

# **CITIZEN'S CHARTER**

**PROVINCIAL GOVERNMENT OF BILIRAN**

# VISION

**In 2020, Biliran is a community of healthy, God-Loving, Skilled and educationally competitive people with progressive agri-tourism programs and sustainable livelihood activities and social services that provide Biliranons better quality of life.**

**A peaceful society where the government continues to be responsive, effective and close to the people.**

# MISSION

**To empower Biliranon through  
the provision of social services  
and economic opportunities**

# FRONTLINE SERVICES OFFERED

<b>FRONTLINE SERVICES</b>	<b>OFFICE</b>
1. Provide different assistance such as: a. Scholarship b. Rice/Financial Assistance c. Medicines/Medical assistance d. Sound System, Tent, Vehicle e. Livelihood Assistance	Governor's Office
2. Provide environmental protection and Eco-Tourism	Provincial Tourism Office
3. Issuance of Service Record, Certificate of Employment and other records related personnel.	Provincial Administrator's Office
4. Real property assessment activity.	Provincial Assessor's Office

5. Collect taxes and revenues authorized law.	Provincial Treasurer's Office
6. Social Welfare assistance/Social Work Intervention.	Provincial Social Welfare and Development Office
7. Provide priority projects conducive to increase production and income in agriculture and fishery.	Provincial Agriculture Office
8. Provide formulation and implementation of animal health program.	Provincial Veterinarian Office
9. Provide provincial data, statistics, maps.	Provincial Planning and Development Office
10. Preventive and Curative Health Services.	Biliran Provincial Hospital

11. Visiting inmates	Provincial Jail Office
12. Preparation of Annual and Supplemental Budget	Provincial Budget Office
13. Processing of Disbursement Voucher	Provincial Accounting Office
14. Procurement Process	Provincial General Services Office
15. Issuances of SP Resolutions, Provincial and Municipal Budget and Ordinance	Sangguniang Panlalawigan Office
16. Infrastructure Support	Provincial Engineering Office

# SERVICE PLEDGE

We, the officials and employees of the Provincial Government of Biliran Committed to:

- S – erve you promptly, efficiently and with utmost courtesy by authorized personnel with proper identification from Monday to Friday, 8:00 AM to 5:00 PM... with smile;
- E – nsure strict compliance and adherence to service standards, with written explanation for delays in frontline services;
- R – espond to your complaint about our service and address the same at the soonest possible time or within the day through our complaint and
- V – alue every citizens' comment, feedback, suggestions and priority needs such as the differently-able, pregnant women, and the elderly; and
- E – mpower the public through 8/5 access to information on our policy direction programs, thrusts, activities and core services.

All these we pledge, that peace of mind in delivery of services is yours to enjoy because deserved to be trusted with.

**GERARDO J. ESPINA, JR.**  
Governor

**IRVING DOYLE T. PARAS**  
Provincial Administrator

**YOLANDA C. GUTIERREAZ**  
Human Resource Mgt Officer

**MA. MINERVA S. ESPADILLA**  
Provincial Treasurer

**ENGR. VENTURA B. BARBANIDA**  
Provincial Engineer

**SYLVA L. YUBAL**  
Provincial Budget Officer

**ENGR. DANILO L. BONIFACIO**  
PPDO

**CHARINA M. GARCES, CPA**  
Provincial Accountant

**DR. ALFONSO I. VENERACION**  
Provincial Health Officer

**ENGR. NILO P. PENAFLO**  
Provincial Assessor

**JAIME G. CASAS**  
Provincial Agricultural Officer

**Dr. EDGAR T. VELOSO**

**SAMMY A. SALE**



Chief of Hospital

**FLORDELIZA G. TRANI**  
PSWDO

**CRESENCIO S. VICTORIA, JR.**  
Secretary to the Sangguniang  
Panlalawigan

**DIONISIO B. OLIVA, JR.**  
Provincial Tourism and Information Office

General Services Officer

**DR. SUZETTE B. APURA**  
Provincial Veterinarian

**SOFRONIO B. DACILLO, JR.**  
Provincial Disaster Risk Reduction  
and Management Officer

**HUBERTO L. EBAJO**  
Provincial Warden

**OFFICE: Office of the Governor**

**FRONTLINE: Request for Scholarship**

AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM

REQUIRED DOCUMENTS:

**For Governor’s Scholarship:**

1. Photocopy of final grades with average of 2.0 (2copies)
2. Barangay Clearance (2 copies)
3. Certificate of Enrollment / Study Load
4. Barangay Clearance

**For CNSAT – TESDA Scholarship**

- Photocopy of Birth Certificate
- School Card (at least high school graduate)
- ID picture: 2x2 (2copies), 1x1 (2copies)
- Barangay Clearance

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	File application with the GO	-OD Staff assesses application and drafts recommendation to the Governor.	1 – 2 mins.	Officer of the day	
		-Governor approves the application.	1 min.	Governor	
2.	Proceeds to PSWDO for interview	-PSWDO interviews the applicant and assesses supporting documents.	2 – 5 mins.	PSWDO Staff	
		-PSWDO staff prepares other and referral to the school.	1 - 5 mins.	PSWDO Staff	
3.	Bring the Governor’s approval and recommendation and other documents to NSU or TESDA  Applicant enrolls at the school	OD releases to applicant the approved application and referral.	1 min.	OD	

**OFFICE: Office of the Governor**  
**FRONTLINE: Request for Aids/Support**

AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM

REQUIRED DOCUMENTS: Personal or written request of the applicant

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	File application with the GO	-OD Staff assesses application or request and prepares referral letter to the department or office concerned of the service.	1 – 2 mins.	Officer of the day	
2.	Brings the OD's referral or Governor's approval to the concerned office or department.	-OD releases to applicant the approved application and referral.	1 min. on a first come, first served basis	Governor	
3.	Applicant complies and/or receives the support or aid.		1 min.	OD	

**OFFICE: Office of the Governor**  
**FRONTLINE: Request for Recommendation**

AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM

REQUIRED DOCUMENTS: Needed data for recommendation

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Approach the OD and register his/her request in the Log Book	-the OD interviews the applicant to gather the needed data. -the OD refers the request to the staff concerned. -staff prepares the recommendation, and let it be signed by the Governor.	1 – 2 mins.  1 min.  1 – 3 mins.	Officer of the day  Staff Concerned  Staff Concerned	
2.	Application receives the recommendation	-Staff file a copy and release it to applicant.	Right after it is recorded	Staff Concerned	

**OFFICE: Office of the Governor**

**FRONTLINE: Request for Medicines or Medical Assistance**

AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM

REQUIRED DOCUMENTS:

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Applicant files or present hi/her request to the OD	-the OD interviews and assess the request needed and documents presented -the OD refers to the pharmacist or medicines section to determine availability of medicines.	1 – 2 mins.  1 – 3 mins.	Officer of the day  Staff Concerned  Staff Concerned	
2.	The applicant receives the medicines.	-if available, pharmacist or personnel-in-charge provides the needed medicine to the applicant. -if applicant needs referral to BPH or EVRMC, the OD prepares the referral or recommendation approved by the Governor.	1 – 3 mins.	Staff Concerned	
	The applicant receives the referral or recommendation and goes to the hospital.	-Staff file a copy and release it to applicant.			

**OFFICE: Provincial Information Office**

**FRONTLINE: Request for Governor's Attendance or Presence in Special Activities**

AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM

REQUIRED DOCUMENTS: Written Request or Invitation

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Applicant files written request or invitation and program with the officer of the day.	-the OD interviews and/or assess the request or invitation and prioritize the scheduling of Governor's appointment. -if the Governor is available and signifies his commitment, he or the OD informs the applicant of the Governor's attendance.	1 – 2 mins.  1 – 3 mins.	Officer of the day  OD/Governor	
2.	Applicant receives the Governor's assurance of his attendance.	-the staff concerned records the schedule of Governor's appointment	1 – 2 mins.	Staff Concerned	

**OFFICE: Office of the Governor**

**FRONTLINE: Request for the use of: (tent, vehicle, sound system, and facilities)**

**AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM**

**REQUIRED DOCUMENTS: \_\_\_\_\_**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Applicant files his/her request with the OD.	-the OD interviews the applicant and assess the request.	1 – 2 mins.	Officer of the day	
		-if the the request is in order and the requested item or facility is available, said request is referred to the Governor for approval.	2– 5 mins.	OD/Governor	
		-the Governor or OD refers the approved request to the office or person concerned.	1 – 2 mins.	OD/Governor	
2.	Applicant receives / acknowledges receipt of the item requested or use the facility needed				
		-the office or personnel concerned delivers to the applicant the item or facility requested.		Staff Concerned	

**OFFICE: Office of the Governor**

**FRONTLINE: Request for livelihood Assistance**

**AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM**

**REQUIRED DOCUMENTS: Written or verbal request**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Applicant files his/her request with the OD.	-the OD interviews the applicant and assess the request.	1 – 2 mins.	Officer of the day	
2.		-if the the request is in order and the requested item or facility is available, said request is referred to the Governor for approval.	2– 5 mins.	OD/Governor	
		-the Governor or OD refers the approved request to the office or person concerned.	1 – 2 mins.	OD/Governor	
	Applicant receives / acknowledges receipt of the item requested or use the facility needed	-the office or personnel concerned delivers to the applicant the item or facility requested.		Staff Concerned	



**OFFICE: Provincial Tourism Office**

**FRONTLINE: Environmental Protection**

**AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM**

**REQUIRED DOCUMENTS: \_\_\_\_\_**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Log Visitor	-Usher them to the Museo de Panamao	1 hour	Any available personnel	
	Directed to available customer	-Answer queries on tourism, i.e., accommodation, tourist spots, transportation, brochures.	1 hour	Any available personnel	
2.	Direct to accommodation/tourist destination	-Act as tourist guide	2 days	Any available personnel	

**OFFICE: Provincial Administrator's Office****FRONTLINE: Issuance of Service Record, Certification of Leave Credits, Leave Application of all provincial employees, payroll preparation and other matters pertaining to personnel**AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Client/Applicant log their request at the log book of the receiving clerk.	-Issuance of Service Record, Certification of Leave Credits, Certificate of Employment.	10 mins.	Yolanda Gutierrez	None
2.	Then the receiving clerk forwards the necessary request to concerned employees in charge.	-Application for Terminal Leave.	20 mins.	Yolanda Gutierrez	None
		-Regular application for leave of employees.	5 mins.	Yolanda Gutierrez	None
		-Voucher, PR, Abstract & other documents for signature of PA.			
3.	Regular employees submit DTR's every end of the month.	-Prepares and reviews regular payrolls.	3 days	Jun L. Bonifacio	None
	Casual employees submit DTR's every end of the month.	-Prepares labor payrolls.	2 days	Shirley G. Arnoco	None

**OFFICE: Provincial Information Office**

**FRONTLINE: All client/constituents of Biliran Province**

**AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM**

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Client log in the visitors or clients logbook at the receiving clerk.		10 mins.	Clerk	
2.	Office clerk receive the clients documents and forward to the office head for signature/approval.				
3.	Office in-charge/staff will facilitate the clients' purpose, such fiesta message and communication and etc.	Office staff will be the one to facilitate the clients' purpose, i.e., fiesta message and etc.	20 mins.	Office Staff	
	Wait the clients needed documents	The Acting Information Officer/head of the office will approved the clients' purpose and ready for release to the clientele.	30 mins.	Acting PIO	

**OFFICE: Provincial Assessor's Office**

**FRONTLINE: Transfer of Ownership, Revision and/or Install of new Real Property Unit**

AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
1.	Client	<ul style="list-style-type: none"> <li>Register his/her purpose at the Public Assistance Counter (PAC)</li> <li>File his/her pertinent documents for pre-evaluation</li> </ul>	10 mins.	(PAC) Officer of the Day	
2.	-	<ul style="list-style-type: none"> <li>Interview the client and determine what kind of service pledge the office could extend and fill up Client's Router Slip (CRS)</li> <li>Submit the accomplished CRS to the processor together with the pertinent documents</li> </ul>	20 mins.	(PAC) Officer of the Day	
3.	-	<ul style="list-style-type: none"> <li>Receive CRS and the other pertinent documents</li> <li>Check all requirements needed for a particular service pledge</li> <li>Issue pay slip, if necessary, for the client to pay at the Provincial Treasurer's office</li> <li>Verify the history of the property subject for transfer, revision or installation in terms of recent status, encumbrance and tie up</li> <li>Prepare the sign new FAAS and tax Declaration for the new owner of the property and submit the same to the examiner for recommending approval</li> </ul>	2 hours	<p>"Whole Parcel" LAOO II</p> <p>"Subdivision" Tax Mapper I</p>	<p><u>(Transfer)</u> ½ of 1% of the market value or consideration involved whichever is higher</p> <p><u>(Revision)</u> Php 50.00</p> <p><u>(Installation)</u> Php 50.00</p>

**OFFICE: Provincial Assessor's Office**

**FRONTLINE: Transfer of Ownership, Revision and/or Install of new Real Property Unit**

AVAILABILITY: Monday to Friday – 8:00 AM to 5:00 PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES
	CLIENT / APPLICANT	OFFICE / SERVICE PROVIDER			
4.	-	<ul style="list-style-type: none"> <li>• Receive accomplished FAAS and Tax Declaration together with all pertinent documents</li> <li>• Examine the documents, requirements needed and the computation made on new FAAS</li> <li>• Sign the FAAS and submit the same to the Provincial Assessor for approval</li> </ul>	40 mins.	<p>“Whole Parcel” LAO III’ LAOOI</p> <p>Subdivision” Tax Mapper III</p>	
5.	-	<ul style="list-style-type: none"> <li>• Receive the accomplished FAAS and Tax Declaration together with all pertinent documents</li> <li>• Check the documents and the requirements needed and review the computation made on new FAAS</li> <li>• Approve the FAAS and Tax Declaration</li> <li>• Pass all documents to records officer for assignment of ARP numbers and proper filing</li> </ul>	30 mins.	Provincial Assessor	
6.	-	<ul style="list-style-type: none"> <li>• Receive all documents assign ARP numbers</li> <li>• Segregate the numbered documents for the office file and the client’s file</li> <li>• Release the paper to the client.</li> </ul>	30 mins.	LAOO II	

OFFICE: PROVINCIAL ASSESSOR'S OFFICE

FRONTLINE SERVICE: Annotation and/or Issuance of Certification, Tax Declaration and Sketch Plan

AVAILABILITY OF SERVICE: Monday to Friday – 8:00AM – 5:00PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Client	<ul style="list-style-type: none"> <li>Register his/her purpose at the Public Assistance Counter (PAC)</li> <li>Files his/her documents to the Officer of the Day for pre-evaluation</li> </ul>	10 minutes	(PAC) Officer of the Day	<p><i>(Annotation)</i> Is based on the table prepared for the purpose</p> <p><i>(Certification)</i> Php 90.00</p> <p><i>"TD/Sketch Plan"</i> Php 50.00</p>
2	-	<ul style="list-style-type: none"> <li>Receive, examine and evaluate the documents in terms of compliance of all the requirements</li> <li>Issue pay slip to the client for the corresponding service fee</li> <li>Verify records, gather data, draft certification or Tax Declaration and pass the same to the Provincial Assessor for signature/approval and/or to the section chief of Tax Mapping (<i>in terms of sketch plan</i>) for signature</li> </ul>	1 hour	<p><i>"Annotation, Certification, Tax Declaration"</i></p> <p>Assessment Clerk/ Administrative Aide II</p> <p>"Sketch Plan"</p> <p>Tax Mapper I &amp; II</p>	
3	-	<ul style="list-style-type: none"> <li>Receive documents, certification or Tax Declaration</li> <li>Check the data, the requirements and the corresponding service fee</li> </ul>	10 minutes	Provincial Assessor	
4	-	<ul style="list-style-type: none"> <li>Approve the annotation, certification or Tax Declaration and pass back the papers to the person-in-charge for release</li> <li>Segregate the office file and the owner's copy</li> <li>Release the needed papers</li> </ul>	5 minutes	Assessment Clerk/ Administrative Aide II	

OFFICE: PROVINCIAL TREASURY OFFICE  
FRONTLINE SERVICE: COLLECTIONS, PAYMENTS & DISBURSEMENTS  
AVAILABILITY OF SERVICE: MONDAY-FRIDAY 8:00 AM – 5:00 PM W/ NO NOON BREAK  
SERVICE STANDARDS: 41 MINUTES

STEP	APPLICANT/CLIENT	OFFICE/SERVICE STANDARD	DURATION OF ACTIVITY	PERSON IN-CHARGE
1.	TAXPAYERS	Received payments from the client/taxpayer and issue official receipt.	5 minutes	Efren F. Abayan Thelma C. Morillo Fernando S. Dado Manuelito L. Napari Sol L. Delfin
2.	CONTRACTOR, DEALERS, EMPLOYEES AND OTHER GOVERNMENT AGENCIES	Approved/signed vouchers as to its validity and availability of cash	30 minutes	Ma. Minerva S. Espadilla
3.	OFFICIALS & REGULAR EMPLOYEES	Disbursement of salaries to officials & regular employees on the approved payroll	3 minutes	Mylene S. Nierra
4.	CASUAL EMPLOYEE	Disbursement of wages to casual employees on the approved payroll	3 minutes	Thelma C. Morillo

OFFICE: PROVINCIAL SOCIAL WELFARE DEVELOPMENT OFFICE

FRONTLINE SERVICE: Assistance to individual in Crisis situation (AICS)

AVAILABILITY OF SERVICE: Monday to Friday – 8:00AM – 5:00PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	- Submit Requirements, submit an interview and provide relevant information	- Conduct intake/interview	10 to 15 minutes	Social Worker/Welfare Aide	
2		- Consult PSWDO about client assesses needs.	5 minutes	PSWDO	
3	- Prepares necessary documents for provision of financial/medical/material assistance.	- Seek approval from Gov. to facilitate immediate release (if Gov. is available)	20-30 minutes	Social Worker/Welfare Aide	
		- Goes through the processing of pertinent document. It goes to the Accounting, Admin, Budget and Treasury Office (if no available cash advance or materials requires purchases.)	30-40 minutes	Accounting Admin. Budget Gov. Office Treasury Personnel	
4	- Received the Financial Assistance	- Release of Financial/Material Assistance to client	5 days		
			5 to 10 minutes	PSWDO or its staff	



OFFICE: PROVINCIAL SOCIAL WELFARE DEVELOPMENT OFFICE

FRONTLINE SERVICE: Assistance to Children/Youth/Women in Especially Difficult Circumstances

AVAILABILITY OF SERVICE: Monday to Friday – 8:00AM – 5:00PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	- Report incident to PSWDO and provide relevant information	- Conduct intake/interview	10 minutes	Social Workers and Ms. Flordeliza G. Trani, PSWDO	
2	- Submit self for medical exam. To MHO or PHO	- Counseling - Referral/Assist client to legal services (if interested to file a case against the abuser)	1 hour	MHO PHO	
3	- Advice client to proceed to police station and blotter the incident  - Provide temporary protective custody/shelter		30 minutes	Police Officer	
4	- Assist in filing case at prosecutor office.	- Medical, homelife services, case work, counseling, educational services, skills training & others	6 to 1 year (depending on the situation)	Center's staff/Social Workers  Lawyer	

OFFICE: PROVINCIAL SOCIAL WELFARE DEVELOPMENT OFFICE

FRONTLINE SERVICE: Scholarship (College, HS and Vocational Course)

AVAILABILITY OF SERVICE: Monday to Friday – 8:00AM – 5:00PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	- Ask requirement for Scholarship.	- Provide client with requirements. Advice client to bring required documents to office	3 minutes	Social Worker/ Social Welfare Aide	
2	- Submit requirements, submit to an interview and provide relevant information	- Receive documents - Conduct intake/interview	10 minutes	Social Worker/ Social Welfare Aide	
3		- Prepare of pertinent documents and goes thru the processing of financial/educational assistance	2 days	DSWD Staff Admin. Accounting Governor's Office Treasury Personnel	
4	- Receive financial assistance		10 to 20 minutes		
	- Parents requested to attend	- Release of assistance to client	3 days		
	- Attend regular meeting of scholars - Submit grades midterm & finals	- Parent effectiveness session  - Assess progress & Coping Capability of student of school problems	1 hour		

OFFICE: PROVINCIAL SOCIAL WELFARE DEVELOPMENT OFFICE

FRONTLINE SERVICE: ICT-SCALA

AVAILABILITY OF SERVICE: Monday to Friday – 8:00AM – 5:00PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	- Ask requirements	- Provide client with requirements. Advice client to bring required documents to office	3 minutes	Ma. Liezel G. Ardines Pomelo Pasturan Julianito Picardal	
2	- Submit requirements, submit to an interview and provide relevant information	- Received & reviewed submitted documents - Conducts intake/interview	10 minutes	Ms. Trani & Mrs. Ardines	
3	- Attend Meeting (applicant & parents) to determine willingness to attend	- Conduct meeting to parents and the trainee for orientation of the program/training	1 hour	Ms. Trani & Mrs. Ardines	
4	- Attend opening ceremony od SCALA		2 hours		
	- Parents attend training	- Conduct opening ceremony program for SCALA Trainee	8 hours		
	- Attend classes/OJT Training	- Parents educational session		Ma. Liezel G. Ardines Pomelo Pasturan Julianito Picardal	
	- Attend SCALA Graduation	- Conducted lecture/hands-on-training and conduct life skills			

OFFICE: PROVINCIAL SOCIAL WELFARE DEVELOPMENT OFFICE

FRONTLINE SERVICE: Core Shelter Assistance

AVAILABILITY OF SERVICE: Monday to Friday – 8:00AM – 5:00PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	- Submit for an interview and provide relevant information/assess eligibility	- Conduct survey/intake/interview of client/establish eligibility	10 to 30 minutes	SW/SWA	
2	- Attend community assembly/meeting	- Conduct community assembly meeting	1 hour	PSWDO-Ms. Flordeliza Trani And PSWD Staff	
3		- Preparation and process pertinent documents	2 days	SW Budget, Accounting, G.O, Admin and Treasury Staff	
4	- Participate in organization of work teams	- Organization of work team of five families per group which will pool their labor and resources for construction of their house	1 day	SW/Core Beneficiaries	
5	- Construction of Core shelter units	- Assist/Supervised the construction of core shelter unit	60 working days	Provincial Engineer and PSWDO Staff	

OFFICE: PROVINCIAL SOCIAL WELFARE DEVELOPMENT OFFICE

FRONTLINE SERVICE: Emergency/Disaster Relief

AVAILABILITY OF SERVICE: Monday to Friday – 8:00AM – 5:00PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	- Submit for an interview and provide relevant information/survey disaster victims/assessment of need/appropriate services	- Conduct intake/interview	5 to 15 minutes	SW/SWA	
2		- Provision of food commodities, clothing and temporary shelter assistance for totally damage families	3 minutes	SW/SWA	
3	- Provide emergency relief assistance	- Provide temporary evacuation center/shelter to homeless families	20 to 30 minutes		
4	- Meeting with victim/plan for rehabilitation	- Assessment of further appropriate assistance	1 hour	PSWDO & Social Workers	
	- Avail of rehabilitation services/recovery/reconstruction		5 minutes	Matilde Bohol/ PWSDO Office	
	- Received the financial/shelter assistance & other appropriate services from Prov'l. Gov't.	- Release of Financial/Shelter assistance to client			

OFFICE	: Office of the Provincial Agriculture Service – CROPS SECTION
FRONTLINE SERVICE	: <b>DAG-DAG ANI PROGRAM (CERTIFIED SEED DISTRIBUTION)</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM (MAOs/Mas/ATs)
REQUIRED DOCUMENTS	: <b>1. Issuance Slips 2. Delivery Receipts 3. Contract of Agreement 4. Masterlist of Farmers 5. Acknowledgement Receipts</b>

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Inform office to avail certified seeds	= prepares issuance slips, delivery receipts, contract of agreement	One hour	Agri-Pinoy Rice Provincial Coordinator/Agri-Pinoy Rice Marketing Component Coordinator	No charge
2	= withdrew the palay seeds/sign and submit the prepared documents	= Collect the signed documents/ release the seeds / distribute prescribed forms. (Masterlist of famers/ acknowledgement receipts	Two hours (depending on the number of bags released)	-do-	-do-
3	= submits the Masterlist of Farmers & Acknowledgement Receipts duly signed by the recipients of the seeds distributed	= collect the signed Masterlist of farmers and acknowledgement receipts	Ten minutes	Agri-Pinoy Rice Provincial Coordinator	-do-
		= validate the documents as to the signatures in the Masterlist and Acknowledgement receipts	One hour (depending on the number of bags released)	-do-	-do-
		= submits copy of the validated document to DA- RFU 08 in support for seed payment	One day	-do-	-do-

OFFICE	: Office of the Provincial Agriculture Service – CROPS SECTION
FRONTLINE SERVICE	: <b>Seed Certificate and Program</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY, 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM (SEEDGROWERS)
REQUIRED DOCUMENTS	: 1. Application Form 2. Receipts 3. Tags

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Contact Seed Inspector to apply for seed production = Submits application forms duly signed and filled-up	= provide application forms	5 minutes	Seed Inspector/Provincial Seed Coordinator -do-	No charge -do-
		= Validation and inspect application forms submitted	One hour		
2	= Inform Seed Inspector/ Provincial Seed Coordinator to conduct preliminary field inspection to areas applied for seed production	= conduct preliminary field inspection twenty (20) days after transplanting	Half-day or whole day (depending on the distance and area applied)	-do-	Php135.00/ha.
3	= Inform Seed Inspector/ Provincial Seed Coordinator to conduct final field inspection to areas applied for seed production	= Conduct final field inspection twenty (20) days before harvest	-do-	-do-	Php65.00/ha.
4	= Inform Seed Inspector/ Provincial Seed Coordinator to conduct moisture testing / seed sampling of harvested palay	= Conduct moisture testing, seed sampling to harvested palay already cleaned/ dried and bagged			NO charge
		= Submits collected seed samples and remit fees to the national Seed Quality Control Service (NSQCS) in Babatngon, Leyte for	Whole day		Php130.00 per sample

		laboratory analysis			
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OFFICE : Office of the Provincial Agriculture Service – CROPS SECTION  
FRONTLINE SERVICE : **Seed Certification and Production**  
AVAILABILITY OF SERVICE : MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM (SEEDGROWERS)  
REQUIRED DOCUMENTS : **1.** Application Form **2.** Receipts **3.** Tags

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
		= Collect tags, results of analysis to approved certified seeds form the NSQCS			Php1.80 per tag
		= Conduct tagging to approved certified seeds	Whole day (depending as to the number of bags to be tagged)	Seed Inspector/ Provincial Seed Coordinator	No charge
		= Instruct seed growers to deliver the approved certified seeds	Whole day	-do-	-do-
5	=Deliver approved certified seeds to designated drop-off points	= Facilitate the delivery of certified seeds as to the number of bags to be procured by the government	Depending as to the number of bags delivered	-do-	-do-



OFFICE : Office of the Provincial Agriculture Service – CROPS SECTION  
 FRONTLINE SERVICE : **PRODUCTION OF METARHIZIUM FOR THE CONTROL OF MALAYSIAN RICE BLACK BUG**  
 AVAILABILITY OF SERVICE : MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM  
 REQUIRED DOCUMENTS : 1. Letter Request Address to Provincial Agriculturist/ Municipal Agriculturist of the Municipality

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Follow-up letter request	= PA staff to attend the client	3 minutes	PA staff	Free of charge
2	= Come in person to Metarhizium Laboratory with approved request	= Ask client for data (i.e. extent of damage, number of hectares, etc.)	5 minutes	Laboratory-In-Charge/ Agriculturist Technologist (AT)	-do-
3	= Present approved request to the Laboratory-In-Charge	= Explain/ give instruction on the Metarhizium application in the filed	3 minutes	Agriculturist Technologist (AT)/ Laboratory-In-Charge	-do-
4	= Affix signature in the log book	= Release bags of Metarhizium needed = Recording of entry in the logbook	10 minutes	-do-	-do-

OFFICE	: Office of the Provincial Agriculture Service – CROPS SECTION
FRONTLINE SERVICE	: <b>ISSUANCE OF PERMIT ON PLANTS/ PLANT PRODUCTS FOR DOMESTIC TRANSPORT</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
WREQUIRED DOCUMENTS	: 1. Application Form

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Filling up of application form	= Inspection of the plants/ plant products (denied if prohibited)	10 minutes	Plant Quarantine officer/ Clerk	Free of charge
2	= Proceed to the Plant Quarantine Service Station, PPA, Naval Port	= Issuance of permit for domestic transport (Make a hand written entry as stated in the permit for domestic transport and record the entry to the log book. PQ officer signs and places the official dry seal on the permit.)	10 minutes	-do-	-do-
3	= Affix signature in the log book	= Release of permit for domestic transport	2 minutes	-do-	-do-

OFFICE	: Office of the Provincial Agriculture Service – CROPS SECTION
FRONTLINE SERVICE	: <b>PABUNGA SA MANGGA PARA SA MASA PROGRAM/ PROVISION OF TECHNICAL SERVICES</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
WHOM TO AVAIL OF THE SERVICE	: Manggo Growers
REQUIRED DOCUMENTS	: <b>1.</b> Letter Request Address to the Provincial Agriculturist <b>2.</b> Visit the Office of the Provincial Agriculturist

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Letter request address to the Provincial Agriculturist/ project In-Charge	= Conduct ocular inspection of the orchard	1 day	Project-In-Charge	Free of Charge
2	= Come in person to the office and look for the project-in-charge	= Conduct interview with the farmer-owner re: condition of the tree/ orchard	20 minutes	-do-	-do-
		= Recommend necessary measures such as; pruning, fertilization, irrigation, etc.	20 minutes	-do-	-do-

OFFICE : Office of the Provincial Agriculture Service – CROPS SECTION (HVCC)  
 FRONTLINE SERVICE : **Provision of Quality Planting Materials (fruit trees)/ Provincial scion grove on Plan Now Pay Later scheme**  
 AVAILABILITY OF SERVICE : MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM (SEEDGROWERS)  
 WHOM TO AVAIL OF THE SERVICE : Farmers, Fisherfolks, Fas and NGOs  
 REQUIRED DOCUMENTS : **1. Letter Request Address to the Provincial Agriculturist 2. Visit the Office of the Provincial Agriculturist**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Letter request/ apply in person	= Interview & issuance of issue slip = Approval of issue slip	15 minutes	Project-In-Charge  Provincial Agriculturist of his Authorized Representative	Free of charge
2	= Availability of vacant/ idle lots	= Release of Planting materials	30 minutes	Nursery-In-Charge	-do-

OFFICE	: Office of the Provincial Agriculture Service – CROPS SECTION
FRONTLINE SERVICE	: <b>Provision of Africa Night Crawler Worms (Vermi Composting)</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
WHOM TO AVAIL OF THE SERVICE	: Individual Farmers, Farmer Associations, Elementary and Secondary Schools
REQUIRED DOCUMENTS	: <b>1.</b> Letters Request Address to the Provincial Agriculturist <b>2.</b> Visit the Office of the Provincial Agriculturist

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Letter request address to the provincial Agriculturist/Project-In-Charge	1. Conduct interview with the farmer 2. Suggest the necessary specification of housing/shed 3. Feeds as feeding ratio	30 minutes	Project-In-Charge	Free of charge
2	= Come in person to office/look for the Project-In-Charge	4. Conduct inspection of shed/housing and feeds	1 day	-do-	-do-
		5. Approval of issuance slip and release of African Night Crawler worms	1 hour	-do-	-do-

OFFICE	: Office of the Provincial Agriculture Service – COOPERATION & AGRIBUSINESS SECTION
FRONTLINE SERVICE	: <b>Promotion &amp; Development of Cooperative &amp; Organizations (Conduct of PMES)</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
WHOM TO AVAIL OF THE SERVICE	: Newly registered cooperatives
REQUIRED DOCUMENTS	: <b>1.</b> Letters Request Address to the Governor/Provincial Agriculturist <b>2.</b> Set schedule date of seminar

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Make letter request address to the Governor/Provincial Agriculturist for the conduct of PMES	= Provincial Agriculturist refers the letter to the cooperative section	3 days	Secretary of the Governor/ Provincial Agriculturist	Free of charge
2	= Come in person to the office and look for the Project-In-Charge	= Conduct Briefing on the topics & set schedule of the Seminar	30 minutes	Section Chief	-do-
3	= Participants of the PMES	= Conduct/ facilitate the PMES	1 – 3 days	Section Chief/Staff/CDA	-do-







OFFICE : Office of the Provincial Agriculture Service – COOPERATIVE & AGRIBUSINESS SECTION  
FRONTLINE SERVICE : **Facilities of Loan Payments to Funded Projects**  
AVAILABILITY OF SERVICE : MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM  
WHOM TO AVAIL OF THE SERVICE : Project Beneficiaries  
REQUIRED DOCUMENTS : **1. Payment Slip for Loan Payments    2. Official Receipt**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= for the payment slip from the Project-In-Charge	= Issuance of payment slip & inform client of their outstanding balance	5 minutes	Project staff	Free of charge
4	= Make payment to the authorized collector	= Ensure the completeness of documents and signatures	5 minutes	Provincial Treasury/ Authorized Collector	-do-
5	= Present the Official Receipt for recording to the ledger	= Recording of entry to the individual ledger and collection logbook	5 minutes	Section chief & staff	-do-

OFFICE	: Office of the Provincial Agriculture Service – COOPERATIVE & AGRIBUSINESS SECTION
FRONTLINE SERVICE	: <b>Project Assistance &amp; Development (Barangay Bagsakan Project)</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
WHOM TO AVAIL OF THE SERVICE	: LGUs, Operating Cooperatives
REQUIRED DOCUMENTS	: <b>1. Memorandum of Agreement (MOA)</b>

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Make Letter of Intent address to the Regional Execution Director of Department of Agriculture (DA)	= Facilitate Endorsement Letter from Provincial Agriculturist & Governor	1 week	Section Chief	Free of charge
2	= Secure Sangguniang Bayan (SB) Resolution to give authority to the Mayor to sign MOA with DA and the beneficiary	= Facilitate signing of MOA & other documents	1 month	Section Chief, Da-AMAD staff	-do-
3	= Provide location and Building for the Bagsakan project	= Evaluate site of sustainability of the project	1 day	-do-	-do-
4	= Launching/ operation of the project	= Facilitate launching of the Project = Conduct monitoring of the project	1 day Month	-do- Section Chief & staff	-do- PhP200,000 Project package

OFFICE  
FRONTLINE SERVICE  
AVAILABILITY OF SERVICE  
REQUIRED DOCUMENTS

: Office of the Provincial Agriculture Service – RESEARCH & DEVELOPMENT SECTION

: **Provision of Vegetable Seeds, Planting Materials and Farm Inputs**

: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM

- : 1. Area/ Land
- 2. Project Proposal noted/ endorsed by the Municipal Agriculturist for Plant Now Pay Later Scheme and for commercial production
- 3. 1" x 1" or 2" x 2" ID picture
- 4. Residence Certificate
- 5. Official Letter request for academe/RBOs or POs
- 6. Site validation for commercial production

**A. Individual Clientele**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Seek/ inquire information about the availability of seeds, planting materials and inputs	= Refers to concerned project-in-charge	1-2 minutes	OPAS staff/Officer of the day/ Supervising Agriculture/ Farm Supervisor	Free of charge
		= Interview the clientele	3-5 minutes		
		= List down the requested items			
		= Let the clientele sign the issuance	1 minutes	-do-	
		= Approval of Issuance slip	1 minutes	Provincial Agriculturist	
2	= Receive the requested items	= Release the requested items to clientele	3-5 minutes for seeds; 30 minutes – 1 hour for planting materials & inputs	Project-In-Charge Nursery-In-Charge	-do-

OFFICE  
FRONTLINE SERVICE  
AVAILABILITY OF SERVICE  
REQUIRED DOCUMENTS

: Office of the Provincial Agriculture Service – RESEARCH & DEVELOPMENT SECTION

: **Provision of Vegetable Seeds, Planting Materials and Farm Inputs**

: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM

- : 1. Area/ Land
- 2. Project Proposal noted/ endorsed by the Municipal Agriculturist for Plant Now Pay Later Scheme and for commercial production
- 3. 1" x 1" or 2" x 2" ID picture
- 4. Residence Certificate
- 5. Official Letter request for academe/RBOs or POs
- 6. Site validation for commercial production

**B. Academe/ Associations**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Submit official letter request to Provincial Agriculturist	= Evaluation and refer the clientele to concerned Project-In-Charge	3-5 minutes	Provincial Agriculturist	Free of Charge
2	= Bring the Letter Request to Project-In-Charge	= Conduct interview and evaluate the availability of items	5-10 minutes	Project-In-Charge	-do-
		= Let the clientele sign the issuance slip			
		= Approval of the issuance slip		Provincial Agriculturist	
		= Release the requested items			
3	= Receive the requested items	= File issuance slip for record			

OFFICE	: Office of the Provincial Agriculture Service – RESEARCH & DEVELOPMENT SECTION
FRONTLINE SERVICE	: <b>Provision of Vegetable Seeds, Planting Materials and Farm Inputs</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
REQUIRED DOCUMENTS	: <ol style="list-style-type: none"> <li>1. Area/ Land</li> <li>2. Project Proposal noted/ endorsed by the Municipal Agriculturist for Plant Now Pay Later Scheme and for commercial production</li> <li>3. 1" x 1" or 2" x 2" ID picture</li> <li>4. Residence Certificate</li> <li>5. Official Letter request for academe/RBOs or POs</li> <li>6. Site validation for commercial production</li> </ol>

**C. Plant Now Pay Later Scheme for vegetables (Individual/associations/commercial purposes)**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Submit project proposal noted by the Municipal Agriculturist	= refer to Provincial Agriculturist	1-2 minutes	Officer of the Day/Staff	Free of charge
		= Provincial Agriculturist evaluated and endorse project proposal to Governor			
2	= Bring the evaluated project proposal to the Office of the Governor for approval	=	15-30 minutes	G. O. staff	
3	= Clientele brings back the approved project proposal to Provincial Agriculturist	= Provincial Agriculturist refers the clientele to the concerned Project-In-Charge			
	= Prepares the site validation	= Conduct site validation and advise the farmer who to do next	Depending on the distance and accessibility of the site	Farm Supervisor/Supervising Agriculturist	Free of charge
	= Prepares the validation site – land preparation and make it ready for planting	=		Farmer/Clientele	

OFFICE	: Office of the Provincial Agriculture Service – RESEARCH & DEVELOPMENT SECTION
FRONTLINE SERVICE	: <b>Provision of Vegetable Seeds, Planting Materials and Farm Inputs</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
REQUIRED DOCUMENTS	: <ol style="list-style-type: none"> <li>1. Area/ Land</li> <li>2. Project Proposal noted/ endorsed by the Municipal Agriculturist for Plant Now Pay Later Scheme and for commercial production</li> <li>3. 1" x 1" or 2" x 2" ID picture</li> <li>4. Residence Certificate</li> <li>5. Official Letter request for academe/RBOs or POs</li> <li>6. Site validation for commercial production</li> </ol>

**C. Plant Now Pay Later Scheme for vegetables (Individual/associations/commercial purposes)**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Inform the office/Project-In-Charge that the area is ready for planting	= List down the needed items. Materials as reflected in the approved project proposal and the issuance slip	2-5 minutes	Farm supervisor	Free of charge
	= Accept the released items	= Release the request items	5-10 minutes	-do-	-do-
	= Report to office the status of the project	= Conduct regular	Monthly	Project-In-Charge	-do-

OFFICE	: Office of the Provincial Agriculture Service – RESEARCH & DEVELOPMENT SECTION
FRONTLINE SERVICE	: <b>Provision of Vegetable Seeds, Planting Materials and Farm Inputs</b>
AVAILABILITY OF SERVICE	: MONDAY – FRIDAY: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
REQUIRED DOCUMENTS	: <ol style="list-style-type: none"> <li>1. Area/ Land</li> <li>2. Project Proposal noted/ endorsed by the Municipal Agriculturist for Plant Now Pay Later Scheme and for commercial production</li> <li>3. 1" x 1" or 2" x 2" ID picture</li> <li>4. Residence Certificate</li> <li>5. Official Letter request for academe/RBOs or POs</li> <li>6. Site validation for commercial production</li> </ol>

**C. Plant Now Pay Later Scheme for vegetables (Individual/associations/commercial purposes)**

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Ask /consult in the office as to availability of planting materials	= Short Briefing on the programs scheme	5-10 minutes	AT II/Project-In-Charge	
		= Advise the applicant to get referral slip from Governor's Office			
2	= Submit the approved referrals slip to P.A.	= P.A. refer the clientele to the concerned Project-In-Charge	1 minutes		
		= List down the requested planting materials	2 minutes	AT II/Project-In-Charge	
		= Let the clientele sign the issuance slip as approved by P.A.			
3	= Accept the released planting materials	= Release the requested planting Materials	30 minutes - 1 minutes	Nursery-In-Charge	

OFFICE  
FRONTLINE SERVICE  
Fruit

: Office of the Provincial Agriculture Service – RESEARCH & DEVELOPMENT SECTION  
: **Conduct Season-Long Hands-on Technology Transfer Training on the Production of High Value Vegetables and**

**Crops and Establish Technology Demonstration Farm**

AVAILABILITY OF SERVICE  
REQUIRED DOCUMENTS

: One (1) day per week for 12-14 weeks: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM  
: 1. List of officers and members of the application organization  
2. Area for the establishment of the technology demonstration farm  
3. Approved referral slip from the Governor's Office

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Visit the office /submit the requirements	= Conduct short briefing about the program and set schedule for farmers meeting as approved by the Provincial Agriculturist	10-15 minutes	Farm Supervisor/Project-In-Charge	
2	= Inform the group about the schedule of the meeting and site validation	= Conduct farmers meeting and site validation	1 day	Project-In-Charge	
3	= Prepare the site for TDF establishment and ready for the start of the training	= Conduct orientation meeting facilitated to set the norms formulate policies	1 day	-do-	
		= Start the conduct of the training as scheduled		-do-	



OFFICE  
 FRONTLINE SERVICE  
 AVAILABILITY OF SERVICE  
 REQUIRED DOCUMENTS

: Office of the Provincial Agriculture Service – RESEARCH & DEVELOPMENT SECTION  
 : **Facilitation of request for financial assistance for livelihood project for 4-H Club Organization**  
 : Monday - Friday: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM  
 : 1. Written request with estimated cost of the project signed by the 4-H club president

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Submit written request to the office	= Received the written request	1-2 minutes	Municipal Coordinator/s concerned	
		= Evaluate, endorse the request to Governor's Office for approval through the Municipal Coordinator's concerned	1-5 minutes	Provincial FYDP	
		= Follow-up the status of the submitted request in the Governor's Office	5-10 minutes	Municipal Coordinator/s concerned	
		= Once approved by the Governor, submit to Budget Office for budget appropriation	3-5 minutes	-do-	
		= Follow-up the status of the financial request submitted form the different concerned departments		-do-	
		= Inform the clientele on the status of the request submitted		Thru Text	
		= advise the clientele to get/withdraw the concerned department		Thru text	
2	= Withdraw/get the assistance either cash or in kind		1-2 minutes	Concerned department	

OFFICE  
 FRONTLINE SERVICE  
 AVAILABILITY OF SERVICE  
 REQUIRED DOCUMENTS

: Office of the Provincial Agriculture Service – RESEARCH & DEVELOPMENT SECTION  
 : **Provision of Extension Services**  
 : Monday - Friday: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM  
 : 1. Written request with estimated cost of the project signed by the 4-H club president

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Submit written request to the office	= Received the written request	1-2 minutes	Municipal Coordinator/s concerned	
		= Evaluate, endorse the request to Governor's Office for approval through the Municipal Coordinator's concerned	1-5 minutes	Provincial FYDP	
		= Follow-up the status of the submitted request in the Governor's Office	5-10 minutes	Municipal Coordinator/s concerned	
		= Once approved by the Governor, submit to Budget Office for budget appropriation	3-5 minutes	-do-	
		= Follow-up the status of the financial request submitted form the different concerned departments		-do-	
		= Inform the clientele on the status of the request submitted		Thru Text	
		= advise the clientele to get/withdraw the concerned department		Thru text	
2	= Withdraw/get the assistance either cash or in kind		1-2 minutes	Concerned department	

OFFICE  
 FRONTLINE SERVICE  
 AVAILABILITY OF SERVICE  
 REQUIRED DOCUMENTS

: Office of the Provincial Agriculture Service – FISHERIES SECTION  
 : **Dispersal and Distribution of Tilapia Seedstocks**  
 : Monday - Friday: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM  
 : 1. Validated fish pond site  
 2. Letter request duly sign by the agricultural Technician/MAO/MA  
 3. Issuance slip signed by the hatchery coordinator/ Project-In-Charge

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Seek the advice of the Supervising Aquaculturist for the schedule side validation	= Conduct briefing for the schedule validation activity	Depending on the distance of the fish farm	Project/Program-In-Charge	Free of charge
2	= If the site is found in order as to its preparedness for stocking, ask for the issuance slip to the Project-In-Charge/Coordinator	= Issuance of the claim slip; record data and file copy	5 minutes	-do-	
3	= Bring the issuance/claim slip and present the same to the Hatchery and Production Assistance at Lucsoon Freshwater Fish Hatchery & Nursery Farm	= Issuance of the number of tilapia fingerlings as reflected in the claim slip (on farm)	30 minutes	Fish hatchery assistance/ coordination	

OFFICE	: Office of the Provincial Agriculture Service – FISHERIES SECTION
FRONTLINE SERVICE	: <b>Issuance of shipping Permits for In and Out Shipment</b>
AVAILABILITY OF SERVICE	: Monday - Friday: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
REQUIRED DOCUMENTS	: 1. Proof of payment/official receipt issued by the Provincial Treasurer’s Office 2. Auxiliary invoice duly signed by the supervising Aquaculturist/ Quarantine Officer

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= See the Project-In-charge/ Quarantine Officer as to the amount to be paid	= Short briefing to the conducted by the Quarantine Officer	3 minutes	Fisheries Quarantine Officer	PhP10.00 per box
2	= Proceed to the Provincial Treasurer’s office for the corresponding payment and report back to the in-charge including the official receipt	= Show proof of payment/official receipt	3 to 5 minutes	-do-	
3	= Issuance of the auxiliary invoice duly signed by the Supervising Aquaculturist and/or the Quarantine Officer	= Issuance of auxiliary invoice by the in-charge; file copy	3minutes	Supervising Aquaculturist or Fisheries Quarantine Officer	

OFFICE : Office of the Provincial Agriculture Service – FISHERIES SECTION  
 FRONTLINE SERVICE : **Laboratory Examination to Fish Suspected of Being Caught by Explosives**  
 AVAILABILITY OF SERVICE : Monday - Friday: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM  
 REQUIRED DOCUMENTS : 1. Fish samples of at least 1 kilogram  
 2. Report of the findings

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Present the fish specimen to the deputized fish examiner for examination	= Conduct Laboratory examination to specimen submitted	30 minutes	Supervising Aquaculturist/ Fisheries Quarantine Officer	Free of charge
2	= Wait for the report and findings to the prepared by the examiner	= Prepare report of the fish			
		= Release copy to the PNP/ Municipal Mayor	2 minutes	Receiving/releasing clerk	
		= Record/ file copy	2 minutes	-do-	

OFFICE	: Office of the Provincial Agriculture Service – FISHERIES SECTION
FRONTLINE SERVICE	: <b>Facilitation of loan Repayments Collection for Fishermen/Fisherfolks (Livelihood Enhancement)</b>
AVAILABILITY OF SERVICE	: Monday - Friday: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
REQUIRED DOCUMENTS	: 1. Issuance slip for loan repayments 2. Proof of payments/ OR issued by the Provincial Treasurer's Office

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Ask for the issuance slip for loan repayment to the loan process in-charge	= Issuance of payment slip and inform client of their outstanding balance	2 minutes	Loan process officer/staff	Based on monthly Amortization schedule
2	= Proceed to the Provincial Treasurer's Officer for the payment of loan	= Issuance of official receipt (Treasurer's office)	3 minutes	Provincial Treasurer's Office	
3	= Go back to the office and present the Official Receipt for records entry to the ledger	= Recording of entry to the ledger – check balance of loan	2 minutes	Loan process officer/ staff	

OFFICE	: Office of the Provincial Agriculture Service – FISHERIES SECTION
FRONTLINE SERVICE	: <b>Establishment of Marine Enhancement Projects (Fish Sanctuaries/ Artificial Reefs)</b>
AVAILABILITY OF SERVICE	: Monday - Friday: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
REQUIRED DOCUMENTS	: 1. Letter request form BLGU or MLGU to assess/survey a possible site

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Present the letter request to Supervising Aquaculturist	= Referral to CRM coordinator to schedule the assessment/survey	5 minutes	Supervising Aquaculturist	Free of charge
2		= Assessment/survey of the proposed site using meta tow method	1 day	SA/CRM Coordinator/Fishery Specialist	
3		= Presentation of assessment result of the barangay officials	1 day	-do-	
4		= Technical description of the proposed fish sanctuary site	1day	-do-	
5	= Submit a barangay resolution and ordinance on FS/AR to SB for approval	= Delivery of materials for permanent landmarks	1 day	-do-	
6	= Construction of permanent landmarks	= Monitoring and follows-ups for the construction and additional materials if needed	1-3 months	-do-	
7	= Report to MLGU and PLGU upon the completion of landmarks	= Delivery of marker buoys, ropes & nylon for FS/AR site boundary	1 week	-do-	
8	= Turn-over of FS/AR site to BLGU		1 day	Fisheries Section w/ MLGU and BLGU	

OFFICE	: Office of the Provincial Agriculture Service – FISHERIES SECTION
FRONTLINE SERVICE	: <b>Livelihood Enhancement for Agriculture Development (LEAD) Program</b>
AVAILABILITY OF SERVICE	: Monday - Friday: 8:00 AM – 12:00 PM to 1:00 PM – 5:00 PM
REQUIRED DOCUMENTS	: 1. Validated project proposal, with complete supporting documents, from qualified farmers association/fisherfolks

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	= Registered association will submit a project proposal and submit it to Municipal Agriculturist/MAFC	= Municipal Agricultural & Fishery Council (MAFC) and Municipal agriculturist evaluate the proposal	2-3 days	MAFC/MA	None
2		= PAFC reviews and evaluates the proposal for possible endorsement to RAFC and NAFC-Manila	1-2 months	PAFC/ Mrs. Elena C. Mangaporo (Lead Coordinator)	-do-
3	=	= Inform the proponent through DA-Tacloban and PAFC Coordinator if proposal is approved for funding or it is disapproved	2 months	RAFC/ PAFC & LEAD Coordinator	-do-
4	= Proponent contact LEAD Coordinator for Withdrawal of loan for implementation of the projects	= Assist proponent/ association for the release and implementation of the project	1 month	Mrs. Elena C. Mangaporo (LEAD Coordinator)	



OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : Livestock Dispersal (Manukan sa Barangay)  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS : Ideal area suitable for manukan at least 50 sq.m.  
 Group of 5 members  
 Must be of good community standing  
 Have not avail any dispersal animal form the livestock dispersal program

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Must apply with list of members to the office	Record application	3 min.	OPV staff/OD	
2	Submit required document	Evaluate qualification of applicants	3 min.	-do-	
3	Accompany OPV staff to inspect site	Inspection/evaluation of area	3 hrs.	OPV staff	
4	Attend briefing/seminar	Conduct seminar/orientation	6 hrs.	-do-	
5	Construction of poultry	Deliver chickens	4 hrs.	-do-	

OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : Livestock Dispersal (**Large Cattle, Goat**)  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS : Dispersal Contract

Insurance fee (P 700.00 – Large Cattle, P 200.00 – Goat)  
 I.D. picture, CTC

Have not avail any dispersal animal form the livestock dispersal program

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Must have an approved application	Record application	2 min.	OPV staff/OD	
2	Must have an ideal pasture area	Evaluation application	2 min.	-do-	
3	Submit required documents	Inspect/evaluation area	4 hrs.	-do-	
4	Accompany OPV staff to the site	Conduct briefing	3 hrs.	-do-	
5	Attend briefing	Deliver animal	4 hrs.	-do-	

OFFICE : Provincial Veterinary Office  
FRONTLINE SERVICE : Livestock Dispersal (**Swine, Turkey**)  
AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
REQUIREMENTS : Insurance fee (P 300.00 – Swine), I.D. Picture, CTC  
Must have facilities for raising the animals  
Approved application  
Must be of good community standing  
Have not avail any livestock dispersal  
Must undergo training or briefing conducted by OPV

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Present approved application	Record application/Interview application	5 min.	OPV staff	
2	Undergo Training/briefing	Conduct training	4 hrs.	-do-	
3	Submit documents	Prepare dispersal documents	1 hrs.	-do-	
4	Construction housing	Deliver dispersal animals	3 hrs.	-do-	

OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : Anti-Rabies Vaccination (**Dogs**)  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS : The dog must be at least 3 mos. old  
 The dog is healthy  
 History and data of the dog  
 Vaccination fee of P 50.00/dog

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Inform OPV of the Interest to avail/purpose	Examine the animal, check body temperature, determine its weight, ect.	3-5 min.	Veterinarian/OPV staff	P 50.00/hd
2	Pay to the cashier/treasurer	Process payments, issue OP	5 min.	cashier	
3	Present OR to OPV	Records client in the logbook	2 min	clerk	
4	Present the animal for vaccination	Vaccination the dog and issue Rabies Vaccination Certificate	5 min	Veterinarian/OPV staff	

OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : Vaccination (**Swine**)  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS : Request for vaccination  
 Animal must be at least 3 mos. old

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Inform OPV of the request	Record request	2 min.	Clerk	
2	Prepare animals for vaccination	Prepare medicine	3 min.	OPV Staff	
		Travel to farm	1 hr.	-do-	
		Conduct vaccination	30 min.	-do-	

OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : HEMOSEP Vaccination (**Large Cattle**)  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS : Request for vaccination  
 Large cattle must be at least 3 mos. Old  
 Large cattle must have been dewormed

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Inform OPV of the request	Record request	2 min.	Clerk	Free services
2	Construct chute	Prepare medicine	3 min.	OPV Staff	
3		Conduct pregnancy diagnosis	10 min.	-do-	
	Prepare animals for vaccination	Conduct vaccination	5 min.	-do-	

OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : Treatment of Animals – **(Large Cattle, Small Ruminants, Swine, Poultry)**  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS : Request for treatment

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Inform OPV of the request	Record request	2 min.	Clerk	Free services
2	Prepare animals for vaccination	Prepare medicine	3 min.	OPV Staff	
		Travel to farm	1 hr.	-do-	
		Conduct vaccination	30 min.	-do-	

OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : Issuance of shipping Permits  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS

- : **a. Dogs**
  - Certificate of Vaccination
- b. Large Cattle**
  - Veterinary Health Certificate
  - Certificate of Ownership
- c. Avian (Birds)**
  - Present intended avian for actual inspection
- d. Swine**
  - Veterinary Health Certificate

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Present documents of ownership	Verify submitted documents	5 min.	Quarantine Officer or Provincial Veterinarian	
2	Get Certificate of Veterinary Livestock Health Certificate	Conduct actual diagnosis on the animals intended for shipping out of the province	30 min.		
3	Present intended livestock for actual inspection	Issue Veterinary Health Certificate/ Shipping Permit	3 min.		



OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : Artificial Insemination – **(Large Cattle)**  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS : The animal must be 2.5 years and above  
 Must at least 300 kilograms body weight

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Inform OPV of the request	Record request	2 min.	Clerk	Free services
2	Prepare animals for vaccination	Prepare A.I. kit	5 min.	A.I. technician	
		Conduct diagnosis	5 min.	-do-	
3	Construct chute	Conduct vaccination	30 min.	-do-	

OFFICE : Provincial Veterinary Office  
 FRONTLINE SERVICE : Artificial Insemination – **(Swine)**  
 AVAILABILITY OF SERVICE : Monday – Friday (8:00 a. m. – 5:00 p. m.)  
 REQUIREMENTS : The animal must be 8 months old of age and above  
 The animal must have at least 3 times in-heat period  
 The animal must have been dewormed

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Inform OPV of the request	Record request	2 min.	Clerk	
2	Prepare animals for insemination	Prepare boar for semen extraction	30 min.	A.I. technician	
3		Travel to farm	1 hr.	-do-	
4	Provide transportation for A.I. technician	Conduct insemination	40 min.	-do-	
	Inform OPV to pay repayment of piglet	Retrieve repayment		-do-	1 piglet

OFFICE: PROVINCIAL PLANNING & DEVELOPMENT OFFICE

FRONTLINE SERVICE: Resource Persons during Fora/Seminars

AVAILABILITY OF SERVICE: Monday to Friday – 8:00AM – 5:00PM

REQUIRED DOCUMENTS: Letter Request

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1	Client	<ul style="list-style-type: none"> <li>Register his/her purpose at the Public Assistance Counter (PAC)</li> <li>File his/her documents to the Officer of the day for pre-evaluation</li> </ul>	10 minutes	(PAC) Officer of the Day	
2	-	<ul style="list-style-type: none"> <li>Receive, examine and evaluate the documents in terms of compliance of all the requirements</li> <li>Issue pay slip to the client for the corresponding service fee</li> <li>Verify records, gather data, draft certificate or Tax Declaration and pass the same to the Provincial Assessor for signature/approval and/or to the section chief of Tax Mapping(in terms of sketch plan) for signature</li> </ul>	1 hour	<p><i>“Annotation, Certification, Tax Declaration”</i></p> <p>Assessment Clerk/ Administrative Aide II</p> <p><i>“Sketch Plan”</i></p> <p>Tax Mapper I &amp; II</p>	<p><i>(Annotation)</i> Is based on the table prepared for the purpose</p> <p><i>(Certification)</i> Php. 50.00</p>
3	-	<ul style="list-style-type: none"> <li>Receive documents, certification or Tax Declaration</li> <li>Check the data, the requirements and the corresponding service fee</li> <li>Approve the annotation, certification or Tax Declaration and pass back the papers to the person-in-charge for release</li> </ul>	10 minutes	Provincial Assessor	
4	-	<ul style="list-style-type: none"> <li>Segregate the office file and the owner’s copy</li> <li>Release the needed papers</li> </ul>	5 minutes	Assessment Clerk/ Administrative Aide II	

**BILIRAN PROVINCIAL HOSPITAL  
PERFORMANCE PLEDGE  
MEDICAL SECTION  
INTERNAL MEDECINE DEPARTMENT**

<b>WORK ACTIVITES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Issue priority number & give VS slip/form	3 min	Medical clerk		
2. Receives OPD record/chart from OPD Records	5 min	Medical Clerk	P 50.00	Priority no.
3. Secures Vital Signs with OPD Nurse	2 min	Jemima Parilla		VS slip
4. Call patient, secure duly accomplished VS form/slip and endorse to resident physician	5 min	Medical Clerk		Patient and VS slip
5. Resident Physician examines and advices for diagnostics if necessary	15-20 min	Dr. Ma. Florian Gatela		Patient's Chart
6. For medical certificate issuance: OPD chart is endorsed to Clerk for Medical Certificate preparation at OPD		Dr. Ma. Florian Gatela		
7. Medical clerk returns charts to OPD record	3 min	Medical Clerk		Patient's Chart
8. Diagnostic results are presented to requesting physician upon follow-up consultation	15 min – 48 hours(depending on procedure)	Laboratory/Xray personnel	(depending on procedure)	Request form and results
Summary	45min-48 hours		P 50.00	Patient's Chart

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**MEDICAL SECTION**  
**SURGICAL/ANESTHICS DEPARTMENT**

<b>WORK ACTIVITES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Issue priority number & give VS slip/form	3 min	Medical clerk		
2. Receives OPD record/chart from OPD Records	5 min	Medical Clerk	P 50.00	Priority no.
3. Secures Vital Signs with OPD Nurse	2 min	Jemima Parilla		VS slip
4. Call patient, secure duly accomplished VS form/slip and endorse to resident physician	5 min	Medical Clerk		Patient and VS slip
5. Resident Physician examines and advices for diagnostics if necessary				
6. For medical certificate issuance: OPD chart is endorsed to Clerk for Medical Certificate preparation at OPD	15-20 min	Dr. JOYCE CANEJA/DR. Christopher Ramos		
7. Medical clerk returns charts to OPD record	3 min	Medical Clerk		Patient's Chart
8. Diagnostic results are presented to requesting physician upon follow-up consultation	15 min – 48 hours(depending on procedure)	Laboratory/Xray personnel	(depending on procedure)	Request form and results
Summary	45min-48 hours		P 50.00	

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**NURSING SERVICES**  
**NEWBORN SCREENING**

<b>WORK ACTIVITES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Receives physician's order for newborn screening.	1 min	DR Nurse		Parent's compliance
2. Refers parents to Newborn screening incharge Nurse after 25 hours from birth	5 min	DR Nurse		Compliance
3. NBS Incharge Nurse conducts health teaching and counseling	5-10 mn	NBS Incharge		Understanding and Compliance
4. Issues charge slip form payment to Cashier	2 min	NBS Incharge	P 600.00	Charge Slip
5. Receives official receipt of NBS payment	1 min	NBS Incharge		Official Receipt from cashier
6. Performs NBS by Extracting blood sample from infant	20 min	NBS Incharge		Infant to subject to NBS screening and contact number for info
7. Prepares sample for delivery to.	4 hours	NBS Incharge		Official receipt
8. Sends blood sample to.	1 hour	NBS Incharge		Filter
9. Releases NBS result	2 weeks	NBS Incharge		Official Result
SUMMARY	2 weeks 5 hours 39 min		P 600.00	

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**BLOOD BANK**

<b>WORK ACTIVITES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Attends to clients				
- Advocate for family replacement donors to be converted to non-remunerated blood donors	10-15 min			Commitment from family replacement donors
- Signs blood bank clearance for patients with borrowed blood units	5-10 min		PBDE	Blood bank clearance from billing section
- Leads and Documents blood letting activities	5-10 min		PBDE	BL

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**ADMINISTRATIVE SECTION**  
**HANDLING CUSTOMER COMPLAINTS**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Entertains verbal complaint if customer has not filled up complaint form			15-20 min	Supervising Admin Officer or next in rank
2. Asks client to fill-up complaint form (an affidavit may be required depending on weight of complaint)			10-15 min	Admin Clerk Complaint Form
3. Calls up parties concerned			10-20 min	Admin Clerk Complainant and Subject
4. Interview both parties if subject of complaint is an employee or officer			30 min – one hour	Supervising Admin Officer or next in rank Complainant and Subject
5. If subject of complaint in inanimate (ex. Issues on housekeeping, maintenance, etc) investigate the area or issue right away			15-20 minutes	Supervising Admin Officer or next in rank Duly accomplished complaint form
6. Conducts a separate investigation to verify the veracity of the complaint			24 hours	Supervising Admin Officer or next in rank Witnesses
7. Renders a report on result of interview and investigate			24 hours or more depending on issue and availability of witnesses	Supervising Admin Officer or next in rank Complaint from, Notes on interview and investigate and Affidavit
8. Acts on remedies/correction on complained matter			Right after report is submitted	Supervising Admin Administrative Report



			Officer/ Chief of Hospital		
Summary	3-4 days				

**BILIRAN PROVINCIAL HOSPITAL  
PERFORMANCE PLEDGE  
SOCIAL WELFARE SERVICE UNIT**

<b>WORK ACTIVITES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>		
1. Patients from Admitting and for OPD consultations when needing intervention are entertained			2-3 min		Social Welfare Aide	Certificate of Indigency from LGU where the come from
2. Interviews patients as to their background and socio-economic situation			5-10 MIN		Social Welfare Aide	
3. Advices patient to secure signature of a Certified Social Welfare Officer			30 min – 2 hours		Capitol DSWD	Patient Classification and Medical Social Welfare Service Intake Sheet
4. Receives Social Service Intake Sheet from classified patient			1-3 min		Hospital Social Welfare Aide	Medical Social Welfare Service Intake Sheet
5. Advices patient to present duly accomplishment patient's classification form to the billing unit upon discharge			1 min		Hospital Social Welfare Aide	Classification Form
Summary						
<b>FOR PATIENTS REQUESTING FREE MEDICINES</b>						
1. Receives prescription from requesting patient		1-2min			Hospital Social Welfare Aide	Doctor's prescription

2. Advices patient to seek assistance at the Pro Infante Et Familia	2 min		Hospital Social Welfare Aide		Doctor's prescription
3. Requests medicine at the Congressional Helath Assistance Office or at the Hospital Pharmacy if medicine is available	5-30 min		Hospital Social Welfare Aide		Doctor's prescription
Summary	34 min				

## BILIRAN PROVINCIAL HOSPITAL PERFORMANCE PLEDGE

### PHARMACY

WORK ACTIVITES	RESPONSE TIME	PERSON RESPONSIBLE	CORRESPONDING FEES	CUSTOMER REQUIREMENT		
1. Receives prescription from ER and OPD Units			2 min		Pharmacist/Pharmacy Aide	Doctor's Prescription
2. During Emergency cases meds are given right away if available			3-5 min		Pharmacist/Pharmacy Aide	Doctor's Prescription
3. Gives follow-up medicines to inpatients			3-5 min		Pharmacist/Pharmacy Aide	Doctor's Prescription
4. Gives list of medicines			3-5 min		Pharmacist/Pharmacy Aide	Charge Slip
5. For OPD Patients: Instructs on paper intake of medicines: dosage, frequency and manner of usage. Instructions must be written on the envelope of the meds.			3-5 min		Pharmacist/Pharmacy Aide	Doctor's prescription
Summary		14-22 min		Depending on medicines used		

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**DENTAL UNIT**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Issue priority number & give V/S slip/form			3 min	Raymundo Morillo
2. Receives OPD record/chart from OPD Records			5 min	OPD Clerk on Duty P 50.00 Priority no.
3. Receives V/S slip with blood pressure result of patient			2 min	Jemima Parilla VS Slip
4. Calls patient, secure duly accomplished V/S form/slip and endorse to Dentist on duty			5 min	Raymundo Morillo Patient and V/S slip
5. Dentist examines patient and advices for necessary procedure (ex. Extraction, tooth filing, prophylaxis)			5-10 min	Dentist on duty Patient
6. Advices patient or accompanying to pay corresponding charges/fees			1-3 min	Dentist on duty Extraction – P 100.00 OPD C Hart
7. Receives official receipt and provides dental procedure needed like tooth extraction, prophylaxis			10-30 min	Dentist on duty Official receipt of dental fees and patient
8. Prescribes medication			1-3 min	Dentist on duty Chart
Summary	32-61 min			P100.00 – P350.00 depending on procedures

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**LABORATORY**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Receives laboratory request from patient			1 min	Med Tech on duty (Depending on procedure. Pls. refer to table of fees) Laboratory request
2. Identifies diagnostic laboratory examination if available			1 min	Med Tech on duty Laboratory request
3. Instructs patient to secure lab examination outside if lab exam requested is not available			1 min	Med Tech on duty
4. Initials the laboratory request and refers the patient/client to Cashier for payment or to Medical Social Welfare Services for classification			1 min	Med Tech on duty Laboratory request
5. Gives instruction to patient/clients on proper collection of specimen to be examined and determines whether specimen is properly collected			3-5 min	Med Tech on duty Specimen to be examined (EX. Urine, stool, blood samples)
6. Performs requested laboratory examination such as CBC, blood typing, CT, BT, WBC, ESR, differential count and others			10-10 min	Med Tech on duty Specimen to be examined
7. Releases results of laboratory exam requested and performed			45 min-48hours	Med Tech on duty Claim Slip
Summary		48 hours 4 min approx..		(depending on total charges) Chart

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**OPERATING/DELIVERY ROOM**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Receives OR/DR Schedule			1 min	Ma. Fe Icong, Staff Nurse, Nursing Aide OR requested signed by Surgeon
2. Examines and properly assess and prepare patient for operation			5-10 min	Ma. Fe Icong, Staff Nurse, Nursing Aide Patient
3. Prepares the operating room			10-15 min	Ma. Fe Icong, Staff Nurse, Nursing Aide OR Facility
4. Receives patient from ER or ward with patient chart, supplies and medicines from ER or ward or from accompanying			3-5min	Ma. Fe Icong, Staff Nurse, Nursing Aide Patient, Chart, Supplies, Medicines
5. Issues patient charge slip ( for OR supplies, medicines used and used during Operation)			3-5 min	Ma. Fe Icong, Staff Nurse, Nursing Aide Charge Slip
6. Transfer patient to post anesthesia care unit (PACU)			5-10 min	Ma. Fe Icong, Staff Nurse, Nursing Aide Patient

7. Endorse patient to ward (for inpatient; OR issues charge slip for OR procedure)	2-3 min	Ma. Fe Icong, Staff Nurse, Nursing Aide		Charge Slip
8. Receives official receipt	1-2 min	Ma. Fe Icong, Staff Nurse, Nursing Aide		Official Receipt
Summary	30-56 min		(depending on total charges)	

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**EMERGENCY ROOM**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Receives patients record basic info and complaint			1-2 min	Judith Bundoc Referral form and the patient
2. Record V/S			3-5 min	ER Nurse on duty Patient
3. Issues request for retrieval of OPD record			1 min	Nursing Aide on duty Request Slip
4. Issues charge slip for supplies, medicines, used and procedures provided			1-2 min	Nursing Aide on duty Doctor prescription and supply slip
5. Issues request for diagnostic procedures			1-5 min	Nursing Aide on duty Request Form
6. Receives official receipt of supplies and medicines used and procedures provided			1-5 min	Nursing Aide on duty Official Receipt
7. Patient properly treated, discharged and advised for further observation and/or admitted			5-10 min	Nursing Aide on duty Patient
8. Endorse old OPD record to Admitting Unit			1 min	Nursing Aide on duty OPD record
Summary		30 min		(depending on total charges)

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**SUPPLY OFFICE**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Receives empty medical oxygen tanks for guaranteed			1-3 min	Edgar Campaner Empty medical Oxygen tank
2. Issues charge slip for payment			1-2 min	Edgar Campaner
3. Prepares Requisition issue slip for medical oxygen issuance			1-3 min	Edgar Campaner Official Receipt charge slip
4. Records medical oxygen issuance in the supply stock cards and issues filled medical oxygen tank			1-5 min	Edgar Campaner Requisition Issue slip
5. Accepts BPH empty medical oxygen tank previously issued			1-3 min	Edgar Campaner BPH medical Oxygen tank
6. Issues guaranteed deposit empty medical oxygen tank			1-3 min	Edgar Campaner
SUMMARY		19 min		(depending on utilization)



**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**CASHIER'S OFFICE**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
<b>IN-PATIENT:</b>				
1. Receives hospital bill(or allocation of aggregate computation of hospital bill)			1 min	Disbursing Officer on duty BPH Hospital bill
2. Issues official receipt/s and records collection in the hospital bill			3-5 min	Disbursing Officer on duty Exact amount due
OTHER PAYMENTS FOR NEWBORN SCREENING, MEDICAL CERTIFICATES, AMBULANCE FEE, BIRTH OR DEATH CERTIFICATE				
1. Receives charge slips	1 min			Disbursing Officer on duty Charge slip
2. Issues official receipt	3-5 min			Disbursing Officer on duty Exact amount due
<b>OUTPATIENT</b>				
1. Receives charge slips from different revenue/cost centers (and social welfare indigency classification)	1 min			Disbursing Officer on duty Charge slip
2. Issues official receipt	3-5 min			Disbursing Officer on duty Exact amount due
<b>SUMMARY</b>	6-12 min			
OTHER PAYMENTS FOR MEDICAL OXYGEN and others. . .				
1. Receives charge slip and corresponding amount for collection		1 min		Disbursing Officer on duty Charge Slip

2. Issues official receipt	3-5 min		Disbursing Officer on duty		Exact amount due
SUMMARY	4-6 min				

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**MEDICAL RECORDS**

<b>WORK ACTIVITES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>		
1. Receives Doctor's request for retrieval of Patient's OPD Records	5 min			OPD Clerk	Verifications Fee P 40.00	Physician's Request
2. Retrieves patient OPD Records	15 min			OPD Staff		OPD Records
3. Records patient OPD record in the logbook	15 min			OPD Staff		OPD Records
4. Brings OPD Records to ER	3-5 min			OPD Staff		OPD Records
5. Receives patients OPD record from Admitting Unit	3-5 min			OPD Staff		
6. Records outpatients diagnoses at the General Logbook	3-5 min			OPD Staff		Patient Chart
7. Files Record	3-5 min			OPD Staff		Patient Chart
Summary	50 min				P 40.00	

<b>OPD MEDICAL CERTIFICATES (GENERAL)</b>							
<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>			
1. Clerk receives priority no.			2 min		OPD Clerk on duty	None	Hospital No.
2. OPD Clerk retrieves chart of patient and records in a logbook			3-5 min		OPD Clerk on duty	None	Hospital No.
3. OPD Clerk issue charge slip to patient for payment of Registration Fee (for new patients)  Verification Fee Consultation Fee Medical Certificate Fee			2 min		OPD Clerk on duty	P 50 (for new patient) P 40 P 50 P 55	Charge Slip
4. OPD Clerk transmit patient's chart to Physician on duty at the particular service area			2 min		OPD Clerk on duty	None	Official Receipt of Verification, Consultation and Medical Certificate fees
5. OPD Clerk receives chart from service area and prepares Medical Certificate			2 min		OPD Clerk on duty		Accomplished Chart with Vital Signs
6. Brings Medical Certificate to Physician for his/her signature			2 min		OPD Clerk on duty Physician on duty		Unsigned Medical Certificate
7. Release Medical Certificate and Files chart			30 min				Medical Certificate
Summary		41 min				P 195.00	

# BILIRAN PROVINCIAL HOSPITAL

## PERFORMANCE PLEDGE

### OUT PATIENT RECORDS

WORK ACTIVITES	RESPONSE TIME	PERSON RESPONSIBLE	CORRESPONDING FEES	CUSTOMER REQUIREMENT		
1. Clerk receives priority no. from the different Medical Departments (OBGYNE etc)			1-2 min		OPD Clerk on duty	Priority Number
2. Locate/create chart			1-5 min		OPD Clerk on duty	Verification Fee P 40.00 Hospital No. and priority number
3. Records patient to logbook for transmittal of chart to concerned service area			1-3 min		OPD Clerk on duty	Blank Chart
4. Transmits chart to particular service area			1-3 min		OPD Clerk on duty	Chart
5. Receives accomplished chart from different service areas for recording at the General Logbook			1-15 min		OPD Clerk on duty	Accomplished Chart
6. Files Chart			3-5 min		OPD Clerk on duty	Accomplished Chart
Summary	8-23 min		P 40.00			
<b>OPD-MEDICAL CERTIFICATE FOR LTO LICENSING</b>						
WORK ACTIVITES	RESPONSE TIME	PERSON RESPONSIBLE	CORRESPONDING FEES	CUSTOMER REQUIREMENT		
1. OPD Clerk requires patient to pay			3-5 min		JJ Ramirez, MJ Entrolizo, GD Cuizon	P 55.00 Drug Testing Result and exact amount

2. OPD Clerk records patients particular in a logbook with OR number then issues Medical Certificate Form	3-5 min	OPD Clerk on duty	Official receipt of Medical Certificate
SUMMARY		P 55.00	

**BILIRAN PROVINCIAL HOSPITAL  
PERFORMANCE PLEDGE  
ADMITTING UNIT**

<b>WORK ACTIVITES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Receives request for admission	1 min			Admitting clerk on duty Admission Slip
2. Searches hospital number for old patients or assigns permanent patient/hospital number for new patients during weekends, holidays and after office hours	3-5 min			Admitting clerk on duty Permanent Hospital Number
3. Interviews patient for basic information and assigns patient to the designated ward (ObGyne , Pedia etc)	5-10 min			Admitting clerk on duty Info from patient
4. Determines if patient has Philhealth coverage or other health insurance coverage	1 min			Admitting clerk on duty Proof of Health Insurance
5. Advices patient to seek Medical Social Welfare intervention if needed	1 min			Admitting clerk on duty
6. Submits patient personal data sheet to ER	2-3 min			Admitting clerk on duty Personal Data Sheet
ONE DAY AFTER SUBMISSION				
7. Receives old OPD charts from ER and Records admission ion the Admitting Logbook and entries the same in the computer	3-5 min			Admitting clerk on duty OPD chart

8. Endorses old records to OPD Record Unit	5 min				Admitting clerk on duty		OPD Chart
UPON DISCHARGE OF PATIENT							
9. Receives patient's discharge clearance and signs final discharge for Guard's Collection	3 min				Admitting clerk on duty		Discharge Clearance
SUMMARY	31 min						

**BILIRAN PROVINCIAL HOSPITAL  
PERFORMANCE PLEDGE  
PEDIATRICS DEPARTMENT**

WORK ACTIVITIES	RESPONSE TIME	PERSON RESPONSIBLE	CORRESPONDING FEES	CUSTOMER REQUIREMENT		
1. Issue priority number & gives VS slip/form			3 min	Medical Clerk		
2. Receives OPD record/chart from OPD Records			5 min	Medical Clerk	P 50.00	Priority No.
3. Secures Vital Signs with OPD Nurse			2 min	Jemima Parilla		VS slip
4. Call patients, secure duly accomplished VS form/slip and endorse to resident physician			5 min	Medical Clerk		Patient and VS slip
5. Resident Physician examines patient and advices for diagnostics if necessary			15-20 min	Dr. Katherine G. Ricafort		
6. For Medical Certificate issuance: ROD endorses OPD chart to clerk for Medical Certificate preparation at OPD						
7. Medical Clerk returns chart to OPD record			3 min	Medical Clerk		Patient Chart
8. Diagnostic results are presented to requesting physician upon follow-up consultation			15 min-48 hours (depending on procedure)	Laboratory/X-ray personnel	(depending on procedure)	Request form and results
Summary		45 min-48 hours		P 50.00		

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**OBGYNE DEPARTMENT**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
1. Issue priority number & gives VS slip/form			3 min	Ophelia Albelda
2. Receives OPD record/chart from OPD Records			5 min	Herminia Manacap
3. Secures Vital Signs with OPD Nurse			2 min	Jemima Parilla
4. Call patients, secure duly accomplished VS form/slip and endorse to resident physician			5 min	Ophelia Albelda
5. Resident Physician examines patient and advices for diagnostics if necessary			15-20 min	Physician on duty
6. For Medical Certificate issuance: OPD chart is endorses to clerk for Medical Certificate preparation at OPD				Physician on duty
7. OBGYNE Clerk returns chart to OPD record				Ophelia Albelda
8. Diagnostic results are presented to requesting physician upon follow-up consultation			15 min-48 hours (depending on procedure)	Laboratory/X-ray personnel
Summary		45 min-48 hours		P 50.00

**BILIRAN PROVINCIAL HOSPITAL**  
**PERFORMANCE PLEDGE**  
**RADIOLOGY UNIT**

<b>WORK ACTIVITIES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>CORRESPONDING FEES</b>	<b>CUSTOMER REQUIREMENT</b>
<b>FOR OPD PATIENT XRAY:</b>				
1. Receives Xray request form			1-3 min	Rad Tech on duty Depends on spec. procedure Request form issues by physician
2. Prepares chare slip			2-3 min	Rad Tech on duty Request Form
3. Receives OR			1-2 min	Rad Tech on duty Official Receipt
4. Interviews Patient			2-3 min	Rad Tech on duty Official Receipt
5. Secures previous Xray records if available			5-10 min	Rad Tech on duty
6. Conducts x-ray procedure			5-25 min	Rad Tech on duty
7. Processes Xray film			5 min	Rad Tech on duty Xray Procedure
8. Reads Xray Film			M-W-F 1-4pm	Radiologist Xray result
9. Releases result			One week after	OPD Clerk at OPD Unit Official Result
Summary	1 hour – one week			
<b>FOR OPD PATIENT ULTRASOUND</b>				



1. Receives doctor's Ultrasound request	1 min				Rad Tech on duty		Doctor's Request
2. Prepares charge slip for payment at the Cashier's window	2-3 min				Rad Tech on Duty		Doctor's Request
3. Record's in the logbook ultrasound procedures to be performed	2-3 min				Rad Tech/Technical		Doctor's Request
4. Conducts ultrasound to patient	10-20 minutes				Radiologist		Patients
5. Prepares ultrasound results	3-5 minutes				Radiologist		
6. Releases-ultrasound results to patient/representative	2-3 minutes				Rad Tech/technician		
SUMMARY							
<b>FOR IN PATIENT X-RAY</b>							
1. Receives doctor's x-ray	1 minute				Rad Tech/Technician		Doctor Request
2. Performs x-ray procedures	3-5 minutes				Rad Tech/Technician		Patient
3. Records x-ray procedures in the log book and prepares Charge Slip and transmits the same to billing section	2-3 minutes				Rad Tech/Technician		
4. Interprets x-ray results to nurses station	3-5 minutes				Rad Tech/Technician		
5. Releases x-ray results to nurses station	3-5 minutes				Rad Tech/Technician		
SUMMARY	32-54 min						
<b>FOR IN PATIENT ULTRASOUND</b>							
1. Receives doctor's ultrasound request	1 minutes				Rad Tech/Technician		Doctor's Request
2. Conducts Ultrasound to patient	10-20 minutes				Radiologist		Patients

3. Records ultrasound conducted in the logbook and prepared Charge Slip and transmits the same to Billing Section	2-3 minutes	Rad Tech/Technician		
4. Prepares Ultrasound results	3-5 minutes	Radiologist		
5. Releases-ultrasound results to nurse's station	3-5 minutes	Rad Tech/Technician		
SUMMARY	19-43 min			

OFFICE: BILIRAN PROVINCIAL JAIL

FRONTLINE SERVICE: INMATES VISITATION

AVAILABILITY OF SERVICE: Monday to Friday – 8:00 am to 12:00 nn

1:00 pm to 3:00 pm

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	Log in the visitor's logbook	Issue visitor's ID and secure then things that are prohibited inside the jail premises	One (1) hour for non-conjugal Visitor  48 hours to conjugal visitor s if he/she decides to stay in jail	Sgt. Of the Guard	
2.	Present the things to be brought inside for inspection and security	Inspect the things to be brought inside the include body search	Three (3) minutes	Augmentation Guard	
3.	Early morning exercise inmates	Form their cells bring to the back portion (sunning area) and make a formation	Thirty (30) minutes	Guard on Duty	
4.	Attendance to morning moving meeting	Discipline the inmates by  Outside of their cells without noise and make a formation at stunning area	One (1) hour every Monday	Sgt. Of the Guard	

OFFICE: PROVINCIAL BUDGET OFFICE

FRONTLINE SERVICE: Examine and evaluate Annual and Supplemental Budgets of the eight component municipalities of the province

AVAILABILITY OF SERVICE: Monday to Friday – 8:00 am to 5:00 pm

REQUIRED DOCUMENTS: Annual and Supplemental Budgets duly approved by the respective Municipal Mayor and Sangguniang Bayan

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	Submit AB: SB Approved By SB & Local chief executive	Review/Examine Annual & Supplemental of the 8 component municipalities from Sangguniang Panlalawigan referred for preliminary review as to completion of Budgetary documents.	1 day	Ma. Jeane Bornillo Elizabeth Mission Nimfa Caliao	
2.		Examine/evaluate municipal Annual & Supplemental Budgets as to completion of allowable appropriation, completeness of budgetary requirements and correctness of computation base on existing budgetary issuances.	3 weeks	Ma. Jeane Bornillo Elizabeth Mission Nimfa Caliao	
3.		Draft letter review for the signature of the Provincial Budget Officer	2 hours	Ma. Jeane Bornillo Elizabeth Mission Nimfa Caliao	
4.		Reevaluate/reexamine findings in review letter before signing. Indorsed reviewed AB/SB to Sanggunian Panlalawigan for final approved.	3 days	Sylva Yubal	
5.		Submit reviewed Budget to Sanggunian Panlalawigan	3 minutes	Milgar Graces/ Allan Rosagaso	

OFFICE: PROVINCIAL BUDGET OFFICE

FRONTLINE SERVICE: Assist the Local Chief Executive in preparation of Annual and Supplemental Budget of the Province

AVAILABILITY OF SERVICE: Monday to Friday – 8:00 am to 5:00 pm

REQUIRED DOCUMENTS: Budget proposal and Functional statement of each departments

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	Submit Budget Proposal for inclusions in AB and other Budgetary Documents	Received Budget proposal for consolidation from different offices.	Within July to September	Ma. Jeane Bornillo	
2.		Compute appropriation for PS requirement & other budgetary requirements	4 weeks	Nimfa Caliao	
3.		Encode data gathers for incorporation in the budget	2 days	Rolly Matugas	
4.		Present the Budget for Budget Hearing	Within July to September	Sylva Yubal	
5.		Review composition for the prepared Budget as to computation Budgetary requirements and document.	1 week	Nimfa Caliao & Sylva Yubal	
6.		Draft Budget Message for Signature of the Governor & Present draft budget to the Governor for Approval	1 day	Sylva Yubal	
7.		Submit Approved Budget to the Sanggunian Panlalawigan for Review and Approval	3 minutes	Milgar Graces/ Allan Rosagaso	

OFFICE: PROVINCIAL BUDGET OFFICE

FRONTLINE SERVICE: Processing of Purchase Request/Disbursement Vouchers and Certification as to availability of Funds

AVAILABILITY OF SERVICE: Monday to Friday – 8:00 am to 5:00 pm

REQUIRED DOCUMENTS: Purchase Request and Disbursement Vouchers with Obligation Request approved by the heads of the requisitioning Office

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	Submit to the Receiving of Budget Office PR's/Disbursement Vouchers	Received, record and control numbers of a PR/Voucher	3 minutes	Milgar Graces/ Allan Rosagaso	
2.		Check if obligation Request is approved by the in-charge of requisitioning office Record/Control PR's/Vouchers as to availability of Appropriation	3 minutes	Salvacion Mocorro Rolly Matugas Ma. Jeane Bornillo Elizabeth Mission Nimfa Caliao	
3.		The Budget Officer then Approves as to existence of Appropriation	3 minutes	Sylva Yubal	
4.		Approved PR's/Vouchers will be handed to releasing clerk for further processing to accounting office	3 minutes	Milgar Graces/ Allan Rosagaso	

OFFICE: PROVINCIAL ACCOUNTANT OFFICE

FRONTLINE SERVICE: Processing of Disbursement Vouchers for Payment of Supplies/Items Delivered and Services renderes

AVAILABILITY OF SERVICE: Monday to Friday – 8:00 am to 12:00 pm  
1:00 pm to 5:00 pm

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	Submit to the Receiving/Releasing Clerk of the Accounting Office the DV, OR and all pertinent supporting documents	Received, record in the logbook and affix voucher numbers on all the documents	5 minutes	Elnora Saberon	
2.		The Internal Control Clerk will then review the completeness and property of the documents	5 minutes	Jucil Rosales	
3.	Proceed to the Budget Office	Record the amount to the obligated in its corresponding registry	3 minutes	Rowena Masibag	
4.					
5.	Proceed to the Obligation Control Clerk of the Accounting Office	The Provincial Accountant the approves on the validity of claims and certify as to existence of allotment of amounts obligated	3 minutes	Charina Garces	
		The Indexing Clerk will retain duplicate copies of the documents for indexing and reference purposes	3 minutes	Nida Mission	
		Approved vouchers will then be given to the Receiving/Releasing Clerk to be forwarded to the Office of the Administrator	3 minutes	Elnora Saberon	

OFFICE: GENERAL SERVICES OFFICE

FRONTLINE SERVICE: Procurement Process

AVAILABILITY OF SERVICE: Evaluation and Issuance of Certificate

REQUIRED DOCUMENTS: Support Services

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES	
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER				
1. Procurement Process	1. End-User		1. A. Verification of PR-APP b. Posting w/ the PhilGeps  <b>For Shopping Method</b> 1. Distribution of Quotation to at least 3 qualified suppliers 2. Opening of Sealed Quotation 3. Evaluate and tabulate to determine the lowest price 4. Prepare PO for approval of winning supplier 5. Present to accounting office for inspection of delivered supplies  <b>For Public Bidding Method</b> 1. Pre-bid conference  2. Acceptance of document of qualified bidder 3. Opening Bid  4. Award 5. Delivery of goods & presentation to the acctng. for inspection 6. Delivery to the End-User  <b>Procurement Service Depot</b> 1. Received of APR 2. Certification of Availability of Supplies 3. Issuance of Item and Delivery receipt  4. Acceptance of Payment		1. a. 1-2 hrs b. 7 days  1. 1 day 7 days 2. 30 min 3. 2 hrs. 4. 1-2 hrs. 5. 1-2 hrs.  1. 12 days before the opening of BID 2. 1 hr 3. 1 hr. 12 days from Pre-bid Conference 4. 7 days after opening 5. 1-2 hrs.  6. 1-3 hrs.  1. 3 min 2. 10 min 3. 1-2 hrs. depending the volume  4. 10 min	



OFFICE: SANGGUNIANG PANLALAWIGAN  
 FRONTLINE SERVICE: SERVICE STANDARDS  
 AVAILABILITY OF SERVICE: ISSUANCE OF SP RESOLUTION, MUN. BUDGET & MUN. ORDINANCES  
 REQUIRED DOCUMENTS:

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	SB Secretary/SB Staff from diff. municipalities within Biliran Province.  -Submit approved municipal resolutions	Received Clerk receives the document, Logbook and pass to the LSO for review	5 minutes	Receiving Clerk	
		-SP Secretary pass the document to the Clerk for calendar treated for session.	5 minutes	Clerk	
		-After the resolution has been approved during session, excerpts will be made signed by the SP Secretary and Vice Governor/Presiding Officer.	30-45 minutes	Clerk	
		-The signed excerpts will be submitted to the governor for approval.	1 hour or depends upon the availability of the governor	Staff	
		-After the approval of the governor excerpt will be returned to the SP Office for recording and filing, the released the copies of the approved resolution to the municipalities concerned.	1 hour	Releasing Clerk	
		-In case of problem arises during sessions, the documents is referred to the concerned committee, for committee meeting/for further study.	1 week	Committee Chairman and Members	

		-After committee meeting, committee report will be submitted to SP Secretary	1 week	SP Secretary	
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Prepared By:

CLARA S. PAGHUBASAN  
Admin. Aide IV

Approved by:

CRESENCIO S. VICTORIA, JR.  
Secretary to the  
Sangguniang Panlalawigan





OFFICE: PROVINCIAL ENGINEERING OFFICE

FRONTLINE SERVICE: Issuance of Requested Items (On Stock at PEO)

AVAILABILITY OF SERVICE: Monday-Friday 8:00 AM – 12:00 Noon

1:00 PM – 5:00 PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	Submit approved requested item/s	<ol style="list-style-type: none"><li>1. Approved request received by the office</li><li>2. Approval of request forwarded to PEO</li><li>3. Request forwarded to storekeeper Estimates and Plan</li><li>4. Received request &amp; Issue available items requested</li></ol>	<p>8:00AM – 5:00PM</p> <p>8:00AM – 5:00PM</p> <p>8:00AM – 5:00PM</p> <p>8:00AM – 5:00PM</p>	<p>Receiving Clerk</p> <p>Provincial Engineering Clerk</p> <p>Storekeeper</p>	<p>Free</p> <p>Free</p> <p>Free</p> <p>Free</p>

OFFICE: PROVINCIAL ENGINEERING OFFICE

FRONTLINE SERVICE: Survey of Proposed Projects

AVAILABILITY OF SERVICE: Monday-Friday 8:00 AM – 12:00 Noon

1:00 PM – 5:00 PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	Submit of proposed project/s to the Governor's Office	1. Approved of request of proposed projects	8:00AM – 5:00PM	Governor Receiving Clerk	Free
		2. List of project/s to be surveyed submitted to PEO	8:00AM – 5:00PM		Free
		3. Received list of projects to be surveyed forwarded to PEO	8:00AM – 5:00PM	Receiving Clerk	Free
		4. Conduct survey of proposed projects	8:00AM – 5:00PM	Survey Team	Free

OFFICE: PROVINCIAL ENGINEERING OFFICE

FRONTLINE SERVICE: Supervision/Monitoring of Projects

AVAILABILITY OF SERVICE: Monday-Friday 8:00 AM – 12:00 Noon  
1:00 PM – 5:00 PM

REQUIRED DOCUMENTS: \_\_\_\_\_

STEP	PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE/ IN-CHARGE	FEES
	CLIENT/APPLICANT	OFFICE/SERVICE PROVIDER			
1.	Contractor submit letter request to start the project	<ol style="list-style-type: none"><li>1. Received letter request</li><li>2. Letter request forwarded to Project-in-charge</li><li>3. Supervision/monitoring of projects</li><li>4. Project Inspection</li></ol>	8:00AM – 5:00PM 8:00AM – 5:00PM 8:00AM – 5:00PM Case to case basis	Receiving Clerk Receiving Clerk Project-in-charge PEO	Free Free Free Free

# FEEDBACK MECHANISM

We are happy to serve you BETTER with utmost sincerity... with a SMILE

If you believe that our services offered did not meet your Expectations, please feel free to keep us informed by accomplishing any of the following:

- Accomplish our client feedback form available in the office of the Provincial Administrator and drop it in our Mamayan Muna Drop Box strategically located at the Ground Floor of Capitol Building.
- Call us at telephone no> (0503) 500-9572



# REDRESS MECHANISM

Whatever it may, your valuable information brought to us will be treated with strict CONFIDENTIALITY.

Same way round, rest assured that we will improve our services and your concern will be properly taken in least time possible.

Thank you so much in keeping us abreast towards improving quality services to you, our CLIENTS.....our PRIORITY.

## CLIENT FEEDBACK FORM

Name (Ngalan) \_\_\_\_\_

Address (Poy-an) \_\_\_\_\_

Phone Number (Telepono) \_\_\_\_\_

Profession (Trabaho) \_\_\_\_\_

What is your complaint? (Unsay imong reklamo?)

\_\_\_\_\_  
\_\_\_\_\_

Whwn did it Happen? (Kanus-a na tabo?)

\_\_\_\_\_  
\_\_\_\_\_

What do you like to do? (Unsay angay among Buhaton?)

\_\_\_\_\_  
\_\_\_\_\_

Signature (Pirma) \_\_\_\_\_

Date (Petsa) \_\_\_\_\_

What form of reply you want? Written \_\_\_\_\_ Call \_\_\_\_\_  
(Unsang pamaagi sa tubag ang imo gusto?) \_\_\_\_\_ Tawag \_\_\_\_\_