



1. Issuance of Certifications, and Copy and Certified True Copy of Public Records

Copies of ordinances, resolutions and other public documents are provided to the transacting office or person upon request and payment of corresponding Secretary's fees.

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
Online Request Form containing the following information: a. Email address b. Name c. Contact Number d. Department/Office e. Type of Document requested f. Kind of Document requested g. Document title/description h. Reason	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the online request form.	1.1. Check the request form.	None	10 minutes	<i>Computer Operator II Sangguniang Panlalawigan</i>
	1.2 Check if the requested document(s) is/are available.	None		<i>Computer Operator II Sangguniang Panlalawigan</i>
	1.3.If the document is available, advise the client of the fees to be paid. If there are fees to be paid, issue a Payment Order If there are no fees to pay, client to proceed to step 4. (PGB offices are exempted from the payment of fees)	None		<i>Records Officer II Sangguniang Panlalawigan</i>
	1.4. Sign Certification of Accreditation Sign other Certifications and Certified True Copy of documents.	None		<i>Vice Governor Secretary to the SP</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RE-SPONSIBLE
1. Accomplishes and submit the online request form.	1.1. Checks the request form.	None	10 minutes	<i>Computer Operator II Sangguniang</i>
	1.2 Check sif the requested document(s) is/are available.	None		<i>Computer Operator II Sangguniang</i>
	1.3.If the document is available, advises the client of the fees to be paid. If there are fees to be paid, issue a Payment Order If there are no fees to pay, client to proceed to step 4. (PGB offices are exempted from the payment of fees)	None		<i>Records Officer II Sangguniang Panlalawigan</i>
	1.4. Signs Certification of Accreditation Sign other Certifications and Certified True Copy of documents.	None		<i>Vice Governor Secretary to the SP</i>
2. Proceeds to the Office of the Provincial Treasurer and pay the corresponding fees.	Accepts payment and issue Official Receipt (OR).	For Certifications and Certified True Copy - Php100.00 for the first page and Php20.00 for the succeeding pages	15 minutes	<i>Office of the Provincial Treasurer</i>
3. If there is payment of fees, presents the OR to receive the requested document.	Checks the OR and release the requested document.	None	2 minutes	<i>Records Officer II Sangguniang Panlalawigan</i>
4. If there is no payment of fees, receives the requested document.	Releases the requested document.			
5. Signs the logbook and accomplish the feedback form.	Monitors the logbook and the suggestion box.	None	1 minute	<i>Computer Operator II Sangguniang</i>
TOTAL If there are fees to be paid:		For Certifications/ Certified True Copy - Php100.00 for the first page and Php20.00 for the succeeding pages	28 minutes	
TOTAL If there are no fees to be paid:		None (PGB offices are exempted from the payment of fees)	13 minutes	