<i>Watchman, Shift in Charge & Investigation Officer Capitol Security and Intelligence Unit Divi- sion</i>
	3.3 Prepare and provide complainant Incident report	None	30 minutes	<i>Investigation Officer Capitol Security and Intelligence Unit Divi- sion</i>
4. Receives of incident report and advice the complainant	4.1 Advised him/her that the complaint will be turnover to the concerned office	None	20 minutes	<i>Admin/OIC Capitol Security and Intelligence Unit Divi- sion</i>
	4.2 Forward incident report to the concerned office	None	20 minutes	<i>Investigation Officer Capitol Security and Intelligence Unit Divi- sion</i>
TOTAL:		None	4hours, 3minutes	



2. Provision of Technical Assistance

It is any form of professional help, guidance or support to be more effective in the performance of their functions.

Office or Division:	Capitol Security and Intelligence Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government, G2B - Government to Business , G2C - Government to Citizen
Who may avail:	All citizen, All PGB employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request to the conduct of activities approved by PGO/Address to Gov (1 original copy)		PGO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to conduct activity	1.1 Receives letter request	None	5 minutes	<i>Admin-Watchman I, Admin. Aide IV Capitol Security and Intelligence Unit Division</i>
	1.2 Attends meeting prior to the conduct of activity	None	3 hours	<i>Operation Officer/OIC Capitol Security and Intelligence Unit Division</i>
	1.3 Conducts meeting with CSIU personnel who will be incharge in the activity	None	1 hour	<i>Operation Officer/OIC Capitol Security and Intelligence Unit Division</i>
2. Request traffic route and designated parking areas	2.1 Provides traffice route and designated parking areas	None	30 minutes	<i>Admin-Watchman I, Admin. Aide IV. Operation Officer-Sec.Agent I Capitol Security and Intelligence Unit Division</i>
	2.2 Deploy and secures the area where the activity is being conducted	None	8 hours	<i>Operation Officer-Sec.Agent I, OIC-Watchman III, Watchman/SIC Capitol Security and Intelligence Unit Division</i>
TOTAL:		None	12 hours, 35 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback:</p>	<p>Client's feedback may be accomplished either by Manual or Online. For Manual, fill-up the form and drop it in the designated feedback box of the Internal Audit Service; and for Online , click the link the click "Submit" to submit the feedback response.</p> <p>Online link: https://docs.google.com/forms/d/e/1FAIpQLScK8oQZ6x9ockT9s2Y_RFXyUdD6uka8bj7hW3SyHAUnBsFGJw/viewform?fbclid=IwAR18_QgtiEAmTXroWhhEerken9IGwINuIWQD-Bp6l25v_SlqlwwTSF8vwCc</p>
<p>How feedback is being processed:</p>	<p>For Manual feedback form: Feedback collection is being conducted every after end-of-the month by the Internal Audit Service. This will then be forwarded to PHRMO for tabulation. Thereafter, result will be forwarded to IAS for analysis;</p> <p>For Online feedback form: Feedback collection and tabulation are conducted every after end-of-the month by the IAS. All feedbacks are collected and tabulated discreetly and with utmost objectivity to know the real sentiments of the public.</p>
<p>How to file a complaint:</p>	<p>The client may choose from any of the following modes of filing a complaint:</p> <p>1. Standard Messaging Service (SMS) In sending formal complaints through SMS otherwise known as Text Messaging, the following format is to be observed: PGB Feedback 360, Name of the Feedback/Complainant Provider, Office/Department concerned, Details of Feedback/Complaint Contact No. : 09190791378, 09190791367, 09992211277</p> <p>2. Facebook Messenger Application For feedback, concerns and complaints lodged thru Facebook Messenger, a chatbot will guide on how to send feedbacks once you open the application using our official facebook account: PGB Feedback 360.</p>



<p>How to file a complaint:</p>	<p>3. Electronic Mails (E-mail) In sending formal complaints through electronic mail (e-mail), you must do the following steps: Step 1: On the TO textbox, write the address <pgbfeedback360@bataan.gov.ph> Step 2: On the SUBJECT textbox, write <PGB Feedback 360, Name of the Feedback Provider, Department Concerned> Step 3: On the MESSAGE box, write the full details of the complaint 4. Phone Calls For feedback, concerns and complaints expressed through calls, you may call the hotline Nos. : 09190791378, 09190791367, 09992211277; 5. WALK-INS For feedback, concerns and complaints expressed through Walk-in method, an interview with the complainant will be conducted by IAS's staff/personnel followed by filling the necessary form to formalize the complaint(s).</p>
<p>How complaints are processed:</p>	<p>Upon receipt of the complaint, the IAS Personnel will contact the client to verify and collect the details of the complaint. The complaint will be evaluated to check whether it is within the scope of Grievance Committee or not. Those complaints that are not within the scope will be forwarded to other committees concerned. The Grievance Committee will investigate the complaint and the IAS personnel will follow-up the result of the investigation of the committees and shall be issued a Certificate of Final Action of the Grievance (CFAG). The result and final resolution will be logged in the PGB Feedback 360 database.</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaint Center (PCC), Contact Center ng Bayan (CCB)</p>	<p>Anti-Red Tape Authority (ARTA): EMAIL: complaints@arta.gov.ph PHONE: 8-478-5093 Presidential Complaint Center (PCC): EMAIL: pcc@malacanang.gov.ph PHONE: 8888 Contact Center ng Bayan (CCB): EMAIL: email@contactcenterngbayan.gov.ph PHONE: 0908-881-6565</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT I NFORMATION
Office of the Provincial Governor	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
<i>Procurement Management Division (Bids and Awards Committee)</i>	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0956-3320604
<i>Special Assistance Program and I Bataan Malasakit Dialysis Assistance</i>	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
<i>Bataan Youth Development Office</i>	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
<i>Iskolar ng Bataan</i>	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-7642/237-7643
<i>Culture and Heritage Presrvation Division</i>	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 09285009166
<i>Office of Strategy Management</i>	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
<i>Internal Audit Service</i>	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
Office of the Provincial Administrator	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-079-1367/0919-079-1378/0999-221-1277
Sangguniang Panlalawigan	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 633-3135/ 0919-0791367
Provincial Legal Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 09185734634
Provincial Human Resource Management Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0908-8177927/ 09292654187
Office of the Provincial Accountant	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791352
Office of the Provincial Assessor	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0931-897-8389
Provincial Budget Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791340
Office of the Provincial Treasurer	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0908-8816565
Public Employment Services Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-3268/237-5909



Provincial Planning and Development Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-2414
Provincial Information Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0999-2211459
Provincial Information Technology Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-7642/237-7643
Office of the Provincial Engineer	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0476336960
Office of the Provincial Agriculturist	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791367
Provincial Government - Environment and Natural Resource Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791367/0919-0791378/0999-2211277
Office of the Provincial Veterinarian	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0409
Bataan Human Settlement Office (BHSO)	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 240-5908/09
Provincial Cooperative and Enterprise Development Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791367/0919-0791378/0999-2211277
Provincial Population Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-1008/237-1597
Provincial Social Welfare and Development Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-1008/237-1597
Provincial Tourism Office	Roman Super Highway, Balanga City, Bataan	Telephone No. 0919-0791367/0919-0791378/0999-2211277
Metro Bataan Development Authority	1 Bataan Command Center , Roman Super Highway, Orani, Bataan	Telephone No. (047) 613-8888
Provincial Disaster Risk Reduction and Management Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0909-5077158
Provincial Health Office	Capitol Compound, San Jose, Balanga City, Bataan	Telephone No. (047) 237-3270
Jose C. Payumo Jr. Memorial Hospital	San Ramon, Dinalupihan, Bataan	Telephone No. (047) 237-0757
Orani District Hospital	Brgy. Maria Fe Orani, Bataan	Telephone No. (047) 481-1724
Bagac Community and Medicare Hospital	Bagac Medical Health Center, Gov. J.J. Linao National Road, Bagac, Bataan	Telephone No. (047) 6122047/(+63) 9178168237
Mariveles District Hospital	CFQX+793, Ave of the Philippines, Freeport Area of Bataan, Mariveles, 2106 Bataan	Telephone No. (+63) 9289133078
Bataan Public-Private Partnership and Investment Center	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (+63) 9487861766
Provincial General Services Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0956-3320604
Capitol Security Intelligence Unit	Capitol Compound, Bunker Building,	Telephone No.



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Office of the Provincial Governor	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
Office of the Vice-Governor	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 240-5877
Office of the Sanguniang Panlalawigan	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 633-3135/0919-0791367
Office of the Provincial Administrator	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-079-1367/0919-079-1378/0999-221-1277
Office of the Provincial Accountant	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791352
Office of the Provincial Agriculturist	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791367
Office of the Provincial Assessor	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0931-897-8389
Provincial Budget Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791340
Provincial Cooperative and Enterprise Development Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791367/0919-0791378/0999-2211277
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Provincial Tourism Office	Roman Super Highway, Balanga City, Bataan	Telephone No. 0919-0791367/0919-0791378/0999-2211277
Office of the Provincial Treasurer	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0908-8816565
Office of the Provincial Veterinarian	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0409
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Provincial Government - Environment and Natural Resource Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0919-0791367/0919-0791378/0999-2211277
Provincial General Services Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0956-3320604



Provincial Health Office	Capitol Compound, San Jose, Balanga City, Bataan	Telephone No. (047) 237-3270
Provincial Human Resource Management Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0908-8177927/09292654187
Provincial Information Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0999-2211459
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Provincial Planning and Development Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-2414
Provincial Population Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-1008/237-1597
Provincial Social Welfare and Development Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-1008/237-1597
Public Employment Services Office	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 237-3268/237-5909
Bataan Public-Private Partnership and Investment Center	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (+63) 9487861766
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Office of the Strategic Management (OSM)	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
Internal Audit Service (IAS)	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
SAP & 1BMDA	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. (047) 613-0991
Bid Awards Committee	Capitol Compound, Bunker Building, Balanga City, Bataan	Telephone No. 0956-3320604