

Citizen's Charter Vision and Mission

Office / Department

General Services

Provincial Governor's Office

Office of the Provincial Administrator

Office of the Assistant Provincial Administrator

Office of the Barangay Affairs

Iskolar Ko Ng Bayan

Human Resource Management Office

Provincial Legal Office

Provincial Management Information System

Provincial General Services Office

Provincial Capitol Band

Misamis Oriental Provincial Internal Audit Department

Provincial Treasurer's Office

Provincial Youth Development Office

Provincial Assessor's Office

Provincial Planning and Development Office

Public Employment Service Office

Bids and Award Committee

Provincial Budget Office

Provincial Accountant's Office

Provincial Capitol Park

Provincial Information Office



Office / Department

Social Services

Provincial Social Welfare and Development Office

Provincial Disaster Risk Reduction Management Office

Early Childhood Care and Development Office

Provincial Health Insurance Office

Provincial Health Office

Misamis Oriental Provincial Jail

Misamis Oriental Care System

Provincial Library

Misamis Oriental Provincial Hospital – Magsaysay

Misamis Oriental Provincial Hospital – Talisayan

Misamis Oriental Provincial Hospital – Gingoog

Misamis Oriental Provincial Hospital – Balingasag

Misamis Oriental Provincial Hospital – Claveria

Misamis Oriental Provincial Hospital – Initao

OWWA Misamis Oriental Provincial Hospital – Alubijid

Misamis Oriental Provincial Hospital – Manticao

Provincial Population Office

Economics Services

Provincial Veterinary Office

Provincial Agriculture Office

Misamis Oriental Telephone System

Provincial Cooperative Office

Provincial Engineer's Office

Provincial Environment and Natural Resources Office

Provincial Tourism Office



2022 CITIZEN'S CHARTER

(2nd Edition)

I. Vision:

Anchored on participatory and consultative governance, Misamis Oriental is a home of empowered, healthy and resilient Misamisnons harmoniously coexisting in a safe and secure environment, aiming to develop a globally competitive economy by sustainably mobilizing its large agri-industrial base, tourism and trade potentials.

II. Mission:

To continually improve and uplift the quality of life of the people of Misamis Oriental through sustainable development towards economic, environmental and social progress.



PROVINCIAL GOVERNOR'S OFFICE

LIST OF SERVICES

Services

Processing of Documents for Signature

Communication/Request Letters

Preparation of Letters



PROCESSING OF DOCUMENTS FOR SIGNATURE

This service includes documents to be signed and approved for processing and payments.

Office or Division:	Provincial Governor's Office 1 st Floor, Provincial Capitol Building, Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be processed, approved and signed		Concerned person, office or agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the logbook				
Step 2: Approach the frontline desk staff and forward the documents for signature	Receives and records documents	None	5 minutes	Receiving staff
	Check/sort the documents	None	5 minutes	Receiving staff
	Forward to the Chief of Staff for review and initial	None	10 minutes	Chief of Staff/Executive Secretary
	Forward reviewed documents with initials for approval and signature of the Governor	None	10 minutes	Chief of Staff
	Check/sort signed documents and forward them to the concerned offices	None	5 minutes	Staff
TOTAL			35 minutes	



COMMUNICATION/REQUEST LETTERS

This service receives incoming documents/communications for action and compliance.

Office or Division:	Provincial Governor's Office 1 st Floor, Provincial Capitol Building, Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter		Government Office/Agency concerned		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the logbook				
Step 2: Submit the communication letter/request letter to the frontline desk staff and forward the documents for action	Receives and records documents	None	5 minutes	Receiving staff
	Forward to the concerned person or office for action	None	5 minutes	Secretary/Staff
	Prepare a response letter/endorsement as instructed for the signature of the Governor	None	10 minutes	Chief of Staff/Executive Secretary
	Log/record the signed letter/endorsement and forward it to the concerned person/office.	None	10 minutes	Receiving staff
TOTAL			30 minutes	



PREPARATION OF LETTERS

This service receives incoming letters/communications for actions and compliance.

Office or Division:	Provincial Governor's Office 1 st Floor, Provincial Capitol Building, Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic letter/communication/request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in to the logbook				Receiving Staff
Step 2: Forward letter requests or communications	Receive, acknowledge and record the submitted letter/request	None	5 minutes	
	Refer the client's concern to the Chief of Staff/Governor	None	5 minutes	Chief of Staff/Governor
Step 3: Approach the Governor or Chief of Staff for the desired services	Refer back to the Secretary/staff for drafting/making recommendations	None	10 minutes	Governor/Chief of Staff
	Make recommendations as per instruction of the Governor	None	10 minutes	Executive Secretary/Staff
	Head in the recommendation letter to the client with instructions to proceed to the concerned office	None	5 minutes	Secretary/Staff
TOTAL			35 minutes	



OFFICE OF THE PROVINCIAL ADMINISTRATOR
LIST OF SERVICES

Services

Financial Documents

Request Letters

Request for Certificate of Appearance



FINANCIAL DOCUMENTS

Office or Division:	Provincial Administrator's Office 2 nd Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit to Assistant Provincial Administrator's (APA) Office for signature of the Provincial Administrator	Receive documents	None	45 minutes	Receiving Section at APA
Step 2:	Forward to Legal Office for initial	None	2 days	Provincial Legal Officer
	Forward to Provincial Administrator's Office for initial/signature	None	1 day	Provincial Administrator
	Release document to APA	None	1 hour	Administrative Aide I
Step 3: Get the signed documents from APA	Release signed document	None	15 minutes	Receiving Section at APA
TOTAL			3 days and 2 hours	



REQUEST LETTERS

Office or Division:	Provincial Administrator's Office 2 nd Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Data Tracking Number		Assistant Provincial Administrator's (APA) Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit written request to Assistant Provincial Administrator's (APA) Office	Receive the written request	None	10 minutes	Receiving Section at APA
	Assign E-Document Tracking System (E-DTS) Number and QR Code	None	10 minutes	Receiving Section at APA
Step 2: Get the E_DTS Number	Inform the client of the E_DTS Number	None	5 minutes	Receiving Section at APA
	Receive the document	None	10 minutes	Receiving Section
	Draft corresponding Memorandum Order, reply letter or endorsement to other office, as the case may be	None	4 hours	Writer
	Sign/Approve documents	None	2 days	Provincial Administrator
	Release documents to APA/Controls Memorandum Order	None	3 hours and 25 minutes	Receiving Section
Step 3: Get updates on the request letter	Release documents for dissemination, as the case may be	None	4 hours	Receiving Section at APA
TOTAL			2 days and 12 hours	



REQUEST FOR CERTIFICATE OF APPEARANCE

This service caters the issuance of Certificate of Appearance to visitors, guest and constituents of the Provincial Capitol.

Office or Division:	Office of the Provincial Administrator 2 nd Floor, Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in office logbook	Give logbook to the client	None	5 minutes	Public Assistance and Compliance Desk (PACD)
Step 2: Wait for the release of the Certificate of Appearance	Fill up the Certificate of Appearance	None	10 minutes	Administrative Aide I
	Sign the Certificate of Appearance	None	20 minutes	Provincial Administrator
	Control the signed Certificate of Appearance	None	15 minutes	Administrative Aide I
Step 3: Get the Certificate of Appearance	Release Certificate of Appearance to the Client	None	10 minutes	Public Assistance and Compliance Desk (PACD)
TOTAL			1 hour	



OFFICE OF THE ASSISTANT PROVINCIAL ADMINISTRATOR
LIST OF SERVICES

Services

Request for Certificate of Appearance

Request for fuel assistance of Barangay within
Misamis Oriental

Request for Transportation Assistance

Governor's Appointment

Service of the Provincial Band

Request for Financial Assistance

Application for Employment



REQUEST FOR CERTIFICATE OF APPEARANCE

This service caters the issuance of Certificate of Appearance to visitors, guest and constituents of the Provincial Capitol.

Office or Division:	Office of the Assistant Provincial Administrator 1 st Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All PGM O Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Receive Certificate of Appearance	Release signed Certificate of Appearance	None	3 minutes	Administrative Aide I
TOTAL			8 minutes	



REQUEST FOR FUEL ASSISTANCE OF BARANGAY WITHIN MISAMIS ORIENTAL

This service caters the immediate assistance extended to any regarding fuel.

Office or Division:	Office of the Assistant Provincial Administrator 1 st Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Barangay of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Present Letter Request to the receiving area	2.1 Receive the letter and check for the completeness 2.2 Facilitate request, issue fuel issuance form and for signature	None	8 minutes	Administrative Aide I
Step 3: Receive approved fuel issuance form	Release approved fuel issuance form	None	3 minutes	Administrative Aide I
TOTAL			14 minutes	



REQUEST FOR TRANSPORT ASSISTANCE

This service caters the immediate assistance extended to any government agencies, government employee, and barangay requesting for transportation assistance.

Office or Division:	Office of the Assistant Provincial Administrator 1 st Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	1 minute	<i>Joseph Abero – Sr. Security Guard I</i>
Step 2: Present Letter Request to the receiving area	Receive the letter and check for completeness	None	2 minutes	<i>Marilou Obsioma Administrative Aide I</i>
	Encode the request to the Electronic Document Tracking System	None	2 minutes	<i>Vanessa May Beja – Administrative Aide I</i>
	Evaluate and check availability of driver and vehicle	None	15 minutes	<i>Pablito Janubas, Jr. – Administrative Aide III</i>
	Approve request	None	3 minutes	<i>Carol P. Lim-Caidic – Assistant Provincial Administrator</i>
	Issue driver's trip ticket and fuel issuance form if necessary	None	2 minutes	<i>Reymond Lumajang – Administrative Officer I</i>
	Approve trip ticket and fuel issuance	None	3 minutes	<i>Carol P. Lim-Caidic – Assistant Provincial Administrator</i>
Step 3: Receive approved trip ticket and driver's information	Release approved trip ticket	None	2 minutes	<i>Pablito Janubas, Jr. – Administrative Aide I</i>
TOTAL			30 minutes	



GOVERNOR'S APPOINTMENT

This service caters the Barangay and other Private Institute requesting for an Appointment with the Provincial Governor.

Office or Division:	Office of the Assistant Provincial Administrator 1 st Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Present Letter Request to the receiving area	Receive the letter and check for completeness	None	5 minutes	Administrative Aide I
Step 3: Receive Document Tracking System Number	Hand in the document with tracking system number	None	3 minutes	Administrative Aide I
TOTAL			11 minutes	



SERVICE OF THE PROVINCIAL BAND

This service caters to the Barangay and other Private Institute requesting for the service of the Provincial Band.

Office or Division:	Office of the Assistant Provincial Administrator 1 st Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Present Letter Request to the receiving area	Receive the letter and check for completeness	None	5 minutes	Administrative Aide I
Step 3: Receive Document Tracking System Number	Hand in the document with tracking system number	None	3 minutes	Administrative Aide I
TOTAL			11 minutes	



REQUEST FOR FINANCIAL ASSISTANCE

This service caters immediate assistance extended to any barangay requesting for financial assistance.

Office or Division:	Office of the Assistant Provincial Administrator 1 st Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Present Letter Request to the receiving area	Receive the letter and check for completeness	None	5 minutes	
Step 3: Receive Document Tracking System Number and Follow-up Slip	Issue Document Tracking System and Follow-up Slip	None	10 minutes	
TOTAL:			18 minutes	



APPLICATION FOR EMPLOYMENT

This service caters by receiving an Application Letter from people who are seeking for Job under the Government Institute.

Office or Division:	Office of the Assistant Provincial Administrator 1 st Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Submit the application letter at the receiving area	Receive the application	None	5 minutes	Administrative Aide I
Step 3: Receive Document Tracking System Number	Hand in the document with tracking system number	None	3 minutes	Administrative Aide I
TOTAL:			11 minutes	



OFFICE OF THE BARANGAY AFFAIRS
LIST OF SERVICES

Services

Transfer of Funds to Implementing Barangays for Infrastructure and Other Projects

Request for Financial Assistance for Barangay Charter Day and Cultural Activities

Request for Certificate of Appearance

Request for Fuel Assistance



TRANSFER OF FUNDS TO IMPLEMENTING BARANGAYS FOR INFRASTRUCTURE AND OTHER PROJECTS

This service caters transfer of funds to implementing Barangays for Infrastructure and other projects.

Office or Division:	Office of the Barangay Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Local Government Units of the Province of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Submission for Request of funding:</p> <ol style="list-style-type: none"> 1. Approved Barangay Resolution-Request 2. Approved Barangay Resolution-Authority of the Punong Barangay to enter Memorandum of Agreement (MOA) 3. Approved Program of Work for Infrastructure Projects- namely: Construction/Rehabilitation/Renovation of Barangay Hall, Covered Court, Basketball Court, Rehabilitation of Senior Citizen Building, Water System, ECCD Center and all forms of Structural Projects including Cost of Estimates, Bill of Materials and Sketch Plan and must be reviewed by the Provincial Engineering Office 4. Approved Project Expenditures or Estimated Expenses indicating the project objective and Expected output (for other barangay projects) 5. Lot Title or any proof of ownership for the site of projects, Deed of Donation/Deed of Absolute Sale/Certification/ Latest of Tax Declaration issued by Municipal/City Treasurer 6. Notarized Memorandum of Agreement (MOA) 		<ul style="list-style-type: none"> - Barangay Recipient - Barangay Recipient - Barangay Recipient /PEO - Barangay Recipient/PEO - Provincial/Municipal Assessor - City/Municipal Treasurer - OBA 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Receive Barangay Resolution-Request approved by GOV.	2.1. Receive and record to the logbook	None	3 minutes	Administrative Aide I



and all requirements as stated above.	2.2. Review all documents submitted	None	5minutes	Supervising Administrative Officer I
	2.3. Prepare and Process the needed documents to PBO, Accounting, PTO and PGO	None	40 minutes	Administrative Aide I
	2.4. Call or text Barangay for release of check	None	3 minutes	Administrative Aide I
Step 3: Issue Official Receipt upon release of the check	Release check to the Barangay Treasurer	None	2 minutes	Supervising Administrative Officer I
TOTAL:		None	55 minutes	



REQUEST FOR FINANCIAL ASSISTANCE FOR BARANGAY CHARTER DAY AND CULTURAL ACTIVITIES

This service caters request for financial assistance extended by the Provincial Government of Misamis Oriental to the 424 barangays of the 23 Municipalities and 2 Cities involving Charter Day and Cultural activities.

Office or Division:	Office of the Barangay Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Local Government Units of the Province of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request/Barangay Resolution		Office of the Barangay/Barangay Recipient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Receive letter request/ Barangay Resolution approved by GOV.	2.1. Receive and record to the logbook	None	3minutes	Administrative Aide I
	2.2. Prepare and Process the needed documents to PBO, Accounting, PTO and PGO	None	40 minutes	Administrative Aide I
	2.3. Call or text Barangay for release of check	None	3 minutes	Administrative Aide I
Step 3: Issue Official Receipt upon release of the check	Release check to the Barangay Treasurer	None	2 minutes	Administrative Officer I
TOTAL:		None	51 minutes	



REQUEST FOR CERTIFICATE OF APPEARANCE

This service caters request for certificate of appearance for Barangay Council.

Office or Division:	Office of the Barangay Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Local Government Units of the Province of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card		DILG, Voters, GSIS, Philhealth, Postal, Pagibig		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	1.1 Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
	1.2 Issue the Certificate	None	3 minutes	Administrative Aide I
	1.3 For Signature	None	3 minutes	Supervising Administrative Officer
Step 2: Receive Certificate of Appearance	Release Certificate of Appearance	None	2 minutes	Administrative Aide I
TOTAL:		None	11 minutes	



REQUEST FOR FUEL ASSISTANCE

This service caters request for fuel assistance for Barangays

Office or Division:	Office of the Barangay Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Local Government Units of the Province of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card		DILG, Voters, GSIS, Philhealth, Postal, Pagibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide I
Step 2: Fill up fuel request form	2.1 Receive fuel request form, check for completeness and sign	None	6 minutes	Administrative Officer I
	2.2 Release Approved fuel request form		2 minutes	Administrative Aide I
TOTAL:		None	11 minutes	



ISKOLAR KO NG BAYAN (IKNB)

LIST OF SERVICES

Services

Accommodation of Scholarship Applicants



ACCOMMODATION OF SCHOLARSHIP APPLICANTS

This service accommodates applicants for scholarship.

Office or Division:	Iskolar Ko Ng Bayan Ground Floor-Right wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Constituents of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement of chapter coordinators		Chapter Coordinators		
Certificate of Enrollment		Respective School		
Statement of Account		Respective School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	<i>Elecio C. Adame Erwin J. Acac Nicrito Maistrado Milven G. Lindingan</i>
Step 2: Fill out Scholarship Application Form	Facilitate client in filling out the form and in answering the questions	None	10 minutes	<i>Judith T. De Los Santos</i>
Step 3: Answer questions in interview, listen to orientation and comply requirements	Interview, orient the applicant and give checklist of requirements needed	None	10 minutes	<i>Jaira Lou Silos Reycel Caguco Rochielle Quita Philip Narte</i>
Step 4: Submit requirements	Check the completeness of submitted requirements and record it	None	3 minutes	<i>Jaira Lou Silos Reycel Caguco Rochielle Quita Philip Narte</i>
TOTAL			26 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

LIST OF SERVICES

EXTERNAL SERVICES

1. Acceptance of application from job seekers
2. Receive student's application for on-the-job training
3. Request for Issuance of Certifications and Similar Documents for Inactive Employee
4. Processing of Terminal Leave Benefits for separated employees

INTERNAL SERVICES

5. Publication and Posting of Vacant Positions
6. Acceptance of Request for Trainings
7. Processing of Leave Application and Monetization of Earned Leaves
8. Request for Issuance of Certifications and Similar Documents for Active Employees
9. Issuance of Authority to Travel Abroad
10. Issuance of Certificate of Compliance to Personal Services Limitation
11. Enrolment to Biometric System Attendance
12. Processing of Study Leave Application
13. Review and Validation of Reports on Personnel Eligibility to Incentives and Benefit Claims
14. Updating of PGMO Employees' information in the Government Service Insurance System (GSIS)
15. Confirmation of Government Service Insurance System (GSIS) Loan Application
16. Confirmation of PAG-IBIG Loan Application
17. Issuance of Acceptance to Retire or Separate from PGMO
18. Issuance of PGMO Employees Identification/ Employment Number
19. Facilitation of the Group Personal Accident Insurance (GPAI) Medical Reimbursement and Death Benefit Claims
20. Submission of Individual Performance Commitment Review (PICR)
21. Facilitation of BIR TIN Application for Job Order Workers
22. PhilHealth Membership Enrolment and Updating
23. Preparation of appointments of newly hire PGMO employees

FEEDBACK AND COMPLAINTS MECHANISM



EXTERNAL SERVICES

ACCEPTANCE OF APPLICATION FROM JOB SEEKERS

This service caters to all job seekers applying in the Provincial Government of Misamis Oriental

Office or Division:	Human Resource Management Office 1 st Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit application letter and other pertinent document to: A. Walk-in B. Online	Receive application and facilitate client needs HRMO/APA HR email add: pgmohrmo@misa.misoriental.gov.ph	None	3 minutes	<i>Yevgeny S. Dalman, RPM – Administrative Officer IV</i>
Step 2: Receive the signed document Receive automated online reply from HRMO email add	Release client's copy Send reply email to the applicant	None	3 minutes	<i>Yevgeny S. Dalman, RPM – Administrative Officer IV</i>
TOTAL			6 minutes	



RECEIVE STUDENT APPLICATIONS FOR ON-THE-JOB TRAINING

This service caters to all High School and College students applying for the On-The-Job Training/ Work Immersion

Office or Division:	Human Resource Management Office 1 st Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All High School and College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application letter • Memorandum of Understanding • Endorsement from School's Authorized personnel • Waiver of Consent duly signed by the parent/ guardian/ spouse • Bio-data/ resume • Vaccination Card 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit application letter and other pertinent documents	Receive application and facilitate client needs	None	3 minutes	<i>Mitchellyn C. Yrat, LPT – Administrative Officer V</i>
Step 2: Receive the signed document (client's copy)	Release client's copy <i>Inform date to follow-up</i>	None	3 minutes	<i>Mitchellyn C. Yrat, LPT – Administrative Officer V</i>
			6 minutes	
Step 3 : Client to receive HR's call and OJT officer assignment	HR will call the client for the set date and office assignment	None	3 minutes	<i>Mitchellyn C. Yrat, LPT – Administrative Officer V</i>
Step 4: Attend HR Orientation for OJT/ Work Immersion	HR to conduct orientation	None	5 minutes	<i>Mitchellyn C. Yrat, LPT – Administrative Officer V</i>
Step 5: Client will go to the assigned office	Send off/ assist OJT to assigned office	None	3 minutes	<i>Mitchellyn C. Yrat, LPT – Administrative Officer V</i>
TOTAL			17 minutes	



REQUEST FOR ISSUANCE OF CERTIFICATIONS AND SIMILAR DOCUMENTS FOR INACTIVE EMPLOYEE

This service caters to inactive employee requesting for the issuance of Certificate of Employment, Service Record and Certificate of Leave Credits.

Office or Division:	Human Resource Management Office 1 st Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All Separated PGMO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present any Government Issued ID	Assist and facilitate the client need	None	3 minutes	<i>Tan-gan, Zosimo Vincente – Administrative Assistant II</i>
Step 2: Present the approved letter request	Receive record and issue payment slip. Instruct client to proceed to PTO for payment	None	3 minutes	<i>Tan-gan, Zosimo Vincente – Administrative Assistant II</i>
Step 3: Proceed to Provincial Treasurer's Office (PTO) for payment	Receive payment and issue	₱50.00	10 minutes	<i>Cashier PTO Window 5</i>
Step 4: Present the Official Receipt (O.R.) to the HRMO Receiving Officer	Receive the O.R. and refer to Human Resource Information System (HRIS)	None	3 minutes	<i>201 file manager/ HRIS in-charge</i>
Step 5: Receive the signed document Receive follow-up slip	Release the signed document <i>If no record:</i> Issue follow-up slip	None	3 minutes	
TOTAL			22 minutes	



PROCESSING OF TERMINAL LEAVE BENEFITS FOR SEPARATED EMPLOYEES

This service caters to process all PGMO separated employees and retired officials and employees' leave benefits

Office or Division:	Human Resource Management Office 1 st Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All separated permanent and casual PGMO employees and retired officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Approved memorandum of separation • Approved retirement memorandum • Approved terminal leave application • Agency Clearance • Earned Leave 		PGMO Office assigned PGMO HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: The applicant shall submit all the required documents to the HRMO	Receive documents for assessment	None	3 minutes	<i>201 File Manager</i>
Step 2: Receive the signed document (client's copy)	<i>Release client's copy</i> <i>Inform date to follow-up</i>	<i>None</i>	2 minutes	<i>Marvin Baculio – Administrative Aide II</i>
TOTAL			5 minutes	



INTERNAL SERVICES

NO	TRANSACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Publication and Posting of Vacant Positions	None	3 minutes	<i>Oco, Rocel A. – Administrative Officer V</i> <i>Anayron, Shaira, RPM – Administrative Assistant IV</i>
6	Acceptance of Request for Trainings	None	3 minutes	<i>Yrat, Mitchellyn, LPT – Administrative Officer V</i>
7	Processing of Leave Application and Monetization of Earned Leaves	None	5 minutes	<i>Assigned 201 File Manager</i>
8	Request for Issuance of Certifications and Similar Documents for Active Employees	₱10.00	5 minutes	<i>Lumajang, Honey Rose – Administrative Officer IV</i> <i>Acug, Archenith – Administrative Aide IV</i> <i>Raiz, Mark Gregory – Administrative Aide III</i>
9	Issuance of Authority to Travel Abroad	None	5 minutes	<i>Assigned 201 File Manager</i>
10	Issuance of Certificate of Compliance to Personal Services Limitation	None	3 minutes	<i>Lumajang, Honey Rose – Administrative Officer IV</i> <i>Acug, Archenith – Administrative Aide IV</i> <i>Raiz, Mark Gregory - Administrative Aide III</i>
11	Enrolment to Biometric System Attendance	None	8 minutes	<i>Lumajang, Honey Rose – Administrative Officer IV</i> <i>Acug, Archenith – Administrative Aide IV</i> <i>Raiz, Mark Gregory - Administrative Aide III</i>



12	Processing of Study Leave Applications	None	10 minutes	<i>Assigned 201 File Manager</i>
13	Review and Validation of Reports on Personnel Eligibility to Incentives and Benefit Claims	None	1 day	<i>Assigned 201 File Manager</i>
14	Updating of PGMO Employees' information in the Government Service Insurance System (GSIS)	None	7 minutes	<i>Agustin, Perry Jun – Administrative Officer III</i>
15	Confirmation of Government Service Insurance System (GSIS) Loan Application	None	5 minutes	<i>Agustin, Perry Jun – Administrative Officer III</i>
16	Confirmation of PAG-IBIG Loan Applications	None	3 minutes	<i>Agustin, Perry Jun – Administrative Officer III</i>
17	Issuance of Acceptance to Retire or Separate from PGMO	None	5 minutes	<i>Assigned 201 File Manager</i>
18	Issuance of PGMO Employees Identification/ Employment Number	None	5 minutes	<i>HRIS</i>
19	Facilitation of the Group Personal Accident Insurance (GPAI) Medical Reimbursement and Death Benefit Claims	None	5 minutes	<i>Salon, Junnie Lyn Grace – Administrative Assistant I</i>
20	Submission of Individual Performance Commitment Review (PICR)	None	5 minutes	<i>Salon, Junnie Lyn Grace – Administrative Assistant I</i>
21	Facilitation of BIR TIN Application for Job Order Workers	None	5 minutes	<i>Lumajang, Honey Rose – Administrative Officer IV</i> <i>Acug, Archenith – Administrative Aide IV</i> <i>Raiz, Mark Gregory - Administrative Aide III</i>
22	PhilHealth Membership Enrolment and Updating	None	3 minutes	<i>Agustin, Perry June – Administrative Officer III</i>
23	Preparation of appointments of newly hired PGMO employees	None	1 day	<i>Oco, Rocel – Administrative Officer V</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients shall fill up the customer feedback form provided at the Office or at the PACD
How feedbacks are processed	The customer feedback shall be consolidated and evaluated weekly, by addressing the concerned Office' division or individual
How to file a complaint	The client may file a complaint thru the following



	<ol style="list-style-type: none">1. Write a formal letter complaint addressed to the Human Resource Management Officer2. May send a complaint letter via email thru pgmohrmo@misamisoriental.gov.ph, or;3. May call to HRMO contact number 72-98-78 and thereby stating their
How complaints are processed	The complaints complaints received either in a form of a letter, via email or a phone call shall be responded immediately and dealt accordingly
Contact Information	PAGLAUM Hotline Number – 09177245286 or contact HRMO landline number 72-98-78



PROVINCIAL LEGAL OFFICE

LIST OF SERVICES

Services

Notarial Service

Legal Advice

Issuance of Clearance Form

Signing of Clearance

Drafting of Certificate of Posting

Request for Posting



NOTARIAL SERVICE

The purpose of this is to provide notarial services to documents coming from different offices of the Provincial Government of Misamis Oriental.

Office or Division:	Provincial Legal Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter (with extra copy as file of the requesting office)		Office requesting the notarial service		
Document to be notarized with original signatures (an extra copy with an original signature should be prepared for lawyer's copy)		Office requesting the notarial services		
Valid Government ID of the affiant(s) (1 original, 1 photocopy)		Issuing Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present the requirements	1.1 Check if all the requirements are complete.	None	5 minutes	Legal Aide Administrative Officer
	1.2 If the requirements are complete, receive the document by stamping the endorsement letter with the "received" stamp	None	2 minutes	Legal Aide Administrative Officer
	1.3 Record the received document in the office tracking system	None	2 minutes	Legal Aide Administrative Officer
	1.4 Forward the document to the Office of the Provincial Legal Officer for verification of the document to be notarized	None	2 minutes	Legal Aide Administrative Officer
	1.5 Examination of the document sought to be notarized	None	2 days	Provincial Legal Officer
	1.6 Forwarding of the document to	None	3 minutes	Legal Aide



	the lawyer assigned to notarized the document			Administrative Officer
	1.7 Actual notarization of the document	None	2 days	Assigned Lawyer
	1.8 Endorsement of notarized document back to the office concerned	None	10 minutes	Administrative Aide
	1.9 Enter the outgoing document to the office tracking system	None	5 minutes	Legal Aide Administrative Officer
TOTAL			4 days, 29 minutes	



LEGAL ADVICE

This service provides competent and adequate legal service to the people of Misamis Oriental.

Office or Division:	Provincial Legal Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Government ID		Issuing Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Fill up the client's logbook and present proof of identification	Confirm the identity of the client	None	3 minutes	Legal Aide Administrative Officer
Step 2: Inform the person assigned as to the factual details and matters of concern. Present documents if available.	2.1 Conduct the initial interview	None	10 minutes	Legal Assistant Legal Aide
	2.2 Refer the case to available lawyer	None	5 minutes	Legal Assistant Legal Aide
Step 3: Meet with the assigned lawyer for legal advice proper.	Assess the facts presented and give legal advice base thereon	None	1 hour	Lawyer
TOTAL			1 hour, 18 minutes	



ISSUANCE OF CLEARANCE FORM

The purpose of this service is to provide employees clearance form, for them to secure official authorization from the Governor for purposes of Retirement, Leave, Resignation, or Terminal Leave claim.

Office or Division:	Provincial Legal Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Provide requesting party details	Enter client details into the office tracking system	None	5 minutes	Legal Aide Administrative Officer
Step 2: Receive clearance Form	Give clearance form and instruction as to process flow	None	5 minutes	Legal Aide Administrative Officer
TOTAL			10 minutes	



SIGNING OF CLEARANCE

This service refers to the signing of the Provincial Legal Officer on the clearance form so that the employee can secure official authorization from the Governor for purposes of Retirement, Leave, Resignation, or Terminal Leave claim.

Office or Division:	Provincial Legal Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Clearance Form		Legal Office		
Notarized Affidavit of Accountability and No Pending Case		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present the requirements	1.1 Check if the requirements are complete	None	2 minutes	Legal Aide Administrative Officer
	1.2 If the requirements are complete, enter the data into the office tracking system	None	5 minutes	Legal Aide Administrative Officer
	1.3 Verify the personal circumstances/ employment records of the employee concerned	None	5 days	Legal Aide Administrative Officer
	1.4 Forward the document to the Provincial Legal Officer with accompanying information about the concerned employee for his signature	None	10 minutes	Legal Aide Administrative Officer
Step 2: Request for release of clearance	2.1 Check the office tracking system as to the	None	2 minutes	Legal Aide Administrative Officer



	status of the clearance 2.2 If the clearance has no problem, record the name of the party receiving the document and get 1 copy of the notarized Affidavit of Accountability and No Pending Case	None	3 minutes	Legal Aide Administrative Officer
Step 3: Receive the clearance form	Release the clearance form duly signed by the Provincial Legal Officer	None	1 minute	Legal Aide Administrative Officer
TOTAL			5 days, 23 minutes	



DRAFTING OF CERTIFICATE OF POSTING

This service refers to the drafting of Certificate of Posting to be signed by the Provincial Governor.

Office or Division:	Provincial Legal Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	People of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the Letter Request		Individual or Juridical Entity requesting the Certificate of Posting		
Endorsement from Provincial Administrator (with extra copy as file of the requesting office)		Provincial Administrator's Office		
Documents sought to be posted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present the requirements	1.1 Check if the requirements are complete	None	2 minutes	Legal Aide Administrative Officer
	1.2 Receive the documents and stamp the endorsement letter as well as the file copy with "received"	None	2 minutes	Legal Aide Administrative Officer
Step 2: Receive the file copy of the endorsement duly stamped with "received"	2.1 Give the file copy duly marked as 'received' to the liaison officer	None	1 minute	Legal Aide Administrative Officer
	2.2 Record the incoming document to the office tracking system	None	3 minutes	Legal Aide Administrative Officer
	2.3 Forward the document to the Provincial Legal Officer for his evaluation and approval	None	2 days	Legal Aide Administrative Officer Provincial Legal Officer



	2.4 Draft the Certificate of Posting upon approval	None	15 minutes	Administrative Officer Bookbinder
	2.5 Posting of the subject document	None	10 minutes	Administrative Aide
Step 3: Receive the Unsigned Certificate of Posting and Endorsement Letter	3.1 Endorse the Unsigned Certificate of Posting to the Assistant Provincial Administrator's Office.	None	10 minutes	Administrative Aide
	3.2 Record the outgoing document to the office tracking system	None	5 minutes	Legal Aide Administrative Officer
TOTAL			2 days, 48 minutes	



REQUEST FOR POSTING

This service refers to the request of different entities for posting of documents into the Provincial Legal Office's bulletin board usually as jurisdictional requirements of judicial and quasi-judicial agencies.

Office or Division:	Provincial Legal Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	People of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the Letter Request		Individual or Juridical Entity requesting the Certificate of Posting		
Endorsement from the Provincial Administrator (with extra copy as file of the requesting office)		Provincial Administrator's Office		
Documents sought to be posted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present the requirements	1.1 Check if the requirements are complete	None	2 minutes	Legal Aide Administrative Officer
	1.2 Receive the documents and stamp the endorsement letter as well as the file copy with "received"	None	2 minutes	Legal Aide Administrative Officer
Step 2: Receive the file copy of the endorsement duly stamped with "received"	2.1 Give the file copy duly marked as "received" to the liaison officer	None	1 minute	Legal Aide Administrative Officer
	2.2 Record the incoming document to the office tracking system	None	3 minutes	Legal Aide Administrative Officer
	2.3 Forward the document to the Provincial Legal Officer for his evaluation and approval	None	2 days	Legal Aide Administrative Officer Provincial Legal Officer



	2.5 Posting of the subject document	None	10 minutes	Administrative Aide
TOTAL			2 days, 18 minutes	



PROVINCIAL MANAGEMENT INFORMATION SYSTEM

LIST OF SERVICES

Services

Special Printing of Payroll and Voucher other than the Regular Scheduled Printing

Printing of DTRs

Repair of IT Equipment

Feedback and Complaints Mechanism



SPECIAL PRINTING OF PAYROLL AND VOUCHERS OTHER THAN REGULAR SCHEDULED PRINTING

This service provides the printing of payroll and voucher for employees' Honorarium, Overtime, First-claim Salary, Terminal Leave, Maternity Leave, Bonus, and other benefits.

Office or Division:	Provincial Management Information System 3 rd Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overtime: Memorandum and DTR		APA and PMIS		
First-claim Salary: Appointment and DTR		HRMO and PMIS		
Terminal Leave: Approved Leave		HRMO		
Maternity Leave: Approved Leave and Memorandum		HRMO and APA		
Bonus and other benefits: Memorandum from the Provincial Governor		APA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login to the office logbook and present Government issued ID	Let the client sign in the office logbook	None	3 minutes	<i>Mrs. Switzel Baculpo-Heyangan</i> – Administrative Assistant I
Step 2: Submit request and requirements to the payroll-in-charge	Receive request and the needed requirements then compute	None	7 minutes	<i>Mrs. Ruth D. Lambayong</i> – Senior Administrative Assistant V
Step 3: Receive the printed Payroll/Voucher	Print the Payroll/Voucher and hand in to the client	None	2 minutes	<i>Mr. Nathaniel S. Serognas</i> – Administrative Assistant III
TOTAL			12 minutes	



PRINTING OF DTR'S

This service provides the printing of the Daily Time Record of the Provincial Capitol employees every first week of the month or upon request of the employee (Regular, Casual, and Job Order)

Office or Division:	Provincial Management Information System 3 rd Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request (List of employees)		Client's respective office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login to the office logbook and present any Government issued ID	Let the client sign in the office logbook	None	3 minutes	<i>Mrs. Switzel Baculpo-Heyangan</i> – Administrative Assistant I
Step 2: Submit request to the in-charge	Receive the request and print the DTR	None	2 minutes	<i>Mr. Nathaniel S. Serognas</i> – Administrative Assistant III
Step 3: Receive the printed DTR	Hand in the printed DTR to the client	None	1 minute	<i>Mrs. Ruth D. Lambayong</i> – Senior Administrative Assistant V <i>Mrs. Switzel Baculpo-Heyangan</i> – Administrative Assistant I <i>Mr. Mc Auley Tumarong</i> – Job Order
TOTAL			6 minutes	



REPAIR OF I.T. EQUIPMENT

This service provides repair of IT equipment such as Printer, Laptop, CPU, Monitor, Router, CCTV Camera, Biometric Machine, etc.

Office or Division:	Provincial Management Information System 3 rd Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Call PMIS Office via telephone for concerns	Receive the call	None	3 minutes	<i>Mr Mac Auley Tumarong – Job Order</i>
Step 2: Bring the equipment to PMIS Office	Receive the equipment and do initial check up	None	5 minutes	<i>Mr. Immanuel L. Villon – Computer Programmer I</i>
Step 3: Log-in to the office logbook and receive the follow-up slip	Let the client log-in to the office logbook and issue follow-up slip	None	3 minutes	<i>Mr. Eric C. Villarente – Information Technology Officer I</i> <i>Mr. Ronald O. Castillo – Information Technology Officer II</i>
TOTAL			11 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Call the PMIS Office via telephone or directly call the PMIS Head, Engr. Bernardino A. Balo, Jr. Contact No.:(088-22) 72-53-31
How feedbacks are processed	Immediately call the attention of the concerned personnel
How to file a complaint	Complain via telephone or thru request letter addressed to PMIS Office
How complaints are processed	If the complaints are filed via telephone, the PMIS will call the attention of the concerned personnel/ office of their concerns. If complaints are filed thru request letter, PMIS will call/ feedback concerned personnel/ office for discussion of the issue/ concerns
Contact information of PMIS	:(088-22) 72-53-31/ (088) 881-0935 :mispgmo@misamisoriental.gov.ph

Office	Address	Contact Information
PMIS Office	3 rd floor, Provincial Capitol Building, Don Apolinar Velez St., Cagayan de Oro City	(088-22)72-53-31 (088) 881-0935



PROVINCIAL GENERAL SERVICES OFFICE

LIST OF SERVICES

Services

Property and supply management services

Records management services

Maintenance services

Administrative services



PROPERTY AND SUPPLY MANAGEMENT SERVICES

This service caters to the inspection of supplies and services delivered to different offices including the eight (8) hospitals within Misamis Oriental.

Office or Division:	Provincial General Services Office A. Luna St., Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Departments/ Offices of the Provincial Government of Misamis Oriental including the 8 hospitals of Misamis Oriental			
Procedures for filing complaints:	Write a letter addressed to the Department Head indicating the nature and personnel concerned for complaint			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Contract Agreement • Notice to Proceed • Purchase Order • Disbursement Voucher • Obligation Request • Acceptance and Inspection Report • Requisition Issue Slip • Charge Sales Invoice • Delivery Receipt 		Requesting Office		
CLIENT STEPS (Goods, Supplies and Services)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log in to visitor's logbook	Let the client sign in the visitor's logbook	None	2 minutes	<i>Divinagracia Rauto</i>
Step 2: Approach assigned inspector for entry and control of voucher for inspection	2.1 Receive and control vouchers	None	5 minutes	<i>Rey O. Alinsasaguin Noe M. Alvarez Richie B. Balagot Prisco M. Bonghanoy, Jr. Helen A. Boncales Evangeline C. Gomez Ceferino B. Llagas, Jr. Juseite Pelayo Hanelyn A. Prieto Visitacion H. Quipanes Ma. Lourdes D. Tan</i>
	2.2 Inspect and sign Acceptance and Inspection Report (if documents are	None	60 minutes	<i>Rey O. Alinsasaguin Noe M. Alvarez Richie B. Balagot</i>



	found complete and conforms with the guidelines of inspection)			<i>Prisco M. Bonghanoy, Jr. Helen A. Boncales Evangeline C. Gomez Ceferino B. Llagas, Jr. Juseite Pelayo Hanelyn A. Prieto Visitacion H. Quipanes Ma. Lourdes D. Tan</i>
	2.3 Check and sign RIS and initial AIR	None	30 minutes	<i>Val I. Verdadero</i>
	2.4 Issue PAR/ICS/WMR (identify items that needs PAR/ICS/WMR)	None	10 minutes	<i>Ivy P. Raz Rhuji M. Macabuac Ceferino B. Llagas</i>
	2.5 Prepare PAR/ICS	None	10 minutes	<i>Rhuji M. Macabuac</i>
Step 3: Receive PAR/ICS	Release PAR/ICS to requisitioning office for signature of accountable person	None	3 minutes	<i>Ceferino B. Llagas</i>
Step 4: Return PAR/ICS	4.1 Receive signed PAR/ICS	None	3 minutes	<i>Ceferino B. Llagas</i>
	4.2 Give PAR/ICS To concerned PGSO personnel	None	3 minutes	<i>Ceferino B. Llagas</i>
	4.3 For signature of PAR/ICS/WMR	None	2 minutes	<i>Atty. Iris A. Virtudez-Brillantes</i>
	4.4 Approve and sign AIR and RIS	None	10 minutes	<i>Atty. Iris A. Virtudez-Brillantes</i>
	4.5 Photocopy/ get file copies of voucher, AIR, RIS, PO, PR, Contract	None	20 minutes	<i>Visitacion H. Quipanes</i>
Step 5: Receive vouchers with provided/ signed AIR and RIS with approved/ signed PAR	Release and record approved AIR and RIS attached with approved PAR	None	3 minutes	<i>Rey O. Alinsasaguin Noe M. Alvarez Richie B. Balagot Prisco M. Bonghanoy, Jr. Helen A. Boncales</i>



				<i>Evangeline C. Gomez</i> <i>Ceferino B. Llagas, Jr.</i> <i>Juseite Pelayo</i> <i>Hanelyn A. Prieto</i> <i>Visitacion H. Quipanes</i> <i>Ma. Lourdes D. Tan</i>
TOTAL			2 hours, 41 minutes	

CLIENT STEPS (Fuel)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log in to visitor's logbook	Let the client sign in the visitor's logbook	None	2 minutes	<i>Divinagracia Rauto</i>
Step 2: Approach receiving officer	2.1 Receive fuel request and control 2.2 Validate fuel issuance and affix initial for approval of the Department Head 2.3 Approve and sign Fuel Issue Slip	None	7 minutes	<i>Ronald B. Seno</i> <i>Helen A. Boncales</i> <i>Atty. Iris A. Virtudez-Brillantes</i>
Step 3: Receive approved fuel request	Release and record fuel request	None	3 minutes	<i>Ronald B. Seno</i>
Step 4: Proceed to Motorpool for dispensation of fuel	Dispense fuel and inspect	None	10 minutes	<i>Prisco M. Bonghanoy, Jr.</i> <i>Rey P. Alinsasaguin</i>
TOTAL			22 minutes	



RECORDS MANAGEMENT SERVICES

This service caters to the recording and inventory of all Property, Plant and Equipment of the Provincial Government of Misamis Oriental

Office or Division:	Provincial General Services Office A. Luna St., Cagayan de Oro City	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Departments/ Offices of the Provincial Government of Misamis Oriental including the 8 hospitals of Misamis Oriental	
Procedures for filing complaints:	Write a letter addressed to the Department Head indicating the nature and personnel concerned for complaint	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Return slip and Waste Material Clearance Form Letter Request for Transfer of Accountability 		

Land, Building, Property, Inventory and Disposal Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log in to visitor's logbook	Let the client sign in the visitor's logbook	None	2 minutes	<i>Divinagracia Rauto</i>
Step 2: Approach receiving personnel for waste materials and items for return	2.1 Receive items/ waste Materials	None	10 minutes	<i>Ceferino B. Llagas, Jr.</i>
	2.2 Prepare Waste Material Report	None	10 minutes	<i>Ceferino B. Llagas, Jr.</i>
	2.3 Sign Waste Material Report and assign inspector	None	3 minutes	<i>Ivy P. Raz</i>
	2.4 Approve and sign Waste Material Report	None	5 minutes	<i>Atty. Iris A. Virtudez-Brillantes</i>
Step 3: Receive Waste Material Report	Release and record Waste Material Report	None	3 minutes	<i>Ceferino B. Llagas, Jr.</i>
TOTAL			33 minutes	



Records, File and Archives Section:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step1: Log in to visitor's logbook	Let the client sign in the visitor's logbook	None	2 minutes	<i>Divinagracia Rauto</i>
Step 2: Approach receiving personnel for signing of clearance	2.1 Receive and record Clearance Form	None	2 minutes	<i>Ceferino B. Llagas, Jr.</i>
	2.2 Check to database as to accountability of personnel	None	10 minutes	<i>Richie B. Balagot</i>
	2.3 Approve and sign Clearance Form	None	5 minutes	<i>Atty. Iris A. Virtudez-Brillantes</i>
Step 3 Receive Clearance Form	Release and record Clearance Form	None	3 minutes	<i>Ceferino B. Llagas, Jr.</i>
TOTAL			22 minutes	



MAINTENANCE SERVICES

This service caters to the repair and maintenance of properties within the capitol building and its premises including the eight (8) hospitals of Misamis Oriental

Office or Division:	Provincial General Services Office A. Luna St., Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Departments/ Offices of the Provincial Government of Misamis Oriental including the 8 hospitals of Misamis Oriental			
Procedures for filing complaints:	Write a letter addressed to the Department Head indicating the nature and personnel concerned for complaint			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in to visitor's logbook	Let the client sign in the visitor's logbook	None	2 minutes	<i>Divinagracia Rauto</i>
Step 2: Approach receiving personnel for requests of maintenance services	Receive letter request	None	2 minutes	<i>Shellaine Vianney Jamis</i>
Step 3: Present approved letter request at Maintenance Division	Receive, record and refer to personnel in charge	None	5 minutes	<i>Paulo G. Abellanosa</i>
Step 4: Coordinate with maintenance personnel in-charge for the specific job request	Discuss with client and arrange schedule for services to render	None	30 minutes	<i>Roel B. Selgas – Electrical Section</i> <i>Ronald C. Bonao – Carpentry, Masonry & Plumbing Section</i>
TOTAL			39 minutes	



ADMINISTRATIVE SERVICES

This service caters to the control of Purchase Request as to Procurement Plan, Procurement Service of Supplies, Registration and Renewal of vehicles owned by the Province of Misamis Oriental.

Office or Division:	Provincial General Services Office A. Luna St., Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Departments/ Offices of the Provincial Government of Misamis Oriental including the 8 hospitals of Misamis Oriental			
Procedures for filing complaints:	Write a letter addressed to the Department Head indicating the nature and personnel concerned for complaint			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Purchase Request, Project Procurement Management Plan, Approved Budget of the Contract Controlled Purchase Request from BAC Office 				
CLIENT STEPS (For control of Purchase Requests)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in to visitor's logbook	Let the client sign in the visitor's logbook	None	2 minutes	<i>Divinagracia Rauto</i>
Step 2: Approach receiving personnel	2.1 Receive Purchase Request	None	2 minutes	<i>Shellaine Vianney Jamis</i>
	2.2 Review and check as to supporting documents needed for approval	None	5 minutes	<i>Genevieve P. Cagalitan</i>
	2.3 Control/ record PR	None	5 minutes	<i>Genevieve P. Cagalitan</i>
	2.4 Sign and approve as to procurement	None	5 minutes	<i>Atty. Iris A. Virtudez-Brillantes</i>
Step 3: Release approved PR	Release approved PR	None	3 minutes	<i>Shellaine Vianney Jamis</i>
TOTAL			22 minutes	



CLIENT STEPS (Agency Procurement Requests)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log in to visitor's logbook	Let the client sign in the visitor's logbook	None	2 minutes	<i>Divinagracia Rauto</i>
Step 2: Approach receiving personnel	2.1 Receive PR from BAC for Agency Procurement Request	None	5 minutes	<i>Genevieve P. Cagalitan</i>
	2.2 Prepare APR form	None	5 minutes	<i>Genevieve P. Cagalitan</i>
	2.3 Transmit APR to DBM for quotation	None	10 minutes	<i>Adolfo Llenares, Jr.</i>
	2.4 Get APR with quotation	None	10 minutes	<i>Adolfo Llenares, Jr.</i>
	2.5 Prepare Purchase Order and disbursement voucher	None	10 minutes	<i>Genevieve P. Cagalitan</i>
	2.6 Sign Purchase Order and disbursement voucher	None	5 minutes	<i>Atty. Iris A. Virtudez-Brillantes</i>
Step 3: Receive approved Agency Procurement Request, Purchase Order and Disbursement Voucher	Release approved Agency Procurement Request, Purchase Order and Disbursement Voucher	None	3 minutes	<i>Genevieve P. Cagalitan</i>
TOTAL			50 minutes	
CLIENT STEPS (For Vehicle Request)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log in to visitor's logbook	Let the client sign in the visitor's logbook	None	2 minutes	<i>Divinagracia Rauto</i>
Step 2: Approach receiving personnel	2.1 Receive approved request and/ or accomplished borrower slip with approval of the administrator for	None	5 minutes	<i>Rey Valledor</i>



	the usage of vehicle 2.2 Schedule and assign vehicle for the requesting office	None		
TOTAL			7 minutes	



MISAMIS ORIENTAL PROVINCIAL CAPITOL BAND

LIST OF SERVICES

Services

Request for Provincial Capitol Band

Procedure for Filing of Complaints



REQUEST FOR PROVINCIAL CAPITOL BAND

Office or Division:	Provincial Capitol Band Capitol Compound, A.Velez St., Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	G2G - Government to all Barangay, Municipality and City Officials			
Who may avail:	All Barangays, Municipalities and Cities – including Cagayan de Oro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of Letter Request addressed to the Governor signed by the requesting party		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID to the personnel assigned at the receiving area and sign-in at the visitor's logbook	Have the client sign the visitor's logbook	None	2 minutes	<i>Yodel S. Neri – Admin Aide I</i>
Step 2: Submit letter request	2.1 Receive and assess letter request with the client	None	8 minutes	<i>Roldan S. Neri – Admin Aide I</i>
	2.2 Forward the request letter to the Governor's office for approval	None	1 day	
TOTAL			1 day 10 minutes	



PROCEDURE FOR FILING OF COMPLAINTS

Office or Division:	Provincial Capitol Band Capitol Compound, A.Velez St., Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	G2G - Government to all Barangay, Municipality and City Officials			
Who may avail:	All Barangays, Municipalities and Cities – including Cagayan de Oro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Write a complaint letter and drop it in the suggestion box	Place a suggestion box where clients can access it easily	None		<i>Yodel S. Neri – Admin Aide I</i>
Step 2: Await the agency's response and explanation regarding your complaint	2.1 Receive and assess Complaint Letter	None	3 days	<i>Ewen Ray L. Pagutayao – CMM</i>
	2.2 Conduct a deliberation with the staff	None		<i>Glenn S. Cabagnot – Band-In-Charge</i>
		TOTAL	3 days	



MISAMIS ORIENTAL PROVINCIAL INTERNAL AUDIT DEPARTMENT
LIST OF SERVICES

Services

Conduct of Risk Assessment Workshop



CONDUCT OF RISK ASSESSMENT WORKSHOP

This service conducts risk assessment workshop.

Office or Division:	Misamis Oriental Provincial Internal Audit Department 3 rd Floor, Capitol Building, A. Velez St., Cagayan de Oro City			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All offices of Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum Order to attend Risk Assessment Workshop		Office of the Provincial Administrator		
Copy of Office's objectives , mission and vision		Office of the Participants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook/ attendance sheet and present government issued ID	Let the client sign in the visitor's logbook/ attendance sheet	None	5 minutes	<i>Jasmine Faisah M. Macarambon</i> <i>Maricris A. Gonzaga</i> Internal Auditor II
Step 2: Participate in the discussion and fill-out the forms for the identification of risk(s) factors.	Conduct risk assessment workshop and assist the participants if there are queries or concerns.	None	2 hours and 40 minutes	<i>Atty. Lionel M. Maandig, Jr.</i> Acting Department Head <i>Zenith C. Bargamento</i> <i>Aileen Grace A. Padilla</i> Internal Auditor IV
Step 3: Submit output on the identification of risk(s) factors.	Gather the participants' output.	None	10 minutes	<i>Jasmine Faisah M. Macarambon</i> <i>Maricris A. Gonzaga</i> Internal Auditor II
TOTAL:		None	2 hours and 55 minutes	



PROVINCIAL TREASURER'S OFFICE
LIST OF SERVICES

Services

Collection of Payment of Tax on Transfer of Ownership of Real Property/Professional Tax/Annual Fixed Tax for Delivery Truck or Van/Rentals and Other Fees and Charges

Collection of Payment of Real Property Tax

Collection of Payment of Franchise Tax/Amusement Tax

Procedure for Filing Complaints



COLLECTION OF PAYMENT OF TAX ON TRANSFER OF OWNERSHIP OF REAL PROPERTY/PROFESSIONAL TAX/ANNUAL FIXED TAX FOR DELIVERY TRUCK OR VAN/RENTALS AND OTHER FEES AND CHARGES

This service caters collection of payment of tax on transfer of ownership of real property / professional tax / annual fixed tax for delivery truck or van / rentals and other fees and charges.

Office or Division:	Provincial Treasurer's Office 1 st Floor-Right Wing of the Capitol Building		
Classification:	Simple		
Type of Transaction:	G2C – Government To Citizens		
Who may avail:	Real Property Tax Owners/Licensed Professional Practitioners/General Public		
Fees to be Paid:	1. 50% of 1% of the total consideration involved in the acquisition of the property or of the fair market value, whichever is higher. 2. Php 300.00 - payable annually on or before the 31st day of January. 3. Php 500.00 - per sticker per truck/van 4. Based on the order of payment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Transfer Tax Bill or Order of Payment		Provincial Assessor's Office	
PRC ID		PRC Office	
Registration/ownership of motor		Land Transportation Office	
Order of Payment		Offices rendering services	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log in to PTO logbook and present order of payment or tax bill/ PRC ID/ Registration of motor vehicle to window 5. Then, pay the amount stated in the order of payment/ fixed annual tax and receive official receipt	Assist/ facilitate the client. Prepare tax computation and receive payment then issue official receipt	15 minutes	<i>Cashier – Provincial Treasurer's Office</i>
TOTAL:		15 minutes	



COLLECTION OF PAYMENT OF REAL PROPERTY TAX

This service caters collection of payment of real property tax.

Office or Division:	Provincial Treasurer's Office 1 st Floor-Right Wing of the Capitol Building		
Classification:	Simple		
Type of Transaction:	G2C – Government To Citizens		
Who may avail:	Real Property Taxpayers In The Province		
Fees to be Paid:	<p>BASIC TAX: Assessed Value X 1% = Annual Tax Due</p> <p>SEF: Assessed Value X 1% = Annual Tax Due</p> <p>Note: If not paid on time, a two (2) % penalty per month will be imposed but not to exceed 36 months.</p>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Previous Official Receipts (OR) or Tax Bill from the Municipal Treasurer		Municipality where Property Located or Provincial Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log in to PTO logbook and present previous official receipt (OR) or tax bill from the Municipal Treasurer and pay the amount stated in the billing statement. Then receive the official receipt	Assist/ facilitate the client. Prepare tax computation and receive payment then issue official receipt	15 minutes	Collecting Officer – Provincial Treasurer's Office
TOTAL:		15 Minutes	



COLLECTION OF PAYMENT OF FRANCHISE TAX/AMUSEMENT TAX

This service caters to the payment of franchise tax/ amusement tax.

Office or Division:	Provincial Treasurer's Office 1 st Floor-Right Wing of the Capitol Building		
Classification:	Simple		
Type of Transaction:	G2B – Government To Business		
Who may avail:	Electric Companies And Cooperative, Telecom Companies		
Fees to be Paid:	<p>FRANCHISE TAX: 50% of 1% of Gross Receipts for the preceding calendar year payable annually on or before the 20th of January.</p> <p>AMUSEMENT TAX: 10% of monthly gross receipts payable on the 10th day after the end of the month.</p>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Notarized Declaration of Gross Receipts		Audited Financial Statement of the Electric Companies and Cooperative, Telecom Companies	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log in to PTO logbook and submit notarized declaration of Gross Receipts. Then, pay the amount stated in the billing statement and receive the Official Receipt	Assist/ facilitate the client. Compute for tax due and issue billing statement. Then, receive payment and issue Official Receipt	15 minutes	Collecting Officer – Provincial Treasurer’s Office
TOTAL:		15 Minutes	



PROCEDURE FOR FILING OF COMPLAINTS

Office or Division:	Provincial Treasurer's Office 1 st Floor-Right Wing of the Capitol Building		
Classification:	Simple		
Type of Transaction:	G2C – Government To Citizens		
Who may avail:	Individuals/ Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter/ Accomplished Feedback Form 2. Complaint Letter/ Accomplished Feedback Form 3. Assessed Feedback Form; Complaint Letter		Provincial Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ file Complaint; Accomplish PTO Feedback Form; or write via email misor.pto@misamisoriental.gov.ph	Discuss the complaint with the client; Assess issues/ concerns indicated on the PTO feedback form and shall be responded immediately	15 minutes	PTO Officer in Charge
TOTAL:		15 Minutes	



PROVINCIAL YOUTH DEVELOPMENT OFFICE

LIST OF SERVICES

Services

Requesting for Technical Assistance from the Provincial Youth Development Council (PYDC), Local Youth Development Council (LYDC) and SK Federation of the Province of Misamis Oriental in the Formulation of the Provincial Youth Development Plan (PYDP)



REQUESTING FOR TECHNICAL ASSISTANCE FROM THE PROVINCIAL YOUTH DEVELOPMENT COUNCIL (PYDC), LOCAL YOUTH DEVELOPMENT COUNCIL (LYDC) AND SK FEDERATION OF THE PROVINCE OF MISAMIS ORIENTAL IN THE FORMULATION OF THE PROVINCIAL YOUTH DEVELOPMENT PLAN (PYDP)

This service caters technical assistance to any youth organization in Misamis Oriental in relation to the formulation of the Provincial Youth Development Plan.

Office or Division:	Provincial Youth Development Office Old RTC Branch 40 Building (Ground Floor), Luna St. Capitol Compound, Cagayan de Oro City			
Classification:	Simple			
Type of Transaction:	Government to SK Provincial Federation of Misamis Oriental, Provincial Youth Development Council (PYDC) member and other recognized youth organizations in the province			
Who may avail:	All SK Provincial Federation Officials, Provincial Youth Development Council Members and Recognized Youth Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 Copies of Letter Request (if non-SK) or Resolution (if SK) with proper attachments (i.e. program, budget proposals, letters of confirmation and other relevant documents)		SK Provincial Federation Officials, Youth Org Adviser/ Officers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID to the personnel assigned at the receiving area and sign in at the visitor's logbook	Let the client sign in the visitor's logbook	None	3 minutes	<i>Fiona Marie S. Beja</i> – Admin Aide I
Step 2: Submit Letter Request / Resolution	2.1 Receive and assess Letter Request with the client. 2.2 Issue Follow-up Slip	None	10 minutes	<i>Leonard Ray L. Ramas</i> – Admin Aide 1
TOTAL:		None	13 minutes	



PROVINCIAL ASSESSOR'S OFFICE

LIST OF SERVICES

Services

Issuance of Certified True Copy/Reproduction of Tax Declaration and Documents

Issuance of Landholding Certification

Annotation/ Cancellation of Mortgage, Bailbond, LisPendens, Liens &

Encumbrance Request for Historical Ownership

Reproduction of Tax Map and Tax Map Control Roll

Property Index Number (Pin) Verification

Request for the Issuance of Tax Declaration

The Procedure of Filing Complaints



ISSUANCE OF CERTIFIED TRUE COPY/REPRODUCTION OF TAX DECLARATION AND DOCUMENTS

The service caters to any real property owner, individual or corporation or government agency wanting to obtain a copy of Tax Declaration.

Office:	Provincial Assessor's Office 2/F, Right Wing Capitol Building, Velez St., Cagayan de Oro City
Who may avail:	G2C – Government to Citizens G2G – Government to Government
Service Schedule:	8:00 AM – 5:00 PM (No Break Time) Monday to Friday
Total Processing Time:	Simple: 38 minutes Complex: 1 day
Fees to be Paid:	₱100.00 per document/ Tax Declaration
Requirements:	<ol style="list-style-type: none"> 1. Tax Clearance for Certified True Copy; 2. Special Power of Attorney (SPA) / Authorization from the owner, if representative. 3. No Tax Clearance, a Reproduction Copy of Tax Dec will be given with annotation that the said Tax Declaration is not valid for government transaction like BIR, DENR and ROD; 4. Government issued identification (ID)

HOW TO AVAIL THE SERVICES:

FOLLOW THESE STEPS	SERVICE PROVIDER	IT WILL TAKE YOU	PLEASE APPROACH
Step 1: Login to visitor's logbook and present any Government issued Identification	Let client sign in the visitor's logbook and check/validate clients identification	2 minutes	<i>Virginia P. Vuelban</i>
Step 2: Present request	Receive and discuss request/s with client/s	2 minutes	
Step 3: Present the Tax Declaration No. or Property Index Number and attach the Tax Clearance	Receive and validate Tax Clearance of current realty; (No Tax Clearance, a reproduction of Tax Dec will be issued)	3 minutes	
Step 4: Wait for the Order of Payment Slip	Issue order of payment Slip	2 minutes	
Step 5: Pay to the Cashier at the Provincial Treasurer's Office	Receives payment and Issue Official Receipt	10 minutes	<i>Nelson M. Bautista (PTO – Ground Floor)</i>



Step 6: Present the OR to Assessor and wait for the claim slip	6.1 Receive and attached OR to transaction, give to Records Division and Issue Claim Slip for schedule of release	2 minutes	<i>Virginia Vuelban</i>
	6.2 Transaction Processed, researched, photocopied, printed and signed	15 minutes	<i>Leilanie E. Riparip Francisco III S. Vacalares</i>
Step 7: Present Claim Slip to releasing window	Release transaction	2 minutes	<i>Mark Anthony U. Ybañez</i>
END			



ISSUANCE OF LANDHOLDING CERTIFICATION

(DAR CLEARANCE, ESTATE TAX, CAPITAL GAIN, ASSET CHECKING)

The service caters to any real property owner, individual or corporation or government agency wanting to obtain a landholding certification.

Office:	Provincial Assessor's Office 2/F, Right Wing Capitol Building, Velez St., Cagayan de Oro City
Who may avail:	G2C – Government to Citizens G2G – Government to Government
Service Schedule:	8:00 AM – 5:00 PM (No Break Time Monday to Friday)
Total Processing Time:	No property: 45 minutes 5 properties and below: One day 6 properties and below: Three days
Fees to be Paid:	₱100.00 per certification
Requirements:	Name of Property Owner and Residential address

HOW TO AVAIL THE SERVICES:

FOLLOW THESE STEPS	SERVICE PROVIDER	IT WILL TAKE YOU	PLEASE APPROACH
Step 1: Login to visitor's logbook and present any Identification	Let client sign in the visitors logbook and check/validate clients identification	2 minutes	<i>Virginia P. Vuelban</i>
Step 2: Present Request	Receive request and issue aggregate landholding forms	2 minutes	
Step 3: Fill out forms of landholdings	Check in the RPT E-Systems for verification and issue Order of Payment Slip	5 minutes	
Step 4: Wait for the Order of Payment Slip	Issue order of payment	2 minutes	
Step 5: Pay to the Cashier at the Provincial Treasurer's Office	Receives payment and Issue Official Receipt	10 minutes	<i>Nelson M. Bautista (PTO – Ground Floor)</i>
Step 6: Present the OR to Assessor and wait for the claim slip	6.1 Receive and attach OR to transaction, give to Records Division and Issue Claim Slip for schedule of release	2 minutes 20 minutes	<i>Virginia P. Vuelban</i>



	6.2 Transaction Processed, researched, encoded, printed and approved for release		<i>Jephro Glen N. Gervacio Mike Edgielou Guera Leilanie E. Riparip</i>
Step 7: Present Claim Slip to releasing window	Release Aggregate Landholding	2 minutes	<i>Mark Anthony U. Ybañez</i>
END			



ANNOTATION/ CANCELLATION OF MORTGAGE, BAILBOND, LIS PENDENS, LIENS & ENCUMBRANCE

The service caters to any real property owner, individual or corporation or government agency requesting for annotation and/or cancellation of documents and tax declarations over an interest of a parcel of land such as mortgage, bailbond, lis pendens, liens and encumbrance and unregistered documents.

Office:	Provincial Assessor's Office 2/F, Right Wing Capitol Building, Velez St., Cagayan de Oro City		
Who may avail:	G2C – Government to Citizens G2G – Government to Government		
Service Schedule:	8:00 AM – 5:00 PM (No Break Time Monday to Friday		
Total Processing Time:	One hour per transaction of annotation/ cancelation		
Fees to be Paid:	For Documents amounting to	Fees/Charges	
	Php 1.00 – Php 500,000.00	Php 100.00	
	500,001.00 - 1,500,000.00	Php 200.00	
	1,500,001.00 - 2,500,000.00	Php 300.00	
	2,500,001.00 - 5,000,000.00	Php 400.00	
5,000,001.00 and Above	Php 500.00		
Requirements:	<ul style="list-style-type: none"> Registered documents (Original and 2 photocopies) Photocopies of OCT/KOT/TCT/TCT (2 copies) Tax Clearance of the current Realty Tax Tax Declaration 		

HOW TO AVAIL THE SERVICES:

FOLLOW THESE STEPS	SERVICE PROVIDER	IT WILL TAKE YOU	PLEASE APPROACH
Step1: Login to visitor's logbook and present any Identification	Let client sign in the visitors logbook and check/validate clients identification	2 minutes	<i>Virginia P. Vuelban</i>
Step 2: Present request and submit required documents	Receive and validate the documents presented and issue order of payment slip	5 minutes	
Step 3: Proceed to Provincial Treasurer's Office for payment	Receives payment slip and Issue Official Receipt	10 minutes	<i>Nelson M. Bautista (PTO – Ground Floor)</i>
Step 4: Present the OR to Assessor and wait for the claim slip	4.1 Receive and attached OR to transaction and Issue Claim Slip for schedule of release	2 minutes	<i>Virginia P. Vuelban</i>



	4.2 Transaction processed, researched, evaluated, annotated, segregated and approved for release	40 minutes	<i>Leilanie E. Riparip Jephro Glen N. Gervacio Jonathan G. Mercado</i>
Step 5: Present Claim Slip to releasing window	Release transaction	2 minutes	<i>Mark Anthony U. Ybañez</i>
END			



REQUEST FOR ISSUANCE OF HISTORICAL OWNERSHIP OF REAL PROPERTY

The service caters to any real property owner, individual or corporation or government agency wanting to obtain a historical ownership of the property.

Office:	Provincial Assessor's Office 2/F, Right Wing Capitol Building, Velez St., Cagayan de Oro City
Who may avail:	G2C – Government to Citizens G2G – Government to Government
Service Schedule:	8:00 AM – 5:00 PM (No Break Time Monday to Friday
Total Processing Time:	Simple: Three Days Complex: Seven Days Highly Technical: Fifteen Days
Fees to be Paid:	₱100.00 for one (1) page Plus ₱ 20.00 for every succeeding page
Requirements:	<ol style="list-style-type: none"> 1. Copy of Tax Declaration Number/Property Index Number or Lot Number 2. Special Power of Attorney (SPA) Authorization from the owner, if representative 3. Government issued Identification (ID)

HOW TO AVAIL THE SERVICES:

FOLLOW THESE STEPS	SERVICE PROVIDER	IT WILL TAKE YOU	PLEASE APPROACH
Step 1: Login to visitor's logbook and present any Identification	Let client sign in the visitors logbook and check/validate clients identification	2 minutes	<i>Virginia P. Vuelban</i>
Step 2: Requests for Historical Ownership and present a copy of Tax Declaration, PIN or Lot No.	Receive requests. Check TD/PIN/Lot No. and issue order of payment slip	10 minutes	
Step 3: Proceed to Provincial Treasurer's Office for payment of Historical Ownership	Receives payment and Issue Official Receipt	2 minutes	<i>Nelson M. Bautista (PTO-Ground Floor)</i>
Step 4: Present the OR to Assessor and wait for the claim slip for the schedule of release	Receive and attach OR to transaction, record and Issue Claim Slip for schedule of release	5 minutes	<i>Virginia P. Vuelban</i>
END			



REPRODUCTION OF TAX MAP AND TAX MAP CONTROL ROLL

The service caters to any real property owner, individual or corporation or government agency wanting to reproduce tax maps.

Office:	Provincial Assessor's Office 2/F, Right Wing Capitol Building, Velez St., Cagayan de Oro City
Who may avail:	G2C – Government to Citizens G2G – Government to Government
Service Schedule:	8:00 AM – 5:00 PM (No Break Time Monday to Friday
Total Processing Time:	Simple: 20 minutes Complex: 2 hours
Fees to be Paid:	₱100.00 per page
Requirements:	Lot number/Tax Declaration/BL FORM VDAS 37/Maps/Title Request letter Government issued Identification (ID)

HOW TO AVAIL THE SERVICES:

FOLLOW THESE STEPS	SERVICE PROVIDER	IT WILL TAKE YOU	PLEASE APPROACH
Step 1: Login to visitor's logbook and present any Identification	Let client sign in the visitors logbook and check/validate clients identification	2 minutes	<i>Jose Jess Amao Noel E. Paguidopon</i>
Step 2: Requests Reproduction of Tax Maps and TMCR	Receive requests for research and issue Order of Payment Slip	2 minutes	
Step 3: Proceed to Provincial Treasurer's Office for payment	Receives payment and Issue Official Receipt	5 minutes	<i>Nelson M. Bautista (PTO – Ground Floor)</i>
Step 4: Photocopy the tax map/TMCR	Photocopy Tax Map/ TMCR	10 minutes	<i>Jose Jess Amao Noel E. Paguidopon</i>
Step 5: Present the OR to Assessor and wait for the approved Reproduction Copy	Attach OR to photocopied Tax Map or Tax Map Control Roll, Stamp and approve for release	1 minute	<i>Jose Jess Amao Noel E. Paguidopon</i>
END			



PROPERTY INDEX NUMBER (PIN) VERIFICATION

The service caters to any real property owner, individual or corporation or government agency requesting for PIN verification of the parcel of land.

Office:	Provincial Assessor's Office 2/F, Right Wing Capitol Building, Velez St., Cagayan de Oro City
Who may avail:	G2C – Government to Citizens G2G – Government to Government
Service Schedule:	8:00 AM – 5:00 PM (No Break Time Monday to Friday
Total Processing Time:	Simple: 25 minutes
Fees to be Paid:	₱50.00 per Property Index Number
Requirements:	Lot number/Title/BL FORM VDAS 37/Maps

HOW TO AVAIL THE SERVICES:

FOLLOW THESE STEPS	SERVICE PROVIDER	IT WILL TAKE YOU	PLEASE APPROACH
Step 1. Login to visitor's logbook and present any Identification	Let client sign in the visitors logbook and check/validate clients identification	2 minutes	<i>Jose Jess Amao Noel E. Paguidopon</i>
Step 2. Requests for PIN verification	Receive request for research and Issue Order of Payment Slip	10 minutes	
STEP 3: Proceed to Provincial Treasurer's Office for payment	Receives payment and Issue Official Receipt	10 minutes	<i>Nelson M. Bautista (PTO – Ground Floord)</i>
Step 4. Present the Official Receipt to Assessor and wait for the release of PIN	Receive and attach OR to transaction and release transaction	3 minutes	<i>Jose Jess Amao Noel E. Paguidopon</i>
END			



REQUEST FOR THE ISSUANCE OF TAX DECLARATION

The service caters to any real property owner, individual or corporation or government agency wanting to obtain a Tax Declaration involving transfer of real property.

Office:	Provincial Assessor's Office 2/F, Right Wing Capitol Building, Velez St., Cagayan de Oro City
Who may avail:	G2C – Government to Citizens G2G – Government to Government
Service Schedule:	8:00 AM – 5:00 PM (No Break Time Monday to Friday
Total Processing Time:	Simple: Seven Days Complex: Ten Days Highly Technical: Twenty One Days
Fees to be Paid:	Tax on Transfer Fee: 50% of 1% of the Market Value or of the purchase price whichever is higher.
Requirements:	<p><u>FOR VERIFICATION:</u> Original and Photocopy of the Following</p> <p><u>LAND TRANSACTION:</u></p> <ol style="list-style-type: none"> 1. Registered Deed of Conveyance (Deed of Absolute Sale, Deed of Partition-Extra Judicial or Judicial, Waiver of Rights/Quit Claim, Deed of Donation, Affidavit of Adjudication duly Notarized, Affidavit of Consolidation of Ownership duly notarized) 2. Tax Clearance of Current Realty Tax 3. Tax on Transfer 4. Certified True Copy of OCT/KOT/TCT/CLOA 5. Sketch Plan/Approved Survey Plan/ Approved Subdivision Plan 6. Certificate Authorizing Registration (CAR) - BIR 7. Ten years Back Taxes plus the Current Year (for New Declaration) <p><u>BUILDING TRANSACTION:</u></p> <ol style="list-style-type: none"> 1. Sworn Statement (Declared New) 2. Certificate Authorizing Registration (CAR) for Transfer of Ownership 3. Tax Clearance of Current Realty Tax 4. Tax on Transfer 5. Registered Deed of Conveyance

HOW TO AVAIL THE SERVICES:

FOLLOW THESE STEPS	SERVICE PROVIDER	IT WILL TAKE YOU	PLEASE APPROACH
STEP 1: Login to visitors' logbook and present any Identification	Let client sign in the visitor's logbook and check/ validate clients identification	2 minutes	<i>Virginia P. Vuelban</i>
STEP 2:		10 minutes	



Submit all documents for validation	Receive, evaluate and validate the documents presented		
STEP 3: Wait for the computation of Tax on Transfer	Compute Transfer Tax	10 minutes	<i>Efren S. Taal Jo-ann P. Cabactulan Maria Luz B. Macarandang</i>
STEP 4: Pay to Treasurer's Office	Receive payment and issue official receipt	10 minutes	<i>Nelson M. Bautista (PTO-Ground Floor)</i>
STEP 5: Present the OR to Assessor and wait for the claim/ follow-up slip	Receive and attached OR to transactions, give documents to Land and Building Divisions and issue Claim Slip for schedule of release	2 minutes	<i>Virginia P. Vuelban</i>
END			



THE PROCEDURE FOR FILING COMPLAINTS

Per Section 22 of R.A. 7160, Local Board of Assessment Appeals, it provides; “Any owner or person having legal interest in the property who is not satisfied with the actions of the provincial, city or municipality assessor in the assessment of his property may, within sixty (60) days from the date of receipt of the written notice of assessment, appeal to the Board of Assessment Appeals of the province or city by filling a petition under oath in the form prescribed for the purpose, together with copies of the tax declarations and such affidavits of documents submitted in support of the appeal.”

The compositions of the Local Board of Assessment Appeals are the following:

Chairman: Provincial Register of Deeds

Member: Provincial Prosecutor

Provincial Assessor

FOR OTHER COMPLAINTS:

The taxpayer may write us a letter address to our office or they may send it to the Honorable Governor Peter M. Unabia, copy furnished our office.

We shall respond to the complaint in accordance with our existing records of this office. In addition, there are cases that we refer these complaints to our Provincial Legal Officer requesting for legal opinion in support to our action of these complaints.

We send our response through Registered mail or thru LBC.



PROVINCIAL PLANNING AND DEVELOPMENT OFFICE

LIST OF SERVICE

Services

Provision of technical Services to the General Public/Technical
Consultations/Government Agencies/Foreign Funding

Research Assistance



PROVISION OF TECHNICAL SERVICES TO THE GENERAL PUBLIC/TECHNICAL CONSULTANTS/GOVERNMENT AGENCIES/FOREIGN FUNDING

This service is provided to assist the clients in their research/information/data needs.

Office or Division:	Provincial Planning and Development Office In between Department of Agriculture (DA) Building and Farm House			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		Issuing Government Agency		
Letter request		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Supervising Tourism Operation Officer
Step 2: Proceed to the person assigned and wait for instruction	Assist client needs for data and information requirement and issue transaction slip <i>Development Plans and Programs</i> <i>General Statistics/Information Data and Technical Support</i> <i>Development/Monitoring/Evaluation Reports of Projects and Programs implemented</i> <i>Negosyo Center, Economics and Investment</i> <i>Geographic Information System-Digitized Maps</i>	None	15 minutes	Project Development Officer IV Project Development Officer III Project Development Officer IV Project Development Officer IV Draftsman I
		TOTAL	18 minutes	



RESEARCH ASSISTANCE

The service is to provide assistance to clients in their research, information and data needed.

Office or Division:	Provincial Planning and Development Office In between Department of Agriculture (DA) Building and Farm House			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		Issuing Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach officer in-charge, present ID and letter request	Give the logbook to the client for recording and receive documents and check for completeness	None	1 minute	<i>Catherine G. Miego</i>
Step 2:	2.1 Assist the client's needs and refer to concerned PPDO Division or Department Head, if necessary	None	3 minutes	<i>Catherine G. Miego</i>
	Research/ Information/ Data Needed			
	2.2 Development plans and programs	None	10 minutes	<i>Drucilla Cardenas</i>
	2.3 Statistical Data	None	10 minutes	<i>Regina M. Agusan</i>
	2.4 Development/ Monitoring and Evaluation Reports of Programs and Projects Implemented	None	20 minutes	<i>Pricille A. Abes</i>
	2.5 Economic and Investment	None	20 minutes	<i>Reynand F. Fuentes</i>
	Borrowing/ photocopying and research/ information data documents	None	15 minutes	<i>Catherine G. Miego</i>
TOTAL			1 hour and 19 minutes	



PUBLIC EMPLOYMENT SERVICE OFFICE

LIST OF SERVICES

Services

Issuance of PESO Certificate

Issuance of endorsement for passport assistance

Issuance of endorsement for NBI clearance

Referral to Public and Private Entities

Issuance of recommendation letter for Private Entities and other Government Institutions

Issuance of No Objection Certificate (NOC) for the Conduct of Special Recruitment Activity

Employment Welfare and Assistance Service



ISSUANCE OF PESO CERTIFICATE

This service helps ensure job placement of applicants thru issuance of PESO Certificate, which is one of the requirements for local employment.

Office or Division:	Public Employment Service Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following:				
• NBI Clearance		NBI Office		
• Barangay Clearance		Barangay Hall from where the applicant resides		
• Police Clearance		City/Municipality Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client's logbook and present any of the required document	Let the client sign in the visitors logbook and receive the required documents and check for completeness	None	1 minute	<i>Adilin T. Maguisa Christijoyce L. Samson</i>
Step 2: Request for PESO Certificate	2.1 Prepare the PESO Certificate	None	7 minutes	<i>Ezra B. Sineneng Jasmin Maria Michaila B. Valmoria Princess A. Tagarda</i>
	2.2 Review and sign the PESO Certificate	None	1 minute	<i>Jerome G. Mundo Zorobabel Wabe-Rabe</i>
Step 3: Receive the copy of PESO Certificate	Issue the PESO Certificate	None	1 minute	<i>Ezra B. Sineneng Jasmin Maria Michaila B. Valmoria Princess A. Tagarda</i>
TOTAL			10 minutes	



ISSUANCE OF ENDORSEMENT FOR PASSPORT ASSISTANCE

This service helps facilitate the immediate processing/renewal of Passport by the Department of Foreign Affairs (DFA).

Office or Division:	Public Employment Service Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government Issued ID		Issuing Government Agencies		
DFA Form (<i>New Applicant/Renewal/minor</i>)		PESO/DFA Office		
Civil Registry Documents <ul style="list-style-type: none"> • Birth certificate • Marriage Contract (for married women) • LCR Form 1A 		PSA/local Civil Registry Office		
Old Passport (<i>For Renewal Only</i>)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client's logbook and present Identification Card	Let the client sign in the visitors logbook and receive the required documents and check for completeness	None	1 minute	<i>Adilin T. Maguisa Christijoyce L. Samson</i>
Step 2: Request for Assistance of immediate processing/renewal of Passport	2.1 Prepare the endorsement letter	None	7 minutes	<i>Ezra B. Sineneng Jasmin Maria Michaila B. Valmoria</i>
	2.2 Review and sign the Endorsement Letter	None	1 minute	<i>Jerome G. Mundo Zorobabel Wabe-Rabe</i>
Step 3: Release of Endorsement Letter	Issue the Endorsement letter *Accompany the client to DFA when the need arises	None	1 minute	<i>Jasmin Maria Michaila B. Valmoria Rosuetta Calastre</i>
TOTAL			10 minutes	



ISSUANCE OF ENDORSEMENT FOR NBI CLEARANCE

This service helps facilitate the immediate release of NBI Clearance for employment purposes.

Office or Division:	Public Employment Service Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Identification Card (ID)		SSS, UMID, GSIS, Postal ID, etc.		
NBI Online Reference Number (Optional)		NBI website: https://clearance.nbi.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client's logbook and present Identification Card	Let the client sign in the visitors logbook and receive the required document and check for completeness	None	1 minute	<i>Adilin T. Maquisa Christijoyce L. Samson</i>
Step 2: Request for Assistance of immediate release of NBI Clearance	2.1 Prepare Endorsement Letter	None	7 minutes	<i>Ezra B. Sineneng Jasmin Maria Michaila B. Valmoria Princess A. Tagarda</i>
	2.2 Review and sign the Endorsement Letter	None	1 minute	<i>Jerome G. Mundo Zorobabel Wabe-Rabe</i>
Step 3: Release of Endorsement Letter	Issue the Endorsement Letter *Accompany the client to the NBI Office when the need arises	None	1 minutes	<i>Jasmin Maria Michaila B. Valmoria Rosuetta Colastre</i>
TOTAL			10 minutes	



REFERRAL TO PUBLIC AND PRIVATE ENTITIES

This service helps facilitate employment for job seekers/ applicants in private and public entities for local and overseas employment thru Job Referral and Job Placement

Office or Division:	Public Employment Service Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following: <ul style="list-style-type: none"> • Resume with ID Photo • Application Letter 		Provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client's logbook	Let the client sign in the visitors logbook and receive the required documents	None	1 minute	<i>Adilin T. Maquisa Christijoyce L. Samson</i>
Step 2: Inquire about employment opportunities and fill-out NSRS form	Give the NSRS form and present Job Vacancies portfolio to the applicant	None	15 minutes	<i>Jasmin Maria Michaila B. Valmoria Princess A. Tagarda Christijoyce L. Samson</i>
Step 3: Check the list of Job Vacancies obtained from private/ government entities and choose preferred jobs	3.1 Require the client to choose three (3) preferred positions	None	10 minutes	<i>Jasmin Maria Michaila B. Valmoria Princess A. Tagarda Christijoyce L. Samson</i>
	3.2 Facilitate Job Machine based on the client's skills, preferred job, qualifications and work location	None	5 minutes	<i>Jasmine Maria Michaila B. Valmoria Princess A. Tagarda Ezra B. Senining</i>
	3.3 Email the documents to preferred company as to the desired position	None	2 minutes	<i>Jasmin Maria Michaila B. Valmoria Princess A. Tagarda Ezra B. Senining</i>
	3.4 Inform client that the Company's HR will act outright and	None	1 minute	<i>Jasmin Maria</i>



	provide feedback on his/ her application			<i>Michaila B. Valmoria Princess A. Tagarda Ezra B. Senining</i>
			TOTAL	34 minutes



ISSUANCE OF RECOMMENDATION LETTER FOR PRIVATE ENTITIES AND OTHER GOVERNMENT INSTITUTIONS

This service helps facilitate employment for job seekers/applicants who intend to be recommended by the Local Chief Executive to private entities or other government institutions.

Office or Division:	Public Employment Service Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following: <ul style="list-style-type: none"> Resume with the ID Photo Application Letter Letter Request addressed to the Provincial Governor 		Provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client's logbook	Let the client sign in the visitors logbook and receive the required document	None	1 minute	<i>Adilin T. Maquista Christijoyce L. Samson</i>
Step 2: Request for the recommendation letter for employment purposes	2.1 Start preparing the recommendation letter	None	15 minutes	<i>Zorobabel Wabe-Rabe Adilin T. Mquisa Ezra B. Senining</i>
	2.2 Review and countersign the recommendation letter	None	2 minutes	<i>Jerome G. Mundo</i>
	2.3 Endorse the recommendation letter to the office of the Provincial Administrator for review and to the officer of the Governor for signature	None	3 minutes	<i>Christijoyce L. Samson</i>
Step 3: Receive Follow-up slip	Issue Follow-up Slip	None	1 minute	<i>Ezra B. Senining Christijoyce L. Samson</i>
TOTAL			22 minutes	



ISSUANCE OF NO OBJECTION CERTIFICATE (NOC) FOR THE CONDUCT OF SPECIAL RECRUITMENT ACTIVITY

NOC is one of the requirements for the conduct of recruitment activities by our employment-providers (local companies or overseas employment agencies) thus expanding the existing employment facilitation service machinery of the Provincial Government.

Office or Division:	Public Employment Service Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to the Provincial Governor		Provided by the company/overseas Agency		
Business Permit		LGU where the business is established		
SEC/DTI Registration		Securities and Exchange Commission (SEC) – for Corporation Department of Trade and Industry (DTI) – for Sole Proprietorship		
BIR Registration		Bureau of Internal Revenue Office		
PhilJob Net Registration		PhilJobNet (http://srs.philjobnet.ph)		
DOLE Certification (<i>for Local Recruitment</i>)		Department of Labor and Employment (DOLE)		
POEA License (<i>for Overseas</i>)		Philippine Overseas Employment Agency (POEA)		
Job postings/Job Order		Provided by the Company		
Affidavit of Undertaking (<i>for Overseas Recruitment</i>)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client's logbook	Let the client sign in the client logbook and receive the required documents	None	1 minute	<i>Adilin T. Maquista Christijoyce L. Samson</i>
Step 2: Request for the No Objection Certificate (NOC)	2.1 Evaluate the requirements received and start preparing the No Objection Certificate (NOC)	None	10 minutes	<i>Jasmin Maria Michaila B. Valmoria Princess A. Tagarda</i>
	2.2 Review and sign the NOC	None	5 minutes	<i>Jerome G. Mundo Zorobabel Wabe-Rabe</i>
Step 3: Receive the No Objection Certificate (NOC)	Issue NOC to the client	None	1 minute	<i>Princess A. Tagarda Jasmin Maria Michaila B. Valmoria</i>



				<i>Christijoyce L. Samson</i>
			TOTAL	17 minutes



EMPLOYMENT WELFARE AND ASSISTANCE SERVICE

This service helps address the issues of unlawful employment practices by employers or agencies, here and abroad, thereby protecting the employees' well-being and provides assistance to the OFW and/or immediate family, such as referrals to other agencies on employment-related cases and other concerns.

Office or Division:	Public Employment Service Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government Identification Card (ID)		SSS, UMID GSIS, Postal ID, etc.		
Letter Request of the OFW or Next of Kin (NOK)		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client's logbook and present Identification Card	Let the client sign in the client logbook	None	1 minutes	<i>Adilin T. Maquista Christijoyce L. Samson Rosuetta Colastre</i>
Step 2: Seek for assistance relative to OFW's concerns and other related concerns	Interview OFW or NOK and help the client accomplish the form <i>(Client profile and Employment Welfare Form)</i>	None	20 minutes	<i>Jasmin Maria Michaila B. Valmoria Rosuetta Colastre</i>
Step 3: Request for Endorsement/Referral Letter to the agencies, depending on the nature of case or request of client	Prepare Endorsement/ Referral Letter: OWWA – cases of documented OFWs like maltreatment, repatriation and the like DFA – cases of undocumented OFWs DSWD – cases of abandonment and non-support of minor children,	None	5 minutes	<i>Ezra b. Senining Jasmin Maria Michaila B. Valmoria Zorobabel Wabe-Rabe</i>



	request for financial assistance DOLE/ NLRC/ NRCO – cases of unpaid salaries and reintegration services Public Attorney’s Office – cases on abandonment, non-support and infidelity			
Step 4: Release copy of Endorsement/Referral Letter	Review and sign the Endorsement/Referral Letter	None	1 minute	<i>Jerome G. Mundo Zorobabel Wabe-rabe</i>
Step 5: Receive copy of Endorsement/Referral Letter	5.1 Issue Endorsement/Referral Letter	None	1 minute	<i>Jasmin Maria Michail B. Valmoria Rosuetta Colastre</i>
	5.2 Accompany client to the concerned office	None		
TOTAL			28 minutes	



BIDS AND AWARDS COMMITTEE

LIST OF SERVICES

Services

Buying Set of Bidding Documents for Procurement of Goods, Infrastructure Projects and Consultancy Services

Accreditation/Registration as Supplier, Contractor for Procurement of Goods, Infrastructure Projects and Consultancy Services

Submission of Purchase Request for Procurement of Goods, Infrastructure projects and Consultancy Services



BUYING SET OF BIDDING DOCUMENTS FOR PROCUREMENT OF GOODS, INFRASTRUCTURE PROJECTS AND CONSULTANCY SERVICES

THE PROCUREMENT UNIT – BAC OFFICE

Serves as Permanent Secretariat of the Bids and Awards Committee (BAC) in order to ensure continuity as well as professionalization of the procurement function of the Province which mandates under Republic Act No. 9184, otherwise known as the Procurement Act and its implementing Rules and Regulations (IRR-A)

Office or Division:	Bids and Awards Committee 2 nd Floor-Left Wing of the Capitol Building		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Suppliers, Contractors or Bidders		
Fees to be paid:			
Approved Budget for the Contract (ABC)		Maximum Cost of Bidding Documents (In Philippine peso)	
Php 500,000 and below		₱ 500.00	
More than Php 500,000 up to 1 Million		₱ 1,000.00	
More than 1 Million up to 5 Million		₱ 5,000.00	
More than 5 Million up to 10 Million		₱ 10,000.00	
More than 10 Million up to 50 Million		₱ 25,000.00	
More than 50 Million up to 500 Million		₱ 50,000.00	
More than 500 million		₱ 75,000.00	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Order of Payment		In-charge for Goods	
Bidding Documents		In-charge for Infrastructure project	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach the Front Desk, sign in the registry book and ask for assistance	Provide client with short instructions or explanations with regard to the requirements and procedures	7 minutes	<i>Amy Grace Narisma</i> – Front Desk <i>Head of BAC Secretariat</i>
Step 2: Inquire the bid opportunities as advertised in the Philgeps and Conspicuous Places and the Agency website	Give answer to the clients queries	15 minutes	<i>Bea Joy Salvacion</i> – In-charge for bidding of goods <i>Magnolia Flores</i> – In-charge for bidding of infrastructure <i>Jacquiline M. Noble</i> – Head of BAC Secretariat
Step 3: Interested bidder will buy bidding documents and pay at the cashier of the Treasurer’s Office	Issue Order of Payment at the Cashier of the Treasurer’s Office	5 minutes	<i>Bea Joy Salvacion</i> – In-charge for bidding of goods



			<i>Magnolia Flores</i> – In-charge for bidding of infrastructure <i>Jacquiline M.</i> <i>Noble</i> – Head of BAC Secretariat
Step 4: Present Official Receipt (OR) as proof of payment for Bidding Documents	Photocopy the OR and give the set of Bidding Documents with short instructions	10 minutes	<i>Bea Joy</i> <i>Salvacion</i> – In- charge for bidding of goods <i>Magnolia Flores</i> – In-charge for bidding of infrastructure <i>Jacquiline M.</i> <i>Noble</i> – Head of BAC Secretariat
TOTAL		37 minutes	



ACCREDITATION/REGISTRATION AS SUPPLIER, CONTRACTOR FOR PROCUREMENT OF GOODS, INFRASTRUCTURE PROJECTS AND CONSULTANCY SERVICES

THE PROCUREMENT UNIT – BAC OFFICE

Serves as Permanent Secretariat of the Bids and Awards Committee (BAC) in order to ensure continuity as well as professionalization of the procurement function of the Province which mandates under Republic Act No. 9184, otherwise known as the Procurement Act and its implementing Rules and Regulations (IRR-A)

Office or Division:	Bids and Awards Committee 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Suppliers, Contractors, Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Supplier, Contractor		
Department of Trade & Industry (DTI) Business Name Registration or SEC Registration Certificate		DTI/SEC		
PhilGeps Registration		PhilGeps		
BIR Certificate of registration (<i>BIR form 2303</i>)		BIR		
Valid Business Permit/Mayors Permit for current year		City/Municipal Hall		
Latest Audited Financial Statement duly stamped received by the BIR		BIR		
Location Sketch of the established place of business & telephone number with picture (3R) of the establishment		Supplier, Contractor		
BFAD License to operate		BFAD		
Valid Philippine Contractors Accreditation Board (PCAD) License (<i>for Infrastructure</i>)		PCAD		
Tax Clearance		BIR		
Omnibus Sworn Statement		Legal Office/or any Registered Law Firm		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach the Front Desk, sign in the registry book and ask for assistance	Provide client with short instructions or explanations with regard to requirements and procedures	None	10 minutes	<i>Amy Grace Narisma</i> – Front Desk <i>Jacquiline M. Noble</i> – Head of BAC Secretariat
Step 2: Submit approved Purchase request with all attached pertinent documents and receive the follow-up slip	Provide BAC PR number for easy tracking and issue follow-up slip	None	10 minutes	<i>Amy Grace Narisma</i> – Receiving Staff
TOTAL			20 minutes	



SUBMISSION OF PURCHASE REQUEST FOR PROCUREMENT OF GOODS, INFRASTRUCTURE PROJECTS AND CONSULTANCY SERVICES

THE PROCUREMENT UNIT – BAC OFFICE

Serves as Permanent Secretariat of the Bids and Awards Committee (BAC) in order to ensure continuity as well as professionalization of the procurement function of the Province which mandates under Republic Act No. 9184, otherwise known as the Procurement Act and its implementing Rules and Regulations (IRR-A)

Office or Division:	Bids and Awards Committee 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Department/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR)		Requesting Department or End-User		
Approved Budget for the Contract (ABC)				
Project Procurement Management Plan (PPMP)				
Annual Procurement Plan (APP)				
Additional Requirements for Infrastructure: <ul style="list-style-type: none"> ○ Program of Works (POW) with Detailed Unit Price Analysis (DUPA) ○ Floor Plan 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach the Front Desk, sign in the registry book and ask for assistance	Provide the client with short instructions or explanation with regard to the requirements and procedures	None	7 minutes	<i>Amy Grace Narisma</i> – Front Desk <i>Jacquiline M. Noble</i> – Head of BAC Secretariat
Step 2: Submit approved Purchase request with all attached pertinent documents and receive the follow-up slip	Provide BAC PR number for easy tracking and issue follow-up slip	None	8 minutes	<i>Amy Grace Narisma</i> – Receiving Staff
TOTAL			15 minutes	



PROVINCIAL BUDGET OFFICE
LIST OF SERVICE

Services

Request for Quotation



REQUEST FOR QUOTATION

This service is for easy access of available and affordable goods offered by DBM to the Local Government Units and any other government agencies.

Office or Division:	Provincial Budget Office 2 nd Floor-Right Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Agency Procurement Request		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Administrative Aide I
Step 2: Submit Agency Procurement Request (APR) to the staff in-charge for price quotation	2.1 Receive agency procurement request (2 copies original with signature)	None	16 minutes	Assistant Information Officer I
	2.2 Check the stocks availability as to inventory			Administrative Aide I
Step 3: Receive Agency Procurement Request (APR) with price quotation	Returns APR with price quotation to the requesting agency/client	None	5 minutes	Assistant Information Officer I
TOTAL			24 minutes	



PROVINCIAL ACCOUNTANT'S OFFICE

LIST OF SERVICES

Services

Pre-Audit and Bookkeeping Services for Supplies, Materials, Equipment and Motor Vehicles

Pre-Audit and Bookkeeping Services for Infrastructure Projects

Pre-Audit and Bookkeeping Services for Personnel Services

Pre-Audit and Bookkeeping Services Provided to Financial Assistance

Assessment of the completeness of the supporting documents for Financial Assistance to NGO/PO/LGU prior to the pre-audit and bookkeeping services

Assessment of the completeness of the supporting documents for Infrastructure Projects prior to the pre-audit and bookkeeping Services

Pre-Audit and Bookkeeping Services for Drugs, Medicines, and Medical Supplies

Pre-Audit and Bookkeeping for Consultancy Services

Assessment of the completeness of the supporting documents for Personnel Services to Indigents prior to the pre-audit and bookkeeping services

Assessment of the completeness of the supporting documents for Supplies, Materials, Equipment and Motor Vehicle prior to the pre-audit and bookkeeping services

Assessment of the completeness of the supporting documents for Consultancy Services prior to the pre-audit and bookkeeping services

Assessment of the completeness of the supporting documents for Drugs, Medicine and Medical Supplies prior to the pre-audit and bookkeeping services



PRE-AUDIT AND BOOKKEEPING SERVICES FOR GOODS AND SERVICES

This is the bookkeeping and pre-auditing services extended to supplier, dealers and distributors of supplies and materials incurred by Provincial Government of Misamis Oriental and its Economic Enterprises in the delivery of various health services.

Office or Division:	Provincial Accountant's Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete supporting documents for Supplies, Materials, Equipment and Motor Vehicle prior to the pre-audit and bookkeeping services		Pre-Audit Division/Bookkeeping Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Be back at the prescribe release schedule indicated in the claim stub	Examination of supporting documents as to accuracy and validity		2 hours	<i>Ana Florabel Abao Brandon Bacor Edgar Bajuyo Millard Tero Aidanne Reyes Shojie Kara Ora</i>
a.) If the documentary requirements are complete	Release the reviewed and approved disbursement voucher	None	1 hour	<i>Douglas Joseph Yare</i>
b.) If the documentary requirements are invalid/null/void, receive the disbursement voucher/payroll and comply the noted deficiency	Pre-audit will immediately return the disbursement voucher to the end user/department		5 minutes	<i>Sinona Garcia Rodeth Barros</i>
Step 2: Accept the disbursement voucher <i>(Applicable to Step 1, a)</i>	Release the disbursement voucher	None	5 minutes	<i>Sinona Garcia Hazel W. Laurente</i>
Step 3: Proceed to the receiving section of bookkeeping division	Receive and stamp the disbursement voucher as to	None	5 minutes	<i>Lydia Sanchez Jessa Mae Nacalaban</i>



	appropriate charges			
Step 4: Proceed to the Journal Entry Section of the Bookkeeping Division	Verify the appropriate charges and allotment; and journalize and record financial transactions	None	20 minutes	<i>Rizelyn Felicilda Vivencio Sampuang, Jr.</i>
Step 5: Proceed to the Chief of the Bookkeeping Division	Review and approve the journal entry of the financial transaction	None	10 minutes	<i>Renell S. Salvadora</i>
Step 6: Proceed to the Assistant Provincial Accountant	Review and affix initials to signify the completeness of the supporting documents, correct charges and journal entry	None	15 minutes	<i>Manuel J. Tagarda</i>
Step 7: Wait for the review and approval of the Provincial Accountant	Affix his/her signature to signify the completeness of the supporting documents, correct charges and journal entry	None	30 minutes	<i>Phillip Loui A. Dagoc</i>
Step 8: Proceed to Releasing Section of the Bookkeeping Division	Release and Transmit Disbursement Voucher to Provincial Treasurer's Office	None	5 minutes	<i>George P. Namocot</i>
TOTAL			4 hours and 35 minutes	



PRE-AUDIT AND BOOKKEEPING SERVICES FOR INFRASTRUCTURE PROJECTS

This is the accounting and pre-auditing services extended to Contractors of various infrastructure projects implemented by the provincial Government of Misamis Oriental.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Refer to Assessment of the completeness of the supporting documents for Infrastructure Projects prior to the pre-audit and bookkeeping services			Pre-Audit Division / Bookkeeping Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Be back at the prescribe release schedule indicated in the claim stub	Examination of supporting documents as to its accuracy and validity	None	For mobilization and retention 1 hour	<i>Douglas Joseph Yare Ana Florabel Abao Aidanne S. Reyes Shojie Kara V. Oga</i>
a) If the documentary requirements are complete	Release the reviewed and approved disbursement voucher		For progress billing 4 hours 1 hour	<i>Douglas Joseph Yare</i>
b) If the documentary requirements are invalid/null/void, receive the disbursement voucher/Payroll and comply the noted deficiency	Return the disbursement voucher to the end user/department		5 minutes	<i>Sinona Garcia Hazel Laurente</i>
Step 2: Accept the disbursement voucher (Applicable to Step 1, a)	Release the disbursement voucher	None	5 minutes	<i>Sinona Garcia Hazel Laurente</i>
Step 3: Proceed to the receiving section of	The receiving section will receive	None	5 minutes	<i>Lydia Sanchez</i>



bookkeeping division	and stamp the disbursement voucher as to appropriate charges			<i>Jessa Mae Nacalaban</i>
Step 4: Proceed to the Journal Entry Section of the Bookkeeping Division	The Journal Entry Section will verify the appropriate charges and allotment; and journalize and record financial transactions	None	20 minutes	<i>Rizelyn Felicilda Vivencio Sampuang, Jr.</i>
Step 5: Proceed to the Chief of the Bookkeeping Division	The Chief of the Bookkeeping Division will review and approve the journal entry of the financial transaction	None	10 minutes	<i>Renell S. Salvadora</i>
Step 6: Proceed to the Assistant Provincial Accountant	The Assistant Provincial Accountant will review and affix initials to signify the completeness of the supporting documents, correct charges and journal entry	None	15 minutes	<i>Manuel J. Tagarda</i>
Step 7: Wait for the review and approval of the Provincial Accountant	The Provincial Accountant will affix his/her signature to signify the completeness of the supporting documents, correct charges and journal entry	None	30 minutes	<i>Phillip Loui Dagoc</i>
Step 8: Proceed to Releasing Section of the Bookkeeping Division	Release and Transmittal of Disbursement Voucher to Provincial Treasurer's Office	None	5 minutes	<i>George P. Namocot</i>
TOTAL			7 hours and 35 minutes	



PRE-AUDIT AND BOOKKEEPING SERVICES FOR PERSONNEL SERVICES

This is the accounting and pre-auditing services extended to Employees of Provincial Government of Misamis Oriental for claim of Salaries and other benefits, Overtime, Job Order Payroll

Office or Division:	Provincial Accountant's Office 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Refer to Assessment of the completeness of the supporting documents for Personnel Services to Indigents prior to the pre-audit and bookkeeping services			Pre-Audit Division / Bookkeeping Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Be back at the prescribed release schedule indicated in the claim stub	Examination of supporting documents as to its accuracy and validity	None	1 hour	For regular and casual employees: Nancy Borres Jamely Hambre Radzma Bautista
			1 hour	For job order laborers Jane Ann Tonette C. Amper Lizel Mae B. Nacalaban
			1 hour	For overtime pay Aidanne S. Reyes Jane Ann Tonette C. Amper Lizel Mae B. Nacalaban
a) If the documentary requirements are complete	Release the reviewed and approved disbursement voucher/Payroll		1 hour	Douglas Joseph Yare
b) If the documentary requirements are invalid/null/void, receive the	Return the disbursement voucher to the end		5 minutes	Sinona Garcia Hazel W. Laurente



disbursement voucher/Payroll and comply the noted deficiency	user/department			
Step 2: Proceed to the receiving section of bookkeeping division	Receive and stamp the disbursement voucher/Payroll as to appropriate charges	None	5 minutes	<i>Lydia Sanches Jessa Mae Bacas</i>
Step 3: Proceed to the Journal Entry Section of the Bookkeeping Division	Verify the appropriate charges and allotment; and journalize and record financial transactions	None	25 minutes	<i>Rizelyn F. Lastimosa Shiela Mae L. Daposala Mary Ann P. Talle Marla Camille M. Tadeo Vivian B. Abritiguin</i>
Step 4: Proceed to the Chief of the Bookkeeping Division	Review and approve the journal entry of the financial transaction	None	10 minutes	<i>Renell S. Salvadora</i>
Step 5: Proceed to the Assistant Provincial Accountant	Review and affix initials to signify the completeness of the supporting documents, correct charges and journal entry	None	15 minutes	<i>Manuel J. Tagarda</i>
Step 6: Wait for the review and approval of the Provincial Accountant	Affix signature to signify the completeness of the supporting documents, correct charges and journal entry	None	30 minutes	<i>Phillip Loui A. Dagoc</i>
Step 7: Proceed to Releasing Section	Release and Transmit	None	5 minutes	<i>George P. Namocot</i>



of the Bookkeeping Division	disbursement voucher/Payroll to Provincial Treasurer's Office			
TOTAL			3 hours and 35 minutes	



PRE-AUDIT BOOKKEEPING SERVICES PROVIDED TO FINANCIAL ASSISTANCE FOR NGOs/POs/LGUs

Financial Assistance provided to People's Organization, Non-Government Organization, and Local Government Units in support of their programs.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Refer to Assessment of the completeness of the supporting documents for Financial Assistance to NGO/PO/LGU prior to the pre-audit and bookkeeping services			Pre-Audit Division / Bookkeeping Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Be back at the prescribe release schedule indicated in the claim stub	Examination of supporting documents as to its accuracy and validity	None	1 hour	<i>Ana Florabel S. Abao Brandon Bacor Millard M. Tero Edgar J. Bajuyo</i>
a) If the documentary requirements are complete	The disbursement voucher is reviewed and approved for release		1 hour	<i>Douglas Joseph Yare</i>
b) If the documentary requirements are invalid/null/void , receive the disbursement voucher/Payroll and comply the noted deficiency	Pre-audit will immediately return the disbursement voucher to the end user/department		5 minutes	<i>Sinona Garcia Hazel W. Laurente</i>
Step 2: Accept the disbursement voucher (Applicable to Step 1, a))	Release the disbursement voucher	None	5 minutes	<i>Sinona Garcia Hazel W. Laurente</i>
Step 3:		None	5 minutes	<i>Lydia Sanchez</i>



Proceed to the receiving section of bookkeeping division	Receive and stamp the disbursement voucher as to appropriate charges			<i>Jessa Mae Bacas</i>
Step 4: Proceed to the Journal Entry Section of the Bookkeeping Division	Verify the appropriate charges and allotment; and journalize and record financial transactions	None	15 minutes	<i>Mary Anne Talle Mark Anthony J. Sotillo</i>
Step 5: Proceed to the Chief of the Bookkeeping Division	Review and approve the journal entry of the financial transaction	None	10 minutes	<i>Renell S. Salvadora</i>
Step 6: Proceed to the Assistant Provincial Accountant	Review and affix initials to signify the completeness of the supporting documents, correct charges and journal entry	None	15 minutes	<i>Manuel J. Tagarda</i>
Step 7: Wait for the review and approval of the Provincial Accountant	Affix signature to signify the completeness of the supporting documents, correct charges and journal entry	None	30 minutes	<i>Phillip Loui A. Dagoc</i>
Step 8: Proceed to Releasing Section of the Bookkeeping Division	Release and Transmit Disbursement Voucher to Provincial Treasurer's Office	None	5 minutes	<i>George P. Namocot</i>
TOTAL			3 hours and 30 minutes	



ASSESSMENT OF THE COMPLETENESS OF THE SUPPORTING DOCUMENTS FOR FINANCIAL ASSISTANCE TO NGO/PO/LGU PRIOR TO THE PRE-AUDIT AND BOOKKEEPING SERVICES

This service refers to the evaluation and checking of complete supporting documents required to proceed in the pre-audit and bookkeeping division for processing.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Copy of MOA/Trust Agreement		Receiving Section of Pre-Audit Division
Copy of Approved Program of Work (for Infrastructure project)		
Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for other projects)		
For GOCCs, Board Resolution ratifying the MOA in case of transfers not incorporated in the Corporate Operating Budget and/ or beyond the signing authority of the Agency Head		
For local government units (LGUs), as clarified under COA Memorandum No. 2010-014 date April 22, 2010, authorization by local Sanggunian for the Local Chief Executive to enter into contract in case of the following <ul style="list-style-type: none"> • In the case of a reenacted budget: <ol style="list-style-type: none"> 1. For new contracts entered into by the local chief executive for contractual obligations included in the previous year's annual and supplemental budget • In the case of the regularly enacted budget: <ol style="list-style-type: none"> 1. For projects described in generic terms, such as infrastructure projects, inter-municipal waterworks, drainage and sewerage, flood control, irrigation system projects, reclamation projects, or roads and bridges 2. For purchases of goods and services which are neither specific nor encompassed within the regular personal services and maintenance operating expenses 		
Certification by the Accountant that funds previously transferred to the Implementing		



Agency(IA) has been liquidated, post audited and accounted for in the books				
Copy of the OR issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the disbursement vouchers together with the complete supporting documents to the receiving section of the Pre-Audit Division	a) Receive the disbursement vouchers	None	30 minutes	<i>Sinona Garcia Hazel Laurente</i>
	b) Check the prescribed supporting documents according to the type of service rendered.		3 hours	<i>Nancy Borres Ana Florabel S. Abao Millard M. Tero Edgar J. Bajuyo</i>
Step 2: Secure your claim stub for the release schedule, if the supporting documents submitted is/are complete Otherwise, receive the disbursement voucher and comply the noted deficiency	Issue a claim stub for the release schedule	None	30 minutes	<i>Sinona Garcia Hazel Laurente</i>
TOTAL			4 hours	



ASSESSMENT OF THE COMPLETENESS OF THE SUPPORTING DOCUMENTS FOR INFRASTRUCTURE PROJECTS PRIOR TO THE PRE-AUDIT AND BOOKKEEPING SERVICES

This service refers to the evaluation and checking of complete supporting documents required to proceed in the pre-audit and bookkeeping division for processing.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Authenticated photocopy of the approved APP and any amendment thereto	
	Approved contract	
	Invitation to Apply for Eligibility to Bid	
	Letter of Intent	
	Result of Eligibility Check/Screening	
	Bidding Documents	
	Minutes of Pre-Bid Conference (<i>ABC</i>)	
	Agenda and/or Supplemental Bulletins (<i>if any</i>)	
	Bidders Technical and Financial Proposals	
	Minutes of Bid Opening	
	Abstract of Bids	
	Post-Qualification Report of Technical Working Group	
	BAC Resolution declaring winning bidder	
	Notice of Post Qualification	
	BAC Resolution	
	Notice of Award /Performance Security	
	Program of Work and Detailed Estimates	
	Notice to Proceed	
	Detailed Breakdown of the ABC	
	Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time	
	Detailed Breakdown of the Contract Cost	
	Copy of Advertisement of Invitation to Bid Request for expression of interest	



Documentary requirements	
Minutes of Pre-procurement Conference	
Bid Evaluation Report	
Ranking of short listed bidders for consulting services	
Post Qualification Evaluation Report	
Printout copy of Posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS	
COA Memorandum	
Evidence of Invitation of three observers	
Request for purchase or requisition of supplies	
INFRASTRURE PROJECTS: <ul style="list-style-type: none">○ Letter request from contractors○ Common to progress/final payments○ Statement of Work Accomplished/Progress Billing○ Inspection Report by the Agency's Authorized Engineer○ Results of Test Analysis, <i>if applicable</i>○ Statement of Time Elapsed○ Monthly Certificate of Payment○ Contractor's Affidavit on payment of laborers and materials○ Pictures, before, during and after construction of items of work especially the embedded items○ Photocopy of vouchers of all previous payments○ Certificate of completion	
ADVANCE PAYMENT: <ul style="list-style-type: none">○ Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee○ Other documents peculiar to the contract	
VARIATION ORDER/CHANGE ORDER/ EXTRA WORK ORDER: <ul style="list-style-type: none">○ COA Memorandum○ Copy of Approved Change Order/Extra Work Order○ Copy of the approved original plans○ Copy of the agency's report○ Copy of the approved/revised PERT/CPM Network Diagram○ Copy of the approved detailed breakdown of contract cost○ Copy of COA Technical Evaluation Report for the original contract○ Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost○ Other documents peculiar to the contract and/or to the mode of procurement	
FINAL PAYMENT:	



<ul style="list-style-type: none"> ○ As-Built plans ○ Warranty Security ○ Clearance from the Provincial Treasurer's Office (PTO) ○ Copy of turn over documents/transfer of project and facilities 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the disbursement vouchers together with the complete supporting documents to the receiving section of the Pre-Audit Division	a) Accept the disbursement vouchers	None	30 minutes	<i>Sinona Garcia Hazel W. Laurente</i>
	b) Check the prescribed supporting documents according to the type of service rendered.		3 hours	<i>Douglas Joseph N. Yare Ana Florabel S. Abao Shojie Kara V. Oga Aidanne S. Reyes</i>
Step 2: Secure your claim stub for the release schedule, if the supporting documents submitted is/are complete Otherwise, receive the disbursement voucher and comply the noted deficiency	Issue a claim stub for the release schedule	None	30 minutes	<i>Sinona Garcia Hazel Laurente</i>
TOTAL			4 hours	



PRE-AUDIT AND BOOKKEEPING SERVICES FOR DRUGS, MEDICINE AND MEDICAL SUPPLIES

This is the bookkeeping and pre-auditing services extended suppliers of Drugs, Medicine and Medical Supplies incurred by Provincial Health Office and Misamis Oriental Provincial Hospitals in the delivery of various health related activities.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Refer to the assessment of the completeness of the supporting documents for Drugs, Medicine and Medical Supplies prior to the pre-audit and bookkeeping services			Pre-Audit Division / Bookkeeping Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Be back at the prescribe release schedule indicated in the claim stub	Examine of supporting documents as to its accuracy and validity	None	3 hours	<i>Ana Florabel Abao Brandon Bacor Edgar Bajuyo Millard Tero</i>
a) If the documentary requirements are complete	Release the reviewed and approved disbursement voucher		1 hour	<i>Douglas Joseph Yare</i>
b) If the documentary requirements are invalid/null/void , receive the disbursement voucher/Payroll and comply the noted deficiency	Return the disbursement voucher to the end user/department		5 minutes	<i>Sinona Garcia Roseth Barros</i>
Step 2: Accept the disbursement voucher (Applicable to Step 1, a)	Release the disbursement voucher	None	5 minutes	<i>Sinona Garcia Rodeth Barros</i>
Step 3:				



Proceed to the receiving section of bookkeeping division	Receive and stamp the disbursement voucher as to appropriate charges	None	5 minutes	<i>Lydia Sanchez Leizl Nacalaban</i>
Step 4: Proceed to the Journal Entry Section of the Bookkeeping Division	Verify the appropriate charges and allotment; and journalize and record financial transactions	None	15 minutes	<i>Mary Ann Talle Mark Anthony J. Sotillo</i>
Step 5: Proceed to the Chief of the Bookkeeping Division	Review and approve the journal entry of the financial transaction	None	10 minutes	<i>Renell S. Salvadora</i>
Step 6. Proceed to the Assistant Provincial Accountant	Review and affix initials to signify the completeness of the supporting documents, correct charges and journal entry	None	15 minutes	<i>Manuel J. Tagarda</i>
Step 7: Wait for the review and approval of the Provincial Accountant	Affix signature to signify the completeness of the supporting documents, correct charges and journal entry	None	30 minutes	<i>Phillip Loui A. Dagoc</i>
Step 8: Proceed to Releasing Section of the Bookkeeping Division	Release and Transmittal of Disbursement Voucher to Provincial Treasurer's Office	None	5 minutes	<i>George P. Namocot</i>
TOTAL			5 hours and 30 minutes	



PRE-AUDIT AND BOOKKEEPING FOR CONSULTANCY SERVICES

This is the accounting and pre-auditing services extended to Consultants of Provincial Government of Misamis Oriental for consultancy fee.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Refer to Assessment of the completeness of the supporting documents for Consultancy Services prior to the pre-audit and bookkeeping services			Pre-Audit Division / Bookkeeping Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Be back at the prescribe release schedule indicated in the claim stub	Examination of supporting documents as to its accuracy and validity	None	25 minutes	<i>Nancy B. Borres Ana Florabel S. Abo Radzma B. Bautista</i>
a) If the documentary requirements are complete	Release the reviewed and approved disbursement voucher		30 minutes	<i>Douglas Joseph Yare</i>
b) If the documentary requirements are invalid/null/void , receive the disbursement voucher/Payroll and comply the noted deficiency	Return the disbursement voucher to the end user/department		5 minutes	<i>Sinona Garcia</i>
Step 2: Accept the disbursement voucher (Applicable to Step 1, a)	Release the disbursement voucher	None	5 minutes	<i>Hazel W. Laurente</i>
Step 3: Proceed to the receiving	Receive and stamp the	None	5 minutes	<i>Lydia Sanchez Jessa Mae Bacas</i>



section of bookkeeping division	disbursement voucher as to appropriate charges			
Step 4: Proceed to the Journal Entry Section of the Bookkeeping Division	Verify the appropriate charges and allotment; and journalize and record financial transactions	None	15 minutes	<i>Mary Anne Talle Mark Anthony J. Sotillo</i>
Step 5: Proceed to the Chief of the Bookkeeping Division	Review and approve the journal entry of the financial transaction	None	10 minutes	<i>Renell S. Salvadora</i>
Step 6: Proceed to the Assistant Provincial Accountant	Review and affix initials to signify the completeness of the supporting documents, correct charges and journal entry	None	15 minutes	<i>Manuel J. Tagarda</i>
Step 7: Wait for the review and approval of the Provincial Accountant	Affix his/her signature to signify the completeness of the supporting documents, correct charges and journal entry	None	20 minutes	<i>Phillip Loui A. Dagoc</i>
Step 8: Proceed to Releasing Section of the Bookkeeping Division	Release and Transmittal of Disbursement Voucher to Provincial Treasurer's Office	None	5 minutes	<i>George P. Namocot</i>
Total			2 hours and 15 minutes	



ASSESSMENT OF THE COMPLETENESS OF THE SUPPORTING DOCUMENTS FOR PERSONNEL SERVICES TO INDIGENTS PRIOR TO THE PRE-AUDIT AND BOOKKEEPING

This service refers to the evaluation and checking of complete supporting documents required to proceed in the pre-audit and bookkeeping division for processing.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	FIRST SALARY CLAIM	
	Certified true copy of duly approved Appointment Assignment Order, <i>if applicable</i>	Pre-Audit Division / Bookkeeping Division
	Certified true copy of Oath of Office	
	Certificate of Assumption	
	Statement of Assets, Liabilities and Net Worth	
	Approved DTR	
	Bureau of Internal Revenue (BIR) withholding certificates (<i>Form 1902 and 2305</i>)	
	Payroll Information on New Employee (PNE) (<i>for agencies with computerized payroll systems</i>)	
	Authority from the claimant and identification documents, <i>if claimed by person other than the payee</i>	
	ADDITIONAL REQUIREMENTS FOR TRANSFEREES FROM ONE GOVERNMENT OFFICE TO ANOTHER:	
	<ul style="list-style-type: none"> ○ Clearance from money, property and legal accountabilities from the previous office ○ Certified true copy of pre-audited disbursement voucher of last salary from previous office ○ BIR Form 2316 ○ Certificate of Available Leave Credits ○ Service Record 	
	SUCCEEDING SALARY CLAIM:	
	<ul style="list-style-type: none"> ○ Approved Daily Time Record ○ Approved Leave Application (<i>with Medical Certificate for Sick Leave</i>) ○ Joint Affidavit with undertaking for any gap in the In/Out of DTR 	
	SALARY DIFFERENTIALS DUE TO PROMOTION AND/OR STEP INCREMENT:	
	<ul style="list-style-type: none"> ○ Certified true copy of approved appointment ○ Certificate of Assumption 	



<ul style="list-style-type: none"> ○ Approved DTR or certification that the employee has not incurred leave without pay ○ Certification by the LCE 				
LAST SALARY: <ul style="list-style-type: none"> ○ Clearance from money, property and legal accountabilities ○ Approved DTR 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the disbursement vouchers together with the complete supporting documents to the receiving section of the Pre-Audit Division	a) Accept the disbursement vouchers	None	30 minutes	<i>Sinona Garcia Hazel W. Laurente</i>
	b) Check the prescribed supporting documents according to the type of service rendered.		1 hour	<i>Nancy Borres Jamesly T. Hambre Shojie Kara V. Oga Lizel Mae B. Nacalaban Jane Ann Anthonette C. Amper</i>
Step 2: Secure your claim stub for the release schedule, if the supporting documents submitted is/are complete Otherwise, receive the disbursement voucher and comply the noted deficiency	Issue a claim stub for the release schedule	None	30 minutes	<i>Sinona Garcia Hazel Laurente</i>
TOTAL			2 hours	



ASSESSMENT OF THE COMPLETENESS OF THE SUPPORTING DOCUMENTS FOR SUPPLIES, MATERIALS, EQUIPMENT AND MOTOR VEHICLE PRIOR TO THE PRE-AUDIT AND BOOKKEEPING SERVICES

This service refers to the evaluation and checking of complete supporting documents required to proceed in the pre-audit and bookkeeping division for processing.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	PROCUREMENT THROUGH PUBLIC BIDDING	
	Authenticated photocopy of the approved APP and any amendment thereto	Receiving Section of the Pre-audit Division
	Approved contract	
	Invitation to Apply for Eligibility to Bid	
	Letter of Intent	
	Result of Eligibility Check/Screening	
	Bidding Documents	
	Minutes of Pre-Bid Conference (ABC)	
	Agenda and/or Supplemental Bulletins (if any)	
	Bidders Technical and Financial Proposals	
	Minutes of Bid Opening	
	Abstract of Bids	
	Post-Qualification Report of Technical Working Group	
	BAC Resolution declaring winning bidder	
	Notice of Post Qualification	
	BAC Resolution	
	Notice of Award /Performance Security	
	Program of Work and Detailed Estimates	
	Notice to Proceed	
	Detailed Breakdown of the ABC	
	Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time	
	Detailed Breakdown of the Contract Cost	
	Copy of Advertisement of Invitation to Bid	
	Request for expression of interest	
	Documentary requirements	
	Minutes of Pre-procurement Conference	
	Bid Evaluation Report	
	Ranking of short listed bidders for consulting services	
	Post Qualification Evaluation Report	
	Print out copy of Posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS	



COA Memorandum				
Evidence of Invitation of three observers				
Request for purchase or requisition of supplies				
SUPPLIES, MATERIALS, EQUIPMENT AND MOTOR VEHICLES: <ul style="list-style-type: none"> ○ Additional documents required (<i>under Annexes F and S of COA Memorandum No. 2005-027</i>) ○ Certificate of Exclusive Distributorship (<i>if applicable</i>) ○ Samples and brochures/photographs (<i>if applicable</i>) ○ For imported items: <ul style="list-style-type: none"> ➤ <i>Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details</i> ➤ <i>Home Consumption Value of the items</i> ➤ <i>Breakdown of the expenses incurred in the Importation</i> ○ Original copy of Dealers/Suppliers' Invoice ○ Result of Test Analysis, <i>if applicable</i> ○ Tax receipts from the Bureau of Customs or the BIR ○ Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency property inspector or his authorized representative 				
For equipment, Property acknowledgment Receipt				
Request for purchase of supplies, materials and equipment		Food and Drug Administration (FDA)		
Certificate of product registration from Food and Drug Administration (FDA)				
Certificate of good manufacturing from FDA				
Batch Release Certificate				
Documents peculiar to the contract and/or mode of procurement		Receiving Section of the Pre-audit Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the disbursement vouchers together with the complete supporting documents to the receiving section of the Pre-Audit Division	a) Accept the disbursement vouchers	None	30 minutes	<i>Sinona Garcia Hazel W. Laurent</i>
	b) Check the prescribed supporting documents according to the type of service rendered.		3 hours	<i>Ana Florabel Abao Brandon Bacor Edgar Bajuyo Millard Tero Aidanne Reyes Shojie Kara Oga</i>
Step 2:				



Secure your claim stub for the release schedule, if the supporting documents submitted is/are complete Otherwise, receive the disbursement voucher and comply the noted deficiency	Issue a claim stub for the release schedule	None	30 minutes	<i>Sinona Garcia</i> <i>Hazel Laurente</i>
TOTAL			4 hours	



ASSESSMENT OF THE COMPLETENESS OF THE SUPPORTING DOCUMENTS FOR CONSULTANCY SERVICES PRIOR TO THE PRE-AUDIT AND BOOKKEEPING SERVICES

This service refers to the evaluation and checking of complete supporting documents required to proceed in the pre-audit and bookkeeping division for processing.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	PROCUREMENT THROUGH PUBLIC BIDDING	
	Authenticated photocopy of the approved APP and any amendment thereto	Receiving Section of the Pre-Audit Division
	Approved contract	
	Invitation to Apply for Eligibility to Bid	
	Letter of Intent	
	Result of Eligibility Check/Screening	
	Bidding Documents	
	Minutes of Pre-Bid Conference (ABC)	
	Agenda and/or Supplemental Bulletins (if any)	
	Bidders Technical and Financial Proposals	
	Minutes of Bid Opening	
	Abstract of Bids	
	Post-Qualification Report of Technical Working Group	
	BAC Resolution declaring winning bidder	
	Notice of Post Qualification	
	BAC Resolution	
	Notice of Award /Performance Security	
	Program of Work and Detailed Estimates	
	Notice to Proceed	
	Detailed Breakdown of the ABC	
	Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time	
	Detailed Breakdown of the Contract Cost	
	Copy of Advertisement of Invitation to Bid /Request for expression of interest	
	Documentary requirements	
	Minutes of Pre-procurement Conference	
	Bid Evaluation Report	



Ranking of short listed bidders for consulting services				
Post Qualification Evaluation Report				
Printout copy of Posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS				
COA Memorandum				
Evidence of Invitation of three observers				
Request for purchase or requisition of supplies				
<p>CONSULTING SERVICES:</p> <ul style="list-style-type: none"> ○ Additional documents under Annex D of COA Memorandum No. 2005-027 ○ Terms of Reference ○ Copy of the Approved manning Schedule ○ Letter request for payment ○ Approved Consultancy Progress/Final reports, and/or output required under the contract ○ Progress/Final Billing ○ Contract of Infrastructure Projects subject of Project Management Consultancy Services 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the disbursement vouchers together with the complete supporting documents to the receiving section of the Pre-Audit Division	a) Accept the disbursement vouchers	None	30 minutes	<i>Sinona Garcia</i> <i>Hazel Laurente</i>
	b) Check the prescribed supporting documents according to the type of service rendered.		3 hours	<i>Socorro Tilos</i> <i>Nancy Borres</i> <i>Alda Portado</i> <i>James Hambre</i> <i>Rodith Barros</i>
Step 2: Secure your claim stub for the release schedule, if the supporting documents submitted is/are complete Otherwise, receive the disbursement voucher and comply the noted deficiency.	Issue a claim stub for the release schedule	None	30 minutes	<i>Sinona Garcia</i> <i>Hazel Laurente</i>
TOTAL			4 hours	



ASSESSMENT OF THE COMPLETENESS OF THE SUPPORTING DOCUMENTS FOR DRUGS, MEDICINE AND MEDICAL SUPPLIES PRIOR TO THE PRE-AUDIT AND BOOKKEEPING SERVICES

This service refers to the evaluation and checking of complete supporting documents required to proceed in the pre-audit and bookkeeping division for processing.

Office or Division:	Provincial Accountant's Office – Pre-Audit Division/ Bookkeeping Division 2 nd Floor-Left Wing of the Capitol Building	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Unit	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
PROCUREMENT THROUGH PUBLIC BIDDING		
Authenticated photocopy of the approved APP and any amendment thereto		
Approved contract		
Invitation to Apply for Eligibility to Bid		
Letter of Intent		
Result of Eligibility Check/Screening		
Bidding Documents		
Minutes of Pre-Bid Conference (<i>ABC</i>)		
Agenda and/or Supplemental Bulletins (<i>if any</i>)		
Bidders Technical and Financial Proposals		
Minutes of Bid Opening		
Abstract of Bids		
Post-Qualification Report of Technical Working Group		
BAC Resolution declaring winning bidder		
Notice of Post Qualification		Receiving Section of the Pre-Audit Division
BAC Resolution		
Notice of Award /Performance Security		
Program of Work and Detailed Estimates		
Notice to Proceed		
Detailed Breakdown of the ABC		
Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time		
Detailed Breakdown of the Contract Cost		
Copy of Advertisement of Invitation to Bid /Request for expression of interest		
Documentary requirements		
Minutes of Pre-procurement Conference		
Bid Evaluation Report		
Ranking of short listed bidders for consulting services		



Post Qualification Evaluation Report				
Printout copy of Posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS				
COA Memorandum				
Evidence of Invitation of three observers				
Request for purchase or requisition of supplies				
DRUGS, MEDICINE AND MEDICAL SUPPLIES: <ul style="list-style-type: none"> ○ Additional documents required under Annexes F and S of COA Memorandum No. 2005-027 ○ Certificate of Exclusive Distributorship, <i>if applicable</i> ○ Samples and brochures/photographs, <i>if applicable</i> ○ For imported items: <ul style="list-style-type: none"> ➤ Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details ○ Original copy of Dealers/Suppliers' Invoices showing the quantity ○ Results of Test Analysis, <i>if applicable</i> ○ Tax receipts from the Bureau of Customs or the BIR ○ Inspection and Acceptance Report 				
For equipment, Property acknowledgment Receipt				
Warranty Security				
Request for purchase of supplies, materials and equipment				
Certificate of product registration from Food and Drug Administration (FDA)				
Certificate of good manufacturing from FDA				
Batch Release Certificate		Food and Drug Administration (FDA)		
Documents peculiar to the contract and/or mode of procurement				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the disbursement vouchers together with the complete supporting documents to the receiving section of the Pre-Audit Division	a) Accept the disbursement vouchers	None	30 minutes	<i>Sinona Garcia Hazel Laurente</i>
	b) Check the prescribed supporting documents according to the type of service rendered.		3 hours	<i>Ana Florabel S. Abao Brandon E. Bacor Millard M. Tero Edgar J. Bajuyo</i>
Step 2:				



Secure your claim stub for the release schedule, if the supporting documents submitted is/are complete Otherwise, receive the disbursement voucher and comply the noted deficiency	Issue a claim stub for the release schedule	None	30 minutes	<i>Sinona Garcia</i> <i>Hazel Laurente</i>
TOTAL			4 hours	



PROVINCIAL CAPITOL PARK

LIST OF SERVICE

Services

Request for the Use of the Provincial Capitol Park Kiosk and Sound System and all Its Surrounding Areas



REQUEST FOR THE USE OF THE PROVINCIAL CAPITOL PARK KIOSK AND SOUND SYSTEM AND ALL ITS SURROUNDING AREAS

This service caters to any individual group or association who wants to request for the use of the Provincial Capitol Park Kiosk with Sound System and all its surrounding areas.

Office or Division:	Provincial Capitol Park Capitol Basement Area, Capitol Building, Cagayan de Oro City		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	General Public		
Fees to be Paid:	Per Ordinance No. 733-2005		
	Rental of Sound System	Php 100.00 / hour	
	Ambulant and Rolling Store	Php 500.00	
	Private Persons	Php 100.00/Square Meter/Month	
	Government Agencies	Php 30.00/Square Meter/Month	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Approved Letter Request form the Provincial Governor		Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	3 minutes	<i>Sheila May E. Nacaytuna</i>
Step 2: Present the Approved Letter Request	Receive and record the request and refer to the Capitol Park In-charge	3 minutes	<i>Joy B. Yane</i>
Step 3. Proceed to the Capitol Park In-charge	Brief / orient the client and discuss the don'ts and do's and calendar the schedule	18 minutes	<i>Lorna N. Guibone</i>
Step 4. Receives the copy of the approved request with notation of schedule and payment	Releases the copy of approved request and indicates payment		



Step 5. Proceed to the Provincial Treasurer's office for payment	Receive payment and issue official receipt	5 minutes	<i>Cashier PTO</i>
Step 6. Present the Photo Copy of Official Receipt	Receive and record the official receipt and file	2 minutes	<i>Joy B. Yane</i>
TOTAL		31 minutes	



PROVINCIAL INFORMATION OFFICE

LIST OF SERVICES

Services

Request for Photo and Video Documentation/ Field Coverage

Request for Live Video Streaming

Request for Audio Recording and Editing

Request for Video Editing



REQUEST FOR PHOTO AND VIDEO DOCUMENTATION/ FIELD COVERAGE

Office or Division:	Misamis Oriental – Provincial Information Office, 2 nd floor, MISORTEL Bldg., Provincial Capitol Compound			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (Indicate the 4 Ws and 1 H; What, When, Where, Who and How)		Requesting Office/ Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach the Information Staff and present the letter of request for documentation coverage	Check and receive the request letter Photocopy the request letter and distribute to the concerned divisions	None	5 minutes	<i>Clarisa Aida A. Enterina</i> – Administrative Officer
Step 2: Wait for the approval of the request	Recommend approval from the Provincial Information Office Head	None	2 minutes	<i>Clarisa Aida A. Enterina</i> – Administrative Officer
Step 3: Claim approved request	Approval from the Provincial Information Officer	None	2 minutes	<i>Filemon R. Aguilar, Jr.</i> – Provincial Information Officer Head
	Assigned PIO personnel for the said request		5 minutes	<i>Rejjan Ammor R. Maygay</i> – Writer/ Reporter Division Head <i>Reshel Mae B. Cadavero</i> – Technical team Division Head
	Request for Travel Order		5 minutes	<i>Clarissa Aida A. Enterina</i> – Administrative Officer



	File the document		2 minutes	
TOTAL			21 minutes	



REQUEST FOR LIVE VIDEO STREAMING

Office or Division:	Misamis Oriental – Provincial Information Office, 2 nd floor, MISORTEL Bldg., Provincial Capitol Compound			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (Indicate the 4 Ws and 1 H; What, When, Where, Who and How)		Requesting Office/ Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach the Information Staff and present the letter of request for Live Video Streaming	Check and receive the request letter Photocopy the request letter and distribute to the concerned divisions	None	3 minutes	<i>Clarisa Aida A. Enterina</i> – Administrative Officer
Step 2: Wait for the approval of the request	Recommend approval from the Provincial Information Officer	None	2 minutes	<i>Clarisa Aida A. Enterina</i> – Administrative Officer
Step 3: Claim approved request	Approval from the Provincial Information Officer	None	2 minutes	<i>Filemon R. Aguilar, Jr.</i> – Provincial Information Officer
	Assigned PIO personnel for the said request		3 minutes	<i>Reshel Mae B. Cadavero</i> – Technical team Division Head
	File the document		2 minutes	<i>Clarissa Aida A. Enterina</i> – Administrative Officer
TOTAL			12 minutes	



REQUEST FOR AUDIO RECORDING AND EDITING

Office or Division:	Misamis Oriental – Provincial Information Office, 2 nd floor, MISORTEL Bldg., Provincial Capitol Compound			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (Indicate the 4 Ws and 1 H; What, When, Where, Who and How)		Requesting Office/ Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach the Information Staff and present the letter of request for Audio Recording and Editing	Check and receive the request letter Photocopy the request letter and distribute to the concerned divisions	None	2 minutes	<i>Clarisa Aida A. Enterina</i> – Administrative Officer
Step 2: Wait for the approval of the request	Recommend approval from the Provincial Information Officer	None	2 minutes	<i>Clarisa Aida A. Enterina</i> – Administrative Officer
Step 3: Claim approved request	Approval from the Provincial Information Officer	None	2 minutes	<i>Filemon R. Aguilar, Jr.</i> – Provincial Information Officer
	Assigned PIO personnel for the said request		2 minutes	<i>Reshel Mae B. Cadavero</i> – Technical team Division Head
	File the document		2 minutes	<i>Clarissa Aida A. Enterina</i> – Administrative Officer
TOTAL			10 minutes	



REQUEST FOR VIDEO EDITING

Office or Division:	Misamis Oriental – Provincial Information Office, 2 nd floor, MISORTEL Bldg., Provincial Capitol Compound			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices of the Provincial Government of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (Indicate the 4 Ws and 1 H; What, When, Where, Who and How)		Requesting Office/ Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach the Information Staff and present the letter of request for Video Editing	Check and receive the request letter Photocopy the request letter and distribute to the concerned divisions	None	2 minutes	<i>Clarisa Aida A. Enterina</i> – Administrative Officer
Step 2: Wait for the approval of the request	Recommend approval from the Provincial Information Officer	None	2 minutes	<i>Clarisa Aida A. Enterina</i> – Administrative Officer
Step 3: Claim approved request	Approval from the Provincial Information Officer	None	2 minutes	<i>Filemon R. Aguilar, Jr.</i> – Provincial Information Officer
	Assigned PIO personnel for the said request		2 minutes	<i>Reshel Mae B. Cadavero</i> – Technical team Division Head
	File the document		2 minutes	<i>Clarissa Aida A. Enterina</i> – Administrative Officer
TOTAL			10 minutes	



PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

LIST OF SERVICES

Services

Approval of Financial Assistance

Approval of Medical Assistance

Approval of Transportation Assistance

Approval of Embalming Assistance

Approval of Calamity Assistance

Blood Assistance

Rice Assistance

Availment of Emergency Relief Assistance

Availment of Wheelchair and Assistive Device

Profiling of Former Rebels



APPROVAL OF FINANCIAL ASSISTANCE

This service is provided to individuals in crisis situation who need financial assistance.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation/ walk- in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ AICS Program- in- Charge		
1 original copy of Approval Slip of the PSWD Officer/ Program-in- Charge		PSWD Office/ AICS Program- in- Charge		
2 original copies of written letter addressed to the Provincial Governor		PSWD Office/ AICS Program- in- Charge		
2 original copies of Certificate of Indigency		PSWD Office/ AICS Program- in- Charge		
2 original copies of Certificate of Eligibility		PSWD Office/ AICS Program- in- Charge		
2 original copies of BA Form		PSWD Office/ AICS Program- in- Charge		
1 original copy of Barangay Indigency		Barangay officer of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in to the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Macier Lyn C. Vidaure – SW Assistant</i> <i>Mr. Felmark Y. Jumawid, RSW – SWO II</i> <i>Ms. Mary Janiene L. Pasicaran, RSW – SWO II</i> <i>Ms. Jarmmie Rose Rivera – SWO I</i> <i>Ms. Nuerien S. Branzuela, RSW – SWO I</i>
Step 3: Receive follow –up slip	PSWDO/ AICS Program-in- Charge approve	None	3 minutes	<i>Mr. Jhunleymar D. Abella, RSW – PSWDO</i>



<i>(If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office)</i>	financial assistance and issue follow-up slip			<i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
TOTAL			18 minutes	



APPROVAL OF MEDICAL ASSISTANCE

This service is provided to individuals in crisis situation who need assistance for medical treatment, medicines and hospital bill.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation/ walk- in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ AICS Program- in- Charge		
1 original copy of Approval Slip of the PSWD Officer/ Program-in- Charge		PSWD Office/ AICS Program- in- Charge		
2 original copies of written letter addressed to the Provincial Governor		PSWD Office/ AICS Program- in- Charge		
2 copies of Medical Abstract/ Medical Certificate duly signed by doctor with license number (original and photocopy)		Hospital/ Clinic		
2 copies of Medical Prescription duly signed by the Doctor with license number and price indicated in each medicine prescribed or Medical Quotation of the examination with signature of the hospital or clinic billing officer or final hospital bill with signature of the billing officer (original and photocopy)		Hospital/ Clinic		
2 copies of Barangay Indigency Certificate (original and photocopy)		Barangay		
2 original copies of Certificate of Indigency		PSWD Office/ AICS Program- in- Charge		
2 original copies of Certificate of Eligibility		PSWD Office/ AICS Program- in- Charge		
2 original copies of BA Form		PSWD Office/ AICS Program- in- Charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Macier Lyn C. Vidaure – SW Assistant</i> <i>Mr. Felmark Y. Jumawid, RSW – SWO II</i>



				<i>Ms. Mary Janiene L. Pasicaran, RSW – SWO II</i> <i>Ms. Jarmmie Rose Rivera – SWO I</i> <i>Ms. Nuerien S. Branzuela, RSW – SWO I</i>
Step 3: Receive follow –up slip <i>(If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office)</i>	PSWDO/ AICS Program-in-Charge approve the financial assistance and issue follow-up slip	None	3 minutes	<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
			TOTAL	18 minutes



APPROVAL OF TRANSPORTATION ASSISTANCE

This service is provided to individuals in crisis situation who need assistance for transportation.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation/ walk- in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ AICS Program- in- Charge		
1 original copy of Approval Slip of the PSWD Officer/ Program-in- Charge		PSWD Office/ AICS Program- in- Charge		
2 original copies of written letter addressed to the Provincial Governor		PSWD Office/ AICS Program- in- Charge		
2 original copies of Certificate of Indigency		PSWD Office/ AICS Program- in- Charge		
2 original copies of Certificate of Eligibility		PSWD Office/ AICS Program- in- Charge		
2 original copies of BA Form		PSWD Office/ AICS Program- in- Charge		
1 original copy of Barangay Indigency		Barangay office of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Macier Lyn C. Vidaure – SW Assistant</i> <i>Mr. Felmark Y. Jumawid, RSW – SWO II</i> <i>Ms. Mary Janiene L. Pasicaran, RSW – SWO II</i> <i>Ms. Jarmmie Rose Rivera – SWO I</i> <i>Ms. Nuerien S. Branzuela, RSW – SWO I</i>
Step 3:		None	3 minutes	



Receive follow –up slip <i>(If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office)</i>	PSWDO/ AICS Program-in-Charge approve the financial assistance and issue follow-up slip			<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
TOTAL:			18 minutes	



APPROVAL OF EMBALMING ASSISTANCE

This service is provided to individuals in crisis situation who need assistance for funeral and embalming.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation/ walk- in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ AICS Program- in- Charge		
1 original copy of Approval Slip of the PSWD Officer/ Program-in- Charge		PSWD Office/ AICS Program- in- Charge		
2 original copies of written letter addressed to the Provincial Governor		PSWD Office/ AICS Program- in- Charge		
2 copies of Death Certificate of the deceased (original and photocopy)		Hospital		
2 copies of Quotation or Funeral Homes Summary of Payment with the signature of the billing officer/cashier (original and photocopy)		Funeral Homes		
1 original copy of Barangay Indigency		Barangay office of residence		
2 original copies of Certificate of Indigency		PSWD Office/ AICS Program- in- Charge		
2 original copies of Certificate of Eligibility		PSWD Office/ AICS Program- in- Charge		
2 original copies of BA Form		PSWD Office/ AICS Program- in- Charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Macier Lyn C. Vidaure – SW Assistant</i> <i>Mr. Felmark Y. Jumawid, RSW – SWO II</i> <i>Ms. Mary Janiene L. Pasicaran, RSW – SWO II</i> <i>Ms. Jarmmie Rose Rivera – SWO I</i>



				<i>Ms. Nuerien S. Branzuela, RSW – SWO I</i>
Step 3: Receive follow –up slip <i>(If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office)</i>	PSWDO/ AICS Program-in-Charge approve the financial assistance and issue follow-up slip	None	3 minutes	<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
TOTAL			18 minutes	



APPROVAL OF CALAMITY ASSISTANCE

This service (cash) is provided to individual in crisis situation affected by human- induced disasters/ natural calamities.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ AICS Program- in- Charge		
1 original copy of Approval Slip of the PSWD Officer/ Program-in- Charge		PSWD Office/ AICS Program- in- Charge		
2 original copies of written letter addressed to the Provincial Governor		PSWD Office/ AICS Program- in- Charge		
1 original copy of Certification of Calamity		Barangay		
2 original copies of Certificate of Indigency		PSWD Office/ AICS Program- in- Charge		
2 original copies of Certificate of Eligibility		PSWD Office/ AICS Program- in- Charge		
2 original copies of BA Form		PSWD Office/ AICS Program- in- Charge		
1 original copy of Barangay Indigency		Barangay office of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Macier Lyn C. Vidaure – SW Assistant</i> <i>Mr. Felmark Y. Jumawid, RSW – SWO II</i> <i>Ms. Mary Janiene L. Pasicaran, RSW – SWO II</i> <i>Ms. Jarmmie Rose Rivera – SWO I</i> <i>Ms. Nuerien S. Branzuela, RSW – SWO I</i>
Step 3:				



Receive follow –up slip <i>(If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office)</i>	PSWDO/ AICS Program-in-Charge approve the financial assistance and issue follow-up slip	None	3 minutes	<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
TOTAL			18 minutes	



BLOOD ASSISTANCE

This service is provided to individuals in crisis situation who need assistance for blood processing fee.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation/ walk- in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ AICS Program- in- Charge		
1 original copy of Approval Slip of the PSWD Officer/ Program-in- Charge		PSWD Office/ AICS Program- in- Charge		
1 original copy of barangay indigency		Barangay Office where resided		
2 original copy of Red Cross Application Form		Red Cross		
1 original copy of Blood Request		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Macier Lyn C. Vidaure – SW Assistant</i> <i>Mr. Felmark Y. Jumawid, RSW – SWO II</i> <i>Ms. Mary Janiene L. Pasicaran, RSW – SWO II</i> <i>Ms. Jarmmie Rose Rivera – SWO I</i> <i>Ms. Nuerien S. Branzuela, RSW – SWO I</i>
Step 3:		None	5 minutes	



Receive follow –up slip (<i>If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office</i>)	PSWDO/ AICS Program-in-Charge approve the financial assistance and issue follow-up slip			<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
TOTAL			20 minutes	



RICE ASSISTANCE

This service is provided to individuals in crisis situation who need immediate assistance for rice.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation/ walk- in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ Supply Section		
1 original copy of Approval Slip of the PSWD Officer/ Program-in- Charge		PSWD Office/ Supply Section		
2 original copies of Request and Issue Voucher		PSWD Office		
2 original copies of Relief Distribution Sheet		PSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide IV</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide IV</i>
Step 3: Receive follow-up slip (<i>If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office</i>)	PSWDO/ AICS Program-in- Charge approve the financial assistance and issue follow-up slip	None	10 minutes	<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
TOTAL			25 minutes	



AVAILMENT OF EMERGENCY RELIEF ASSISTANCE

This service (food and non- food items) is provided to individual in crisis situation affected by human- induced disasters/ natural calamities.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation/Walk In Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ AICS Program- in- Charge		
1 original copy of list of victims/ families affected by human induced or natural calamity		Barangay/ Bureau of Fire/ Disaster Risk Reduction Management Team		
1 original copy of Relief Distribution Sheet		PSWD Office/ AICS Program- in- Charge		
2 original copies of Acknowledgement Slip		PSWD Office		
1 original copy of Blood Request		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 3: Receive follow-up slip (If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office)	PSWDO/ AICS Program-in-Charge approve the financial assistance and issue follow-up slip	None	5 minutes	<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
TOTAL:			25 minutes	



AVAILMENT OF WHEELCHAIR AND ASSISTIVE DEVICE

This service is provided to differently abled persons who needs assistance.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Individuals in crisis situation/ walk- in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		PSWD Office/ AICS Program- in- Charge		
1 original copy of Approval Slip of the PSWD Officer/ Program-in- Charge		PSWD Office/ AICS Program- in- Charge		
2 original copy of written letter addressed to the Provincial Governor		PSWD Office/ AICS Program- in- Charge		
2 copies of Medical Abstract/ Medical Certificate duly signed by the doctor with license number (original and photocopy)		Hospital/ Clinic		
1 original whole body picture				
1 original copy of Barangay Indigency		Barangay		
2 original copies of Property Issuance Slip		PSWD Office		
2 original copies of Acknowledgement Slip		PSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Ethel A. Loretero, RSW – Administrative Aide VI</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	12 minutes	<i>Ms. Rerea May A. Tok – PDAO IV</i>
Step 3: Receive follow-up slip (<i>If assistance needed is not available, worker make referral letter/ endorsement to the appropriate agency duly signed by the Head of Office</i>)	PSWDO/ AICS Program-in- Charge approve the financial assistance and issue follow-up slip	None	10 minutes	<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Ms. Macier Lyn C. Vidaure – SW Assistant</i>
TOTAL			25 minutes	



PROFILING OF FORMER REBELS

This service is provided to former rebels for profile and accumulation of personal data for possible assistance.

Office or Division:	Provincial Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G to C – Government to Citizen			
Who may avail:	Former rebels			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of identification card		Issuing government agency		
1 original copy Referral Letter		PNP/ AFP		
1 original copy of list of former rebels		PNP/ AFP		
2 original JAPIC		PNP/AFP/DILG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card to Social Welfare Desk	Let the client sign in the visitor's logbook	None	3 minutes	<i>Ms. Nuerien S. Branzuela, RSW – SWO I</i>
Step 2: Submit requirements for interview	Collects the requirements submitted and conducts interview and assessment of the client	None	47 minutes	<i>Mr. Felmark Y. Jumawid, RSW – SWO II</i> <i>Ms. Mary Janiene L. Pasicaran, RSW – SWO II</i> <i>Ms. Jarmmie Rose Rivera – SWO I</i> <i>Ms. Nuerien S. Branzuela, RSW – SWO I</i>
Step 3:	Prepare endorsement/ referral letter to appropriate national agency and/ or other entities duly signed by the head of office	None	10 minutes	<i>Mr. Jhunley D. Abella, RSW – PSWDO</i> <i>Mr. Felmark Y. Jumawid, RSW – SWO III</i>
TOTAL			1 hour	



OFFICE	ADDRESS	CONTACT INFORMATION
Provincial Social Welfare and Development Office	Capitol Compound, Velez St., Brgy. 27, Cagayan de Oro City, 9000	71-43-38



PROVINCIAL DISASTER RISK REDUCTION MANAGEMENT OFFICE
LIST OF SERVICES

Services

Request of DRRM – Related Trainings, Drills and Seminars

Other Request of Services



REQUEST FOR DRRM – RELATED TRAININGS, DRILLS AND SEMINARS

This service conducts orientation, training, seminars and drill related to Disaster Risk Reduction and Management (DRRM) among requesting agency/organization.

Office or Division:	Provincial Disaster Risk Reduction Management Office – Left wing, ground floor, Capitol Bldg., Cagayan de Oro City, Misamis Oriental Tel. No. (088) 714901 Mobile No. 0917-658-4899			
Classification:	Simple Transaction			
Type of Transaction:	G to G – Government to Government G to C – Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from the requesting party		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to front desk and sign in the visitor's logbook	Interview and facilitate the client's needs	None	2 minutes	<i>Diana Brinda Gayramara</i>
Step 2: Present the request letter	Receive and record the request and refer to the Officer-in-Charge	None	2 minutes	<i>Michael Jasper Acero Tereseta Mortonellas</i>
Step 3: Orientation and discussion with Training-in-Charge	Arrange and discuss with clients the details and materials needed for the requested training	None	15 minutes	<i>Henry Floy Francisco</i>
Step 4: Wait for the Approval of request	Approve the request with the recommendation and comments of the Training-in-Charge	None	1 day	<i>Fernando Vincent Q. Dy, Jr. – Provincial DRRM Officer</i>
Step 5: Retain copy of the approved Request Letter with notation of the schedule of the requested training/ seminar/ drill	Release copy of the approved request letter with notation of the final schedule of the requested training/ seminar/ drill	None	2 minutes	<i>Michael Jasper Acero Tereseta Mortonellas</i>
TOTAL			1 day 21 minutes	



OTHER REQUEST OF SERVICES

This service conducts orientation, training, seminars and drill related to Disaster Risk Reduction and Management (DRRM) among requesting agency/organization.

Office or Division:	Provincial Disaster Risk Reduction Management Office – Left wing, ground floor, Capitol Bldg., Cagayan de Oro City, Misamis Oriental Tel. No. (088) 714901 Mobile No. 0917-658-4899			
Classification:	Simple Transaction			
Type of Transaction:	G to G – Government to Government G to C – Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from the requesting party		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to front desk and sign in the visitor's logbook	Interview and facilitate the client's needs	None	2 minutes	<i>Tereseta Mortonellas</i>
Step 2: Present the request letter	Receive and record the request and refer to the Officer-in-Charge	None	2 minutes	<i>Diana Brinda Gayramara</i>
Step 3: Orientation and discussion with Training-in-Charge	Arrange and discuss with clients the details and materials needed for the requested training	None	15 minutes	<i>Henry Floy Francisco Ruby Montejo</i>
Step 4: Wait for the Approval of request	Approve the request with the recommendation and comments of the Training-in-Charge	None	5 minutes	<i>Fernando Vincent Q. Dy, Jr. – Provincial DRRM Officer</i>
Step 5: Retain copy of the approved Request Letter with notation of the schedule of the requested training/ seminar/ drill	Release copy of the approved request letter with notation of the final schedule of the requested training/ seminar/ drill	None	2 minutes	<i>Diana Brinda Gayramara</i>
TOTAL			26 minutes	



EARLY CHILDHOOD CARE AND DEVELOPMENT OFFICE

LIST OF SERVICES

Services

Request for funding for the Construction/ Rehabilitation of Child Development Centers (infrastructural)

Request for CDC Facilities (non-infrastructural)

Response to request for Training/ Seminar/ Workshop

Response to request for accreditation



	<p>Program of Works (POW) and other necessary documents -PEO conducts ocular inspection and prepare POW</p> <p>2.2.2 Receive POW and endorse it together with the Resolution to LSB for appropriation -If disapproved/ denial of application/ request, provide notice stating the reason for disapproval/ denial through contact details provided -If approved, inform the requesting party with the approval and continue with the processing of request until the requested project is implemented</p>		<p>14 working days</p> <p>1 day</p> <p>1 day</p> <p>1 year</p>	<p>Provincial ECCD Officer</p> <p>Project Coordinator</p> <p>Project Coordinator</p>
Step 3: Receive implemented project	Turnover of newly constructed/ renovated project	None	1 day	Provincial ECCD Officer
TOTAL:		None	1 year, 18 days and 13 minutes	



REQUEST FOR CDC FACILITIES (NON-INFRASTRUCTURE)

Office or Division:	Provincial Early Childhood Care and Development Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All LGU's and Barangay Local Government Unit in the Province.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request thru Resolution from the City/ Municipal Council or Barangay Council 		Municipal/ City Mayor or Municipal Council or Barangay Captain/ Barangay Council.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: For walk-in Login to the visitor's logbook and present identification card	Let the client sign in to the visitor's logbook	None	3 minutes	Receiving officer
Step 2: For walk-in Submit letter request to the receiving officer	Receive and endorse the request to the Provincial ECCD Officer	None	3 minutes	Receiving officer
For online Send letter request to the Provincial ECCD Office official email address at eccdmisor@misamisoriental.gov.ph	Assess the received request -If disapproved, inform the requesting party stating the reason of disapproval via the contact details provided		1 day	Provincial ECCD Officer
	-If the request is pending due to the insufficiency or unavailability of the requested facility, inform the requested party via the contact details provided. Re-assess the said request if the		1 day	Administrative Officer II



	request is already available and sufficient until approved -If approved, inform the requesting party of the approval through contact details provided		1 day	Administrative Officer II
Step 3: Receive requested facility	Turnover the requested facility	None	1 day	Provincial ECCD Officer
TOTAL:		None	5 days 6 minutes	



RESPONSE TO REQUEST FOR TRAINING, SEMINARS AND WORKSHOP

Office or Division:	Provincial Early Childhood Care and Development Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All LGU's in the Province.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request from the City/ Municipal Social Welfare Development Officer 		City/ Municipal Social Welfare Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: For walk-in Login to the visitor's logbook and present identification card	Let the client sign in to the visitor's logbook	None	3 minutes	Receiving officer
Step 2: For walk-in Submit letter request to the receiving officer	Receive and endorse the request to the Provincial ECCD Officer	None	3 minutes	Receiving officer
For online Send letter request to the Provincial ECCD Office official email address at eccdmisor@misamisoriental.gov.ph	Assess the received request -If disapproved, inform the requesting party stating the reason of disapproval via the contact details provided		1 day 10 minutes	Provincial ECCD Officer PECCDO-Standard Division Head
	-If approved, endorse received request to PECCD standard division for the scheduling of the conduct of the request and inform the		1 day	PECCDO-Standard Division Head



	requesting party of the schedule			
TOTAL:		None	2 days and 16 minutes	



RESPONSE TO REQUEST FOR ACCREDITATION

Office or Division:	Provincial Early Childhood Care and Development Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All LGU's in the Province.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter from the DSWD Region X		DSWD Region x		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: For walk-in Login to the visitor's logbook and present identification card	Let the client sign in to the visitor's logbook	None	3 minutes	Receiving officer
Step 2: For walk-in Submit letter request to the receiving officer	Receive and endorse the request to the Provincial ECCD Officer	None	3 minutes	Receiving officer
For online Send letter request to the Provincial ECCD Office official email address at eccdmisor@misamisoriental.gov.ph	Assess the received request -If disapproved, inform the requesting party stating the reason of disapproval via the contact details provided		1 day	Provincial ECCD Officer
	-If approved, endorse received request to PECCD standard division for the scheduling of the conduct of the accreditation and inform the requesting party for the approval		10 minutes	PECCDO-Standard Division Head
			1 day	PECCDO-Standard Division Head



	as well as recipients to be evaluated through the contact details provided			
TOTAL:		None	2 days and 16 minutes	



PROVINCIAL HEALTH INSURANCE OFFICE

LIST OF SERVICES

Services

PhilHealth Benefit Availment Information



PHILHEALTH BENEFIT AVAILMENT INFORMATION

This information service is available to all walk-in clients inquiring PhilHealth Benefit Availment and other related PhilHealth concerns.

Office or Division:	Provincial Health Insurance Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Optional / as available PhilHealth records				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login in the visitor's logbook and present Identification Card	Let the client sign in the visitor's logbook	None	3 minutes	Administrative Aide IV
Step 2: Inquire PhilHealth benefits	Verify available records, assess member's qualification for PhilHealth availment and other concerns	None	10 minutes	Nurse II Supervising Administrative Officer
TOTAL:		None	13 minutes	



PROVINCIAL HEALTH OFFICE

LIST OF SERVICES

Services

Oral Examination, Extraction of Tooth and
Issuance of Dental Certificate

Request for Water Analysis Laboratory

Request for Water Analysis Result

Animal Bite Treatment Center

Mental Health Services



ORAL EXAMINATION, EXTRACTION OF TOOTH AND ISSUANCE OF DENTAL CERTIFICATE

This service caters on the oral examination, extraction of tooth and issuance of dental certificate.

Office or Division:	Provincial Health Office-Dental Clinic			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
Fees:	Php 150.00 for Tooth Extraction			
	Php 50.00 for Dental Certificate			
	Php LGU Code of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Laboratory Aide I
Step 2: Proceed to the Dentist on duty for consultation	Interview the patient, conduct oral examination and takes patients vital signs	None	5 minutes	Dentist on duty
Step 3: Proceed to the Provincial Treasurer's Office and pay the required fee	Receives payment and issue Official Receipt	refer fees above	10 minutes	Cashier PTO window 5
Step 4: Go back to PHO and present the Official Receipt	Conducts oral examination	None	1 hour and 30 minutes	Dentist
TOTAL			1 hour and 48 minutes	



REQUEST FOR WATER ANALYSIS LABORATORY

This service caters to all who would request for a water analysis.

Office or Division:	Provincial Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
Fees:	Php 200.00 for Government Sector			
	Php 350.00 for Private Sector			
	Php LGU Code of Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Sample		Requester		
Sample bottle <i>(submission of water sample should be from Monday and Thursday up to 3:00pm)</i>		PHO Water Analysis Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Laboratory Aide I
Step 2: Proceed to the Water Analysis area and submit the sample Receive the follow-up slip	Record and Label Laboratory Number in each sample Issue follow-up slip to the client and instruct client for payment	None	5 minutes	Medical Technologist II Medical Technologist I
Step 3: Proceed to the Provincial Treasurer's Office (PTO) for payment	Receive payment and issue official receipt	refer fees above	5 minutes	Cashier PTO window 5
TOTAL			13 minutes	



REQUEST FOR WATER ANALYSIS RESULT

This service caters to all who would request for a water analysis result.

Office or Division:	Provincial Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Laboratory Aide I
Step 2: Present the Official Receipt and claim the result of the analysis	Record the Official Receipt Number and release the result	None	5 minutes	Medical Technologist II Medical Technologist I
TOTAL			8 minutes	



ANIMAL BITE TREATMENT

This services is administered to all animal bite cases.

Office or Division:	Provincial Health Office – Animal Bite Treatment Center			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Rural Health Unit-Animal Bite Treatment Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and check ID	None	1 minute	Midwife II
Step 2: Present referral slip from the Rural Health Unit/s and/or other facilities	Receive referral slip and refer client to the Physician	None	5 minutes	Nurse II Animal Bite Program Coordinator
Step 3: Attend/ listen to Information, education and campaign against Rabies	Conduct Information drive, education and campaign against Rabies	None	30 minutes	Nurse II Animal Bite Program Coordinator
Step 4: Proceed to see the Physician on duty	Examine and consult the patient	None	10 minutes	PHO II/PHO I
	Administer anti-rabies vaccine	None	30 minutes	Nurse II Animal Bite Program Coordinator
Step 5: Obtain follow-up schedule card	Inform patient dates of succeeding vaccinations	None	5 minutes	Nurse II Animal Bite Coordinator/ Midwife II
TOTAL		None	1 hour and 21 minutes	



MENTAL HEALTH SERVICES

This service is provided to patients with personality/ behavioral changes and/or with history of drug abuse/substance abuse urgently needing treatment at the Mental Health Clinic.

Office or Division:	Provincial Health Office – Mental Health Clinic			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip from MCC for MisOrCareS patient/RHU/LGU		MisOrCareS Cluster Coordinator/Rural Health Unit and/or other facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and check ID	None	1 minute	Clinic Assistant
Step 2: Present referral slip from the MCC for MisOr CareS Patient/RHU/LGU	Receive referral of MCC (for MisOr CareS Patients)/RHU/LGU	None	3minutes	Nurse II
Step 3: Conduct patient assessment and observation	Assess and observe patient and next of kin thru interview and interaction/counseling <ul style="list-style-type: none"> • Violent patients • Non-violent patients 	None	1 hour 45 minutes	Nurse III Mental Health Nurse Coordinator
	Refer patient to physician if necessary	None	5 minutes	PHO II/PHO I
Step 4: Administration of drugs and medicine	Treat patient thru parenteral injection or oral medication	None	1 hour and 15 minutes	Nurse III Mental Health Nurse Coordinator
Step 5: Patient monitoring	Monitor patient after giving treatment for any adverse reaction	None	2 hours 30 minutes	Nurse III Mental Health Nurse



	<ul style="list-style-type: none">• Parenteral treatment• Oral medication			Coordinator/ Nurse II
Step 6: Obtain follow-up schedule card	Inform patient for follow-up medication/ checkup schedule or conduct home visit to patient	None	15 minutes	Nurse III Mental Health Nurse Coordinator/ Nurse II
TOTAL		None	5 hours and 54 minutes	



MISAMIS ORIENTAL PROVINCIAL JAIL

LIST OF SERVICES

Services

Issuance of Certificate of Detention

Facilitation of Students Conducting Thesis Writing

Jail Visitation

Release Inmates from Detention

Receipt of Inmates for Detention



ISSUANCE OF CERTIFICATE OF DETENTION

This service caters to inmates, request for jail Certificate of Detention for purpose of transfer of custody, medical treatment, to avail temporary liberty etc.

Office or Division:	Misamis Oriental Provincial Jail			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Inmates, next of kin and legal counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid government issued ID		Issuing Government agencies		
Letter request		Requesting client/legal counsel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the office logbook, submit for inspection and present any Government issued ID. Submit request letter	Attend to client's needs, body frisking	None	5 minutes	<i>Nelfa Nacaytuna Reynato Salas Mary Jane Amper Flor Libres Marlou Ubagan</i>
Step 2: Present letter request for Certificate of Detention and proceed to MOPJ Admin Office and wait for instructions of the attending personnel on duty	Validate, prepare request for certificate of detention	None	5 minutes	<i>Jesson Barros Monique Gamba</i>
Step 3:	Sign and issue approved certificate of detention to the requesting party	None	5 minutes	<i>PCOL. Robert Roy V. Bahian, Ret. Nerissa Maghanoy</i>
TOTAL			15 minutes	



FACILITATION OF STUDENTS CONDUCTING THESIS WRITING

This service caters to students/researchers with intent to enter the jail compound relative to their school requirement in thesis writing.

Office or Division:	Misamis Oriental Provincial Jail			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduating Students/Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid government issued ID		Issuing Government agencies		
Letter request		Requesting client/school		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the MOPJ logbook, submit for inspection and present any Government issued ID. Follow national standard	Body frisking	None	5 minutes	<i>Nelfa Nacaytuna Reynato Salas Mary Jane Amper Flor Libres Marlou Ubagan</i>
Step 2: Proceed to MOPJ Admin Office and wait for instruction of the attending personnel on duty. Required 3 weeks for the approval of the request	Provide instruction and issue follow-up slip. Endorse request letter	None	10 minutes	<i>PCOL Robert Roy V. Bahian, Ret. Frederico Talanda, Sr.</i>
TOTAL			15 minutes	



JAIL VISITATION

This service caters the request of inmates, family members, friends and lawyers, who intend to pay visit.

Office or Division:	Misamis Oriental Provincial Jail			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Family members, friends and legal counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid government issued ID		Issuing Government agencies		
Marriage certificate (married couple)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the MOPJ logbook, submit for inspection and present any Government issued ID/marriage certificate	Body frisking and inspection of personal belongings	None	5 minutes	<i>Nelfa Nacaytuna Reynato Salas Mary Jane Amper Flor Libres Marlou Ubagan</i>
Step 2: Proceed to receiving area and wait for instructions	Provide instruction	None	5 minutes	<i>Nelfa Nacaytuna</i>
TOTAL			10 minutes	



RELEASE OF INMATES FROM DETENTION

This service caters Order of the Court for the immediate release of inmates detained in this institution.

Office or Division:	Misamis Oriental Provincial Jail			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Inmates, Family members, friends and legal counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid government issued ID		Issuing Government agencies		
Release Order from the court, Original with dry seal/Judgment/Omnibus Order/Probation Order		Regional Trial Court/MTCC/OPP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit documentary requirements	Validate the authenticity of the required documents	None	5 minutes	<i>Francis Sarangay Jesson Barros</i>
Step 2: Proceed to the Admin Officer for document signing	Prepare Discharge Certificate and route to signatories	None	5 minutes	<i>Jesson Barros Monique Gamba Charlie Valdehueza Redin Baranda</i>
Step 3:	Process and approve the discharge of inmate by the Provincial Warden	None	2 minutes	<i>PCOL. Robert Roy V. Bahian, Ret. Nerissa Maghanoy</i>
Step 4: Proceed to Desk Officer/ Shift Supervisor	Record the discharge of inmate and return belongings of inmates before releasing	None	5 minutes	Desk Officer/ Shift Supervisor Property Custodian
TOTAL			16 minutes	



RECEIPT OF INMATES FOR DETENTION

This service caters for the receipt of inmates from the arresting officer for detention.

Office or Division:	Misamis Oriental Provincial Jail			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government (Law Enforcement Agencies)			
Who may avail:	Accused, arresting officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid government issued ID		Issuing Government agencies		
Commitment Order from the Court (Original with dry seal)		Regional Trial Court/MTCC		
Case information		Regional Trial Court/MTCC		
Medical Certificate		Issuing Public Hospital		
Chest X-ray		Issuing Public Hospital		
RT-PCR Test (negative swab test result)		Issuing Public Hospital		
2x2 pictures		From the detainee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit documentary requirements	Validate the authenticity of the required documents	None	5 minutes	<i>Francis Sarangay Jesson Barros</i>
Step 2: Proceed to receiving area and wait for instruction	Conduct booking, interview and orient jail policies	None	5 minutes	<i>Jesson Barros Monique Gamba Charlie Valdehueza Redin Baranda</i>
Step 3: Receive the accused by the Celda Head	Turnover accused to the supervisor on duty for cell assignment	None	5 minutes	Desk Officer/ Shift Supervisor
TOTAL:			15 minutes	



MISAMIS ORIENTAL CARE SYSTEM

LIST OF SERVICES

Services

Public-Private partnership: Hospital bill assistance

Blood assistance

Financial Assistance: Medicine, laboratory and diagnostic tests

Death assistance

Social Security System (SSS): waiver/ certification



PUBLIC-PRIVATE PARTNERSHIP: HOSPITAL BILL ASSISTANCE

Office or Division:	Misamis Oriental Care System Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Final billing		Hospital of admission		
Medical abstract		Attending physician		
Referral form		MisOrCareS Cluster Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach and inform MisOrCareS staff of the service(s) to be availed		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 2: Assessment		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 3: Present the needed requirements for the service(s) to be availed		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 4: Fill-up and sign forms		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 5: Recommending approval		None	3 minutes	<i>Ma. Sandra G. Lim – Department Head</i>
TOTAL			15 minutes	



BLOOD ASSISTANCE

Office or Division:	Misamis Oriental Care System Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood request		Hospital of admission		
Blood availability form		National Red Cross Office		
Referral form		MisOrCareS Cluster Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach and inform MisOrCareS staff of the service(s) to be availed		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 2: Assessment		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 3: Present the needed requirements for the service(s) to be availed		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 4: Fill-up and sign forms		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 5: Approval		None	3 minutes	<i>Ma. Sandra G. Lim – Department Head</i>
TOTAL			15 minutes	



FINANCIAL ASSISTANCE: MEDICINE, LABORATORY & DIAGNOSTIC TESTS

Office or Division:	Misamis Oriental Care System Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Recent medical prescription		Attending physician		
Laboratory request with quotation		Attending physician and diagnostic center		
Procedure request with quotation		Diagnostic center		
Referral form		MisOrCareS Cluster Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach and inform MisOrCareS staff of the service(s) to be availed		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 2: Assessment		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 3: Present the needed requirements for the service(s) to be availed		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 4: Fill-up and sign forms		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 5: Approval		None	3 minutes	<i>Ma. Sandra G. Lim – Department Head</i>
TOTAL			15 minutes	



DEATH ASSISTANCE (3 IN 1)

Office or Division:	Misamis Oriental Care System Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate & service contract		Funeral parlor		
Referral form		MisOrCareS Extension and Satellite Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach and inform MisOrCareS staff of the service(s) to be availed		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 2: Assessment		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 3: Present the needed requirements for the service(s) to be availed		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 4: Fill-up and sign forms		None	3 minutes	<i>Jerrilyn Bagares Mary Jane Alipoyo Rubina Castro Roy Querela Marialita Libres Amedamor Mactal</i>
Step 5: Approval		None	3 minutes	<i>Ma. Sandra G. Lim – Department Head</i>
TOTAL			15 minutes	



SOCIAL SECURITY SYSTEM (SSS): WAIVER/ CERTIFICATION

Office or Division:	Misamis Oriental Care System Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate		Local Civil Registrar		
Valid IDs of SSS member and claimant		Claimant/ family		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach and inform MisOrCareS staff		None	3 minutes	<i>Ginah A. Ajan</i>
Step 2: Present the needed requirements		None	3 minutes	<i>Ginah A. Ajan</i>
Step 3: Releasing of waiver/ certificate		None	5 minutes	<i>Ma. Sandra G. Lim</i> – Department Head <i>Ginah A. Ajan</i>
TOTAL			11 minutes	



PROVINCIAL LIBRARY

LIST OF SERVICES

Services

Reading Service

Borrowing Services

Computer Library Services



LIBRARY INSIDE READING SERVICE

This service provides access to library resources for inside reading.

Office or Division:	Misamis Oriental Provincial Library Ground Floor-Right wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Government Employees, Private Employees, Senior Citizen/ Elderly Citizen, Retirees, Out of School Youth, Professionals, Reviewees, IDPs, Students, Walk in Clients.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID/ Valid School ID		Issuing Government agency/School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the client's logbook and present any valid ID	Let the client sign in the client's logbook and check valid ID	None	1 minute	<i>Grace N. Sinatao</i> <i>Marc Anthony Gempesaw</i>
Step 2: Proceed to:				
<ul style="list-style-type: none"> Periodical Section 	Provides current information such as newspapers and magazine		2 minutes	<i>Janice T. Dajao</i>
<ul style="list-style-type: none"> Reference Section 	Provides general reference material		2 minutes	<i>Meraluna P. Tion</i>
<ul style="list-style-type: none"> Circulation Section 	Provides books that can be borrowed and can be loaned out for three (3) days	None	2 minutes	<i>Janice T. Dajao</i>
<ul style="list-style-type: none"> Filipiniana Section 	Provide books written by Filipino authors and publications about Philippines regardless of author, imprint or format		2 minutes	<i>Meraluna P. Tion</i>
TOTAL			3 minutes per section	



BORROWING SERVICES

This service provides access to library resources for inside reading.

Office or Division:	Misamis Oriental Provincial Library Ground Floor-Right wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Government Employees, Private Employees, Senior Citizen/ Elderly Citizen, Retirees, Out of School Youth, Professionals, Reviewees, IDPs, Students, Walk in Clients.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID/ Valid School ID		Issuing Government agency/School		
Borrower's Form				
Guarantor (For non-Provincial Capitol Employees)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present any Government issued ID	Let the client sign in the visitor's logbook	None	1 minute	<i>Grace N. Sinatao Marc Anthony Gempesaw</i>
Step 2: Proceed to: Periodical Section	Provides current information such as newspapers and magazines	None	2 minutes	<i>Janice T. Dajao</i>
Circulation Section	Provides books that can be borrowed and can be loaned out for three (3) days		2 minutes	<i>Janice T. Dajao</i>
Filipiniana Section	Provide books written by Filipino authors and publications about the Philippines regardless of author, imprint or format		2 minutes	<i>Meraluna P. Tion</i>
Step 3: Present the book & the requirement/s to the borrowing in-charge	Validates the book/s and the requirements of the borrower Approved and stamp due date	None	3 minutes	<i>Janice T. Dajao</i>
TOTAL			10 minutes	



COMPUTER LIBRARY SERVICES

This service provides access to free use of computer with internet and other online library resources.

Office or Division:	Misamis Oriental Provincial Library Ground Floor-Right wing of the Capitol Building			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Government/Company/School ID		Issuing Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client's logbook and present any valid ID	Let the client sign in the visitors logbook and check valid ID	None	1 minute	<i>Grace N. Sinatao Marc Anthony Gempesaw</i>
Step 2: Proceed to Multimedia Section	Assist the client in logging on the computer	none	1 minute	<i>Mikeson C. Ragandang</i>
Step 3: Avail the free use of computer with internet and other online library resources Online Library Resources: <ul style="list-style-type: none"> • Tech4ED • E-Government Services • E-Books • E-Journals 	Allow the client to use the computer	None	1 minute	<i>Mikeson C. Ragandang</i>
TOTAL			3 minutes	



MISAMIS ORIENTAL PROVINCIAL HOSPITAL – MAGSAYSAY

LIST OF SERVICES

Services

Outpatient Consultation Services

Emergency Room and Admission Services

Hospital Billing Services

Availment of PhilHealth Benefit



OUTPATIENT CONSULTATION SERVICES

This service caters to patients who need medical intervention and treatment that does not need hospital confinement / admission in the hospital.

Office or Division:	Misamis Oriental Provincial Hospital - Magsaysay			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Private Sector, All Government Agencies, LGUS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Record (Old patient)		Medical Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Medical Record Section and prepare for interview	1.1 If old patient, retrieve the kardex 1.2 If new patient, indicate "new." 1.3 Interview patient 1.4 Fill in patient's record 1.5 Instruct the patient to wait in the OPD waiting area	None	5 minutes	Medical Records Staff
Step 2: Wait for your name to be called. Once called, approach the OPD Staff for vital signs taking	Take the vital signs and chief of complaints of patient then record it on his/her kardex	None	10 minutes	OPD Clerk
Step 3: Prepare for consultation and examination	3.1 Call the patient and examine 3.2 Order diagnostic examination if needed 3.3 If no diagnostic examination needed, prescribe with medication	None	30 minutes	Physician on Duty
Step 4: If diagnostic exam is required, proceed to Billing for the	Compute the charges for the	CBC P180.00	5 minutes	Cashier



payment of the laboratory procedures to be performed	laboratory procedures ordered	Urinalysis P50.00		
Step 5: Proceed to Laboratory Department and present the official receipt made for the diagnostic procedures to be performed	5.1 Secure the Physician's order 5.2 Perform the required laboratory procedures	None	5 minutes	Medical Technologist
Step 6: Wait for the laboratory result	Release laboratory result	None	1 hour	Laboratory Aide
Step 7: Present the laboratory result to the physician	7.1 Read result 7.2 Provide prescription 7.3 Advise patient	None	10 minutes	Physician on duty
Step 8: Present the prescription to the pharmacy	8.1 Prepare the medicine 8.2 Give instruction 8.3 Release the medicine	None	10 minutes	Pharmacist
TOTAL		None	135 minutes	



EMERGENCY ROOM AND ADMISSION SERVICES

This service caters to patients who need immediate medical treatment and admission to the hospital.

Office or Division:	Misamis Oriental Provincial Hospital - Magsaysay			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Private Sector, All Government Agencies, LGUS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Record (Old patient)		Medical Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Emergency Room Nurse on duty	Usher patient in a comfortable position	Refer to service specification table.	3 minutes	ER Nurse
Step 2: Prepare for history taking and physical examination	2.1 Take patient's vital signs 2.2 Records patient's personal data 2.3 Provide prompt medical intervention to patient 2.4 Provide patient with charge slip and instruct significant other to pay it in the cashier		30 minutes	ER Nurse
Step 3A: If Outpatient, proceed to cashier to pay your bill. Then, proceed to step 4 and 5 Step 3B: If advise for admission, proceed to Hospital Ward	Accept payment and issue official receipt Admit the patient and make necessary endorsement to Ward Nurse on Duty	Refer to service specification table.	3 minutes 10 minutes	Cashier ER Nurse
Step 4:			1 minute	ER Nurse



Present proof of payment to the ER Nurse on Duty	Recheck proof of payment			
Step 5: Secure Doctor's prescription	Provide prescription. Advise patient		10 minutes	Physician on Duty
TOTAL			57 minutes	



HOSPITAL BILLING SERVICES

This service caters the Patient's Benefit Availment which needs to be processed before discharge of patient.

Office or Division:	Misamis Oriental Provincial Hospital - Magsaysay			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Private Sector, All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Billing		Billing Section		
2. Clearance Slip		Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Wait for the Physician on Duty to instruct for discharge.	Order patient for discharge and instruct significant other to get the hospital bill to billing section.	Refer to service specification table.	5 minutes	Physician on Duty Ward Nurse on Duty
Step 2: Wait for Statement of Account (Bill) to be computed.	Complete patient's medical record and bring chart to billing office to account hospital expenses that will be reflected in the hospital bill.	Depending on the bill	60 minutes	Biller
Step 3A: For Philhealth member, proceed to PHIC Office to submit necessary documents / requirements.	Collect and review authenticity and completeness of patient's requirements.	None	10 minutes	PhilHealth Clerk
Step 3B: For Non-PhilHealth members, proceed to Medical Social Worker.	3B. 1 Interview the patient. 3B. 2 Assess and categorize the patient. 3B. 3 Indicate in the billing statement the final amount to be paid.	Depending on patient's economic category.	10 minutes	Medical Social Worker



Step 4: Proceed to Cashier section for final settlement of bill.	Receive payment and issue Official Receipt.	Depending on the bill.	3 minutes	Cashier
Step 5: Get clearance form and secure the signature of the following:	Sign the clearance form to signify patient has complied and returned (linens used, food container used)	None	5 minutes	Laundry worker Food server.
Step 6: Go back to the Nurse Station for the discharge instruction.	Instruct patient of home medications and sign the clearance slip.	None	5 minutes	Ward Nurse on Duty
Step 7: Present the clearance to the guard on duty	Get the clearance slip.	None	1 minute	Guard on duty
TOTAL		Depending on the bill	99 minutes	



AVAILMENT OF PHILHEALTH BENEFITS

This service caters the Patient's PhilHealth Benefit Availment which needs to be processed before discharge of patient.

Office or Division:	Misamis Oriental Provincial Hospital –Magsaysay			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Private Sector, All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (Member)				
2. Identification Card				
3. Members Data Record				
4. Marriage Contract				
5. Birth Certificate (dependent)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Philhealth Clerk for assessment as to Philhealth availment	1.1 Assess patient as to Philhealth membership 1.2 Provide list of requirements to Philhealth member	None	20 minutes	Philhealth Clerk
Step 2: Comply necessary documents and submit	2.1 Collect the requirements necessary for claims 2.2 Review documents received as to authenticity and completeness.	None	10 minutes	Philhealth Clerk
TOTAL		None	30 minutes	



MISAMIS ORIENTAL PROVINCIAL HOSPITAL – TALISAYAN

LIST OF SERVICES

Services

Emergency Room Services and Admissions

Outpatient / Consultation Services

Diagnostic Examination (Laboratory Department)

Diagnostic Examination (X-ray Department)

Releasing of X-ray Result

Patient Benefit Availment Services

Pharmacy Services

Hospital Billing / Collections Services



EMERGENCY ROOM AND ADMISSION SERVICE

This service caters immediate medical services to general public.

Office or Division:	Misamis Oriental Provincial Hospital –Talisayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Patients referred - Referral Slip/Form		Referring Physician		
For patients to be admitted & with minor surgical MDR		PHIC Philcare		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Nurse/Midwife on Duty	1.1 Check vital signs 1.2 Provide prompt medical intervention 1.3 Record patient's data		5 minutes	Nurse / Midwife
Step 2: Prepare for intervention / examination	<u>2A. Admission:</u> 2A.1 Examine and take patient's medical history 2A.2 Provide medical intervention / treatment 2A.3 Admit patient		30 minutes	Resident on duty
	<u>2B. ER Out Patient</u> 2B. 1 Perform ER procedures / minor surgical procedures 2B.2 Prescribe medications			
Step 3: Receive and follow instructions given.	Instruct patient / representative to proceed to Social Worker for interview, socialization and requirement.		3 minutes	Nurse / Midwife
TOTAL		38 minutes		



OUTPATIENT / CONSULTATION SERVICES

This service caters consultation services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Talisayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For old patient – Hospital Number		Issued by the OPD section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Out Patient Section & prepare for interview. a. For old patient present Hospital Number b. For new patient secure Hospital Number	1.1 Interview patient 1.2 Fill Out Patient Record 1.3 Instruct patient to proceed to OPD Nurse on Duty (Triage)	None	3 minutes	OPD Clerk
Step 2: Provide needed information	Take vital sign and chief complaints of patients then record	None	5 minutes	Nurse
Step 3: Prepare for Consultation/Examination	Examine the Patients * Order Diagnostic Examination if needed <ul style="list-style-type: none"> If No Diagnostic Examination needed, patient is prescribed with medicines 	Php. 50.00	30 minutes	Physician
Step 4: Present result to the Physician	2.1 Read result 2.2 Provide prescription 2.3 Advice patient	Refer to diagnostic services schedule of payments	10 minutes	
TOTAL		48 minutes		



DIAGNOSTIC EXAMINATION (LABORATORY DEPARTMENT)

This service caters diagnostic services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Talisayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Laboratory Test		Resident on duty / nurse		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present laboratory request	Receive and register request to logbook	None	3 minutes	Medical Technologist
Step 2: Prepare for laboratory procedure	Collect and examine specimen of patient	None	20 minutes	
Step 3: Proceed to Cashier's office for payment	Instruct patient / representative to proceed to Cashier's office	Refer to schedule of payments	5 minutes	Cashier
Step 4: Receive result of laboratory examination	Release result and record receipt	None	2 minutes	Medical Technologist
TOTAL		30 minutes		



DIAGNOSTIC EXAMINATION (RADIOLOGY DEPARTMENT)

This service caters diagnostic services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Talisayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for X-ray procedure		Resident on duty / nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present X-ray request	Receive and register request to logbook	None	3 minutes	X-ray Technician / Radiologic Technologist
Step 2: Prepare for X-ray procedure	Perform X-ray procedures Note: - For admitted patients - For out patients	None Refer to schedule of payments	20 minutes	
Step 3: Receive follow-up slip	Issue follow-up slip	None	3 minutes	
TOTAL		26 minutes		



RELEASING OF X-RAY RESULTS

This service caters releasing of X-ray results.

Office or Division:	Misamis Oriental Provincial Hospital – Talisayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Follow-up slip issued by the Radiologist / X-ray Technician		Misamis Oriental Provincial Hospital – Talisayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present follow-up slip	Receive and check follow-up slip	None	5 minutes	X-ray Technician / Radiologic Technologist
Step 2: Receive result of X-ray	Release result and record receipt of result	None	5 minutes	
TOTAL		10 minutes		



PATIENT BENEFIT AVAILMENT SERVICE

This service caters patient benefit services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Talisayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilHealth Card / ID		PhilHealth		
Membership Data Record (MDR)				
Birth Certificate		Philippine Statistics Office (PSA)		
Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present Government issued ID	Assess patients as to PHIC Membership *Provide list of requirements for PHIC members For PHIC Member Patients * Instruct to proceed to PHIC Claims Office to submit requirements For NON-PHIC Member Patients * Instruct to proceed to MSW for assessment of category	None	10 minutes	PhilHealth Cares
Step 2: 2A. For PHIC Member: Submit the documents	Review documents as to authenticity to completeness and receive for claims	None	15 minutes	PhilHealth Claims Clerk
2B. For NON-PHIC Member: Members qualified to POS, proceed to Social Worker Office for interview	Interview, assess, provide forms and instruct patients	None	15 minutes	Medical Social Worker



	POS Qualified Patient: Provide proof of compliance for POS enrollment and advise patient to present proof to billing office upon settling of patient's bill		10 minutes	On site rapid enrollment (ORE) in-charge / Social Worker
TOTAL			50 minutes	



PHARMACY SERVICE

This service caters pharmacy services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Talisayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Resident on duty / Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Pharmacy and present prescription	Receive and record prescription to logbook	None	3 minutes	Pharmacist / Pharmacy Aide
Step 2: Receive the medicine	Prepare the drugs, give instructions and release the drugs	None	12 minutes	
TOTAL		15 minutes		



HOSPITAL BILLING / COLLECTION SERVICES

This service caters patient's billing services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Talisayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Socialization Form		Medical Social POS Compliance Form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Wait for statement of Account (Bill) to be distributed	Order patient discharge	None	25 minutes	Ward on duty
Step 2: Proceed to Cashier's Office, submit needed documents and pay the bill	2.1 Receive Statement of Account and other needed document 2.2 Collect payment and issue Official Receipt 2.3 Provide clearance if documents are complete (For PHIC-POS and NON-PHIC Class D Indigent Patient)	Refer to Bill	15 minutes	Cashier
TOTAL		40 minutes		



MISAMIS ORIENTAL PROVINCIAL HOSPITAL – GINGOOG

LIST OF SERVICES

Services

Out Patient Consultation

Diagnostic Examination (Laboratory Department)

Diagnostic Examination (X-ray Department)

Dental Service

Issuance of Medical Certificate for Employment

Issuance of Medical Certificate for discharge and confine patient

Issuance of Medical Certificate for Out Patient

Issuance of Medical Abstract

Issuance of Medico-Legal Certificate

Issuance of Birth Certificate

Issuance of Death Certificate

Emergency Room Admission Service

Emergency Room Out Patient Service

Billing and PhiHealth Papers Processing and/or Enrolment

ER Patient Referral and In patient Referral



OUT PATIENT CONSULTATION

This service caters the patient who is in need of medical intervention / treatment which does not need hospital confinement / admission in the hospital.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Official Receipt issued from Cashier, payment for consultation		MisOrPh – Gingoog Cashier Section		
OPD Medical Record		MisOr PH – Gingoog Record OPD Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to OPD Record Section for initial listing on OPD consultation *if patient is incapable to pay, proceed to number 3	1.1 Call patient name on list to verify if patient exists 1.2 Issue Order Payment to verified patient for consultation 1.3 Prepare patient OPD Record 1.4 Forward patient OPD Records to OPD Consultation Area	None	3 minutes	Record Clerk
Step 2: Proceed to Cashier Section and submit payment order for Consultation Fee *after payment , secure official receipt and proceed to number 4	2.1 Get Order Payment issued by the Record OPD from Patient 2.2 Receive payment based on Order Payment 2.3 Issue the Official Receipt	PHP50.00	3 minutes	Cashier Clerk Or Billing Clerk
Step 3: Proceed to Social Worker Section to be socialized	3.1 Socialize the patient to identify patient category 3.2 If proven incapable to pay, issue indigent	Varies, depend on the classification, class	10 minutes	Social Worker PHIC Portal Section



	form to patient for free OPD Consultation	D = Zero payment		
Step 4: Proceed to OPD Consultation Area In-charge for Initial Examination	4.1 Call patient name base on priority number 4.2 Get patient vital signs and chief complaint 4.3 Forward Patient OPD Record to concern OPD Doctor	None	5 minutes	OPD Nurse OPD Consultation Area Or OPD In-charge OPD Consultation Area
Step 5: Proceed to OPD Doctor Area Concern * If patient needs diagnostic examination proceed to number 6 * If patient does not need diagnostic examination proceed to number 10	5.1 Conduct Medical Check up to patient 5.2 Issue diagnostic exam request to patient if needed 5.3 If No Diagnostic exam needed, give medical advice to patient 5.4 Prescribe medicine to patient	None	5 minutes (for IM and Pedia Case) / patient 30 minutes (for Minor OB and Surgical Case)	Medical Doctor OPD Consultation Area
Step 6: Proceed to cashier to pay for diagnostic exam *If categorized as indigent, proceed to number 7)	6.1 Get diagnostic exam request to patient 6.2 Receive payment of requested diagnostic exam 6.3 Issue official receipt 6.4 Return diagnostic request to patient	Fees varies from requested examination to perform	3 minutes	Cashier Clerk Cashier Section Or Billing Clerk Billing Section
Step 7: Proceed to diagnostic area concern, (X-Ray Department, Laboratory Department)	7.1 Get diagnostic request from patient 7.2 Perform diagnostic examination to patient 7.3 Release diagnostic result to patient	None	20 minutes	Radiologist X-Ray Department Or Medical Technologist Laboratory Department
Step 8: Proceed to OPD Consultation Area In-charge	8.1 Receive diagnostic result 8.2 Forward diagnostic result	None	3 minutes	OPD Nurse OPD Consultation Area



	to OPD Medical Doctor concern			Or OPD In-charge OPD Consultation Area
Step 9: Proceed to OPD Doctor Area Concern	9.1 Give medical impression and advice 9.2 Prescribe medicine to patient	None	15 minutes (for IM and Pedia Case) 30 minutes (for Minor OB and Surgical Case)	Medical Doctor OPD Consultation Area
Step 10: Proceed to Pharmacy Department	10.1 Get issued prescription from patient 10.2 Prepare medicine 10.3 Conduct medicine counselling to patient 10.4 Release medicine	None	15 minutes	Pharmacist Pharmacy Department Or Pharmacy Aide Pharmacy Department
Total		2 hours and 2 minutes		



DIAGNOSTIC EXAMINATION (LABORATORY DEPARTMENT)

This service caters patient who is in need of diagnostic examination such as laboratory and X-ray examination as basis for treatment.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail:	All		
Fees to be Paid:	Varies depending on lab exam:		
	CBC/pl	Php 180.00	
	U/A	Php 50.00	
	HGT/RBS/FBS	Php 150.00	
	LIPID	Php 600.00	
	CREA	Php 150.00	
	SGPT/SGOT	Php 200.00	
	BUA	Php 150.00	
	BUN	Php 150.00	
	HBSAG	Php 200.00	
	X-MATCHING	Php 250.00	
	CTBT	Php 75.00	
	TYPHIDOT	Php 750.00	
CHOLES	Php 150.00		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Official Receipt issued from Cashier, payment for laboratory test		MisOrPh – Gingoog Cashier Section	
Indigent form (if qualified)		MisOrPh – Gingoog Portal Social Worker	
Laboratory examination request			
Transaction number		MisOr PH – Gingoog Record OPD Section	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Record OPD to Secure Transaction Number (PID)	1.1 Interview patient 1.2 Generate transaction number 1.3 Issue transaction number to patient	3 minutes	Record Clerk Record OPD Section Or Record Officer Record OPD Section
Step 2: Proceed to laboratory department and present laboratory Examination request	2.1 Get laboratory request and transaction number 2.2 Issue charge slip to patient	3 minutes	Medical Technologist Laboratory Department Or



*If Patient is incapable to pay Proceed to Number 4			Laboratory Aide Laboratory Department
Step 3: Proceed to cashier Section and submit charge slip for payment *After payment, secure official receipt and proceed to number 5	3.1 Get issued charge slip 3.2 Receive payment 3.3 Issue official receipt	3 minutes	Cashier Clerk Cashier Section Or Billing Clerk Billing Section
Step 4: Proceed to Social Worker Section to be socialized	4.1 Socialize the patient to identify patient category 4.2 if proven incapable to pay, issue indigent form to patient for free examination	10 minutes	Social Worker PHIC Portal Section
Step 5: Proceed to laboratory department	5.1 Verify payment 5.2 If indigent, verify indigent form 5.3 Collect specimen 5.4 Examine patient specimen 5.5 Record and Release laboratory result	4 minutes 1 hour (for routine exam) 3 hours (for blood chem)	Medical Technologist Laboratory Department
Total		4 hours and 23 minutes	



DIAGNOSTIC EXAMINATION (X-RAY DEPARTMENT)

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All			
Fees to be paid:	Varies on site to be x-ray			
	Chest pa	Php 200.00		
	Chest APL	Php 300.00		
	Chest Bucky	Php 300.00		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Official Receipt issued from Cashier, payment for laboratory test		MisOrPh – Gingoog Cashier Section		
Indigent form (if qualified)		MisOrPh – Gingoog Portal Social Worker		
X-Ray examination request				
Transaction number		MisOr PH – Gingoog Record OPD Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Record OPD to Secure Transaction Number (PID)	1.1 Interview patient 1.2 Generate transaction number 1.3 Issue transaction number to patient	None	3 minutes/ patient	Record Clerk Record OPD Section
Step 2: Proceed to X-Ray department and present x-ray request for charging *if Patient is incapable to pay Proceed to Number 4	2.1 Get x-ray request and transaction number 2.2 Issue charge slip to patient	None	3 minutes/ patient	Radiologist X-Ray Department
Step 3: Proceed to cashier Section and submit charge slip for payment *After payment, secure Official Receipt and go to number 5	Receive payment and issue official receipt		3 minutes	Cashier Clerk Cashier Section Or Billing Clerk Billing Section
Step 4: Proceed to Social Worker Section to be socialized	4.1 Socialize the patient to identify patient category	Varies on Classification	10 minutes/ patient	Social Worker PHIC Portal Section



	4.2 if proven incapable to pay, issue indigent form to patient for free examination			
Step 5: Proceed to x-ray department	5.1 Verify payment 5.2 If indigent, verify indigent form 5.3 Perform x-ray procedure 5.4 Process radiograph 5.5 Release x-ray film	None	2 minutes 30 minutes 5 minutes	Radiologist X-Ray Department
Step 6: Receive x-ray result	Release of official x-ray result	None	1 week	Radiologist X-Ray Department
Total		1 week and 56 minutes		



DENTAL SERVICES

This service caters patient who is in need for dental services such as tooth extraction and other related dental care.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All			
Fees to be paid:	Consultation with oral exam	Php 100.00		
	Tooth extraction	Php 150.00		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Official Receipt issued from Cashier		MisOrPh – Gingoog Cashier Section		
Indigent form (if qualified)		MisOrPh – Gingoog Portal Social Worker		
OPD Record		MisOr PH – Gingoog Record OPD Section		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Record OPD Section, sign in the dental service list *If incapable to pay proceed to number 3	1.1 Verify patient in the dental list 1.2 Call verified patient and issue Payment Order 1.3 Prepare OPD Record for verified patient 1.4 Forward patient OPD Record to Dental Department	None	3 minutes	Record Clerk Record OPD Section
Step 2: Proceed to Cashier Section and submit payment order for Payment * After payment, Secure Official Receipt and proceed to number 4	Receive payment and issue official receipt		3 minutes	Cashier Clerk Cashier Section Or Billing Clerk Billing Section
Step 3: Proceed to Social worker Section to be socialized	3.1 Socialize the patient to identify patient category 3.2 if proven incapable to pay, issue indigent form to patient	Varies on classification	10 minutes	Social Worker PHIC Portal Section



	for free examination			
Step 4: Proceed to Dental Department and wait for you name to be called	4.1 Call Patient 4.2 Verify Official Receipt 4.3 Prepare dental record 4.4 Perform Dental Service 4.5 Return Patient Record to OPD when all dental service to patient is done	None	30 minutes	Dentist Dental Department Dental Aide Dental Department
Total		46 minutes		



ISSUANCE OF MEDICAL CERTIFICATE FOR EMPLOYMENT

This service caters patient who is in need Medical Certificate for Employment.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail:	Job Applicants		
Fees to be paid:	Medical Certificate fee	Php 100.00	
	CBC	Php 180.00	
	Urinalysis	Php 50.00	
	Stool Exam (For Food Handlers)	Php 50.00	
	Chest X-Ray	Php 200.00	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Request Form / Letter		Requesting individual	
Official Receipt issued from Cashier		MisOrPh – Gingoog Cashier Section	
Indigent form (if qualified)		MisOrPh – Gingoog Portal Social Worker	
Laboratory examination request		MisOr PH – Gingoog Record OPD Section	
X-Ray examination request		MisOr PH – Gingoog Record OPD Section	
OPD Record		MisOr PH – Gingoog Record OPD Section	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Record OPD Section, Submit request to avail Medical Certificate form for Employment *If incapable to pay proceed to number 3	1.1 Receive request to avail Medical Certificate form for employment from patient 1.2 Issue payment order 1.3 Forward Patient OPD Record to OPD Consultation Area	3 minutes	Record Clerk Record HIS Section
Step 2: Proceed to cashier section for payment *If indigent or PWD, proceed to PHIC Portal Section for discount (20%)	Receive payment and issue official receipt	2 minutes 10 minutes	Cashier Clerk Cashier Section Or Billing Clerk Billing Section
Step 3:	3.1 Verify official receipt	20 minutes	Radiologist



Proceed to X-ray Department , present official receipt	3.2 Perform x-ray examination 3.3 Release x-ray result		X-Ray Department
Step 4: Proceed to laboratory department, present official receipt	4.1 Verify official receipt 4.2 Collect and examine patient specimen 4.3 Release result to patient	1 hour	Medical Technologist Laboratory Department
Step 5: Proceed to OPD Consultation Area, Present Official Receipt and Diagnostic Result to OPD In-charge / OPD Nurse	5.1 Verify Official Receipt 5.2 Get Patient Vital Signs 5.3 Forward OPD Record and Diagnostic Result to concern OPD Medical Doctor	5 minutes	OPD Nurse OPD Consultation Area Or OPD In-charge OPD Consultation Area
Step 6: Proceed to OPD Doctor Area concern	6.1 write medical impression and advice of Patient OPD Record 6.2 OPD Nurse Collect OPD Record 6.3 Logbook done check-up 6.4 Forward OPD record to Record OPD Section	20 minutes	Medical Doctor OPD Consultation Area OPD In-charge OPD Consultation Area
Step 7: Proceed Record OPD Section	7.1 Retrieve Patient OPD Record from OPD Consultation Area 7.2 Prepare Medical Certificate 7.3 Release of signed Medical Certificate	30 minutes	Record Clerk Record HIS Section
Total		2 hours and 30 minutes	



ISSUANCE OF MEDICAL CERTIFICATE FOR DISCHARGE AND CONFINED PATIENT

This service caters patient who is in need Medical Certificate for leave claim, insurance claim and etc.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Those who requested (In Patient)			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Form / Letter		Requesting individual		
Authorization Letter (if not the claimant)		Claimant		
Official Receipt issued from Cashier		MisOrPh – Gingoog Cashier Section		
PWD / Senior Citizen Discount		MisOrPh – Gingoog Portal Social Worker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Record HIS Section, Submit request to avail Medical Certificate * If PWD or senior citizen, proceed to PHIC Portal section for discount (20%)	1.1 Receive request to avail Medical Certificate form from requester or requesters' representative	None	3 minutes	Record Clerk Record HIS Section
	1.2 Issue payment order		10 minutes	Social Worker PHIC Portal Section
Step 2: Proceed to cashier for payment * after payment, secure official receipt and proceed to number 4	Receive payment and issue official receipt	Php100	3 minutes	Cashier Clerk Cashier Section Or Billing Clerk Billing Section
Step 3: Proceed to Record HIS and present official receipt	Release signed medical certificate	None	15 minutes	Record Clerk Record HIS Section Or Record Officer Record HIS Section
Total		Php 100	31 minutes	



ISSUANCE OF MEDICAL CERTIFICATE FOR OUT PATIENT

This service caters patient who is in need Medical Certificate for leave claim, insurance claim.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Who will avail claims			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Form / Letter		Requesting individual		
Authorization Letter (if not the claimant)				
Official Receipt issued from Cashier		MisOrPh – Gingoog Cashier Section		
PWD /Senior Citizen ID if Applicable		MisOrPh – Gingoog Portal Social Worker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Record OPD and sign in to OPD List * If PWD or senior citizen, proceed to PHIC Portal Section for discount. (20%)	1.1 Verify patient from list 1.2 Issue payment order to verified patient 1.3 Prepare OPD record to verified patient 1.4 Forward OPD Record to OPD Consultation Area	None	3 minutes	Record Clerk Record OPD Section
			10 minutes	Social Worker PHIC Portal
Step 2: Proceed to Cashier section for payment	Receive payment and issue official receipt	Php 100.00	3 minutes	Cashier Clerk Cashier Section Or Billing Clerk Billing Section
Step 3: Proceed to Record HIS for Medical Certificate release	Release signed Medical Certificate	None	15 minutes	Record Clerk Record HIS Section Or Record Officer Record HIS Section
Total		Php 100	31 minutes	



ISSUANCE OF MEDICAL ABSTRACT FOR CONFINED PATIENTS

This service caters patient who are previously confined in the hospital and is in need of Medical cash assistance from other government agencies, LGU, NGO, sick leave claim, and for other purposes.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Discharge Patient			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Medical Abstract Request letter/form				
Official Receipt issued from Cashier		MisOrPh – Gingoog Cashier Section		
PWD / Senior Citizen ID (if applicable)		MisOrPh – Gingoog Portal Social Worker		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Record HIS Section and submit Medical Abstract Request Form/letter	1.1 Verify Patient Request 1.2 Conduct Interview to patient 1.3 Issue Payment Order to patient	None	3 minutes	Record Clerk Record HIS Section Or Record Officer Record HIS Section
Step 2: Proceed to Cashier for payment * If PWD or senior citizen, proceed to PHIC Portal Section for discount.	Receive payment and issue Official Receipt to patient	Php 100.00	3 minutes	Cashier Clerk Cashier Section Or Billing Clerk
			10 minutes	Social Worker PHIC Portal Section
Step 3: Proceed Record HIS and present Official Receipt	3.1 Verify payment 3.2 Verify issued indigent form (for Indigent) 3.3 Retrieve patient Medical record	None	2 hours	Record Clerk Record HIS Department Or Record Officer



	<p>3.4 Forward medical record and medical abstract form to concern Physician</p> <p>3.5 Physician reviews medical record</p> <p>3.6 Fill up medical abstract</p> <p>3.7 Input to release logbook</p> <p>3.8 Release medical abstract</p>			<p>Record HIS Department</p> <p>Medical Doctor OPD Consultation Area</p>
	Total	Php 100	2 hours and 16 minutes	



ISSUANCE OF MEDICO-LEGAL CERTIFICATE

This service caters patient who have been seen and examine by the doctor and want to file criminal case due to being a victim of violence or unlawful conduct.

** Note: only PNP, NBI or any point of authority for legal matters can process and procure the paper.*

Office or Division	Misamis Oriental Provincial Hospital - Gingoog		
Classification	Simple		
Type of Transaction	G2G – Government to Government		
Who may avail:	Medico Legal Cases checked by the hospital		
Fees to be paid:	Php 150.00		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Police Request		Police Station	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Record HIS and submit police request	1.1 Verify police request and patient name 1.2 Issue payment order 1.3 retrieve patient record	3 minutes	Record Clerk Record HIS Section Or Record Officer Record HIS Section
Step 2: Proceed to Cashier Section for payment	Receive payment and issue official receipt	3 minutes	Cashier Clerk Cashier Section Or Billing Clerk Billing Section
Step 3: Proceed to Record HIS and present official receipt	3.1 Verify official receipt 3.2 Prepare and encode Medico-Legal Certificate 3.3 Forward the medico-legal to attending physician of the patient for signature 3.4 Document seal the certificate 3.5 Log to release logbook for medico-legal	30 minutes	Record Clerk Record HIS Section Or Record Officer Record HIS Section



	3.6 Ask processing authority to signature receiving logbook		
	3.7 Release medico-legal certificate		
		Total	36 minutes



ISSUANCE OF BIRTH CERTIFICATE

This service issues birth certificate for those patients who gave birth within the hospital.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail:	Patient who gave birth within the hospital		
Fees to be paid:	Php 50.00		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Any Valid Identification of the child's parent (Parents Birth Certificate, Marriage Contract, Valid ID, etc.)		Childs' Parents	
Guide birth Form		Record OPD Section	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present any Valid Identification of child's parent whether Birth certificate of parents, marriage contract and etc. and proceed to Record OPD Section to get Birth guide form	1.1 Interview patient 1.2 Verify patient record 1.3 Provide Birth Guide Form 1.4 Instruct client	3 minutes	Record Clerk Record OPD Section
Step 2: Fill-out Birth guide form then proceed to Record HIS for preparation of Birth Certificate	2.1 Provide birth guide form 2.2 Conduct interview to client 2.3 Print birth certificate 2.4 Issue payment order	10 minutes	Record Clerk Record HIS Section
Step 3: Proceed to cashier for payment	Receive payment and issue official receipt	3 minutes	Cashier Clerk or Billing Clerk
Step 4: Proceed to Record HIS	4.1 Verify official receipt 4.2 Logbook birth certificate details 4.3 Ask client to sign release logbook	3 minutes	Record Clerk Record HIS Section



	4.4 Instruct patient what to do next		
	4.5 Release birth certificate		
Step 5: Proceed to PHIC Portal and submit 2 certified true copy birth certificate to PhilHealth in-charge for Philhealth benefit processing	5.1 Verify patient 5.2 Receive two (2) certified true copy of birth certificate 5.3 Conduct interview 5.4 Enroll to Philhealth	10 minutes	Admin Aide PHIC Portal Section Or Social Worker PHIC Portal Section
Total		29 minutes	



ISSUANCE OF DEATH CERTIFICATE

This service issues death certificate to patient's direct relative whose patient have died in the hospital.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail:	Family Member of the deceased		
Fees to be paid:	Php 50.00		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Request Form / Letter		Requesting individual	
Authorization Letter (if individual is not directly related to the deceased)		Client	
Official Receipt issued from Cashier		MisOrPh – Gingoog Cashier Section	
Indigent form (if qualified)		MisOrPh – Gingoog Portal Social Worker	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: If not directly related to the deceased patient, present authorization letter to the Record HIS Section *If directly related to patient, present request form/letter to Record HIS Section	1.1 Verify document presented 1.2 Retrieve death information form of deceased patient 1.3 Prepare death certificate 1.4 Issue payment order	30 minutes	Record Clerk Record HIS Section
Step 2: Proceed to cashier for payment	Receive payment and issue official receipt	3 minutes	Cashier Clerk Or Billing Clerk
Step 3: Proceed to Record HIS to claim death certificate	3.1 Verify official receipt 3.2 Logbook death certificate details 3.3 Ask client to sign release logbook 3.4 Instruct patient what to do next 3.5 Release death certificate form	3 minutes	Record Clerk Record HIS Section
Total		36 minutes	



EMERGENCY ROOM ADMISSION SERVICE

This service caters patient who in need of immediate medical attention, treatment and admission to the hospital.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Referral Slip/Form (for patient referred from other health facility)		Referring Health Facility		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to ER Clerk for interview.	1.1 Verify Patient Request 1.2 Conduct Interview to patient 1.3 Forward to ER Nurse	None	3 minutes	ER Clerk ER Department Or ER Nurse ER Department
Step 2: Prepare patient for assessment	2.1 Assessment and Classify case based on the 5 point category scale: <i>Critical, emergent, urgent, non-urgent, and fast track</i> 2.2 Provide medical intervention to patient 2.3 Endorse Patient ROD Doctor	None	20 minutes	ER Nurse ER Department Or ER Triage Officer ER Department
Step 3: Prepare patient for examination by the doctor	3.1 Examine and take medical history of patient 3.2 Provide Medical intervention / treatment 3.3 Admit patient	None	30 minutes	ROD Doctor ER Department
Total		None	53 minutes	



EMERGENCY ROOM OUT PATIENT SERVICE

This service caters patient who in need of immediate medical attention and treatment, such as suturing.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Referral Slip/Form (for patient referred from other health facility)		Referring Health Facility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to ER Clerk for interview.	1.1 Verify Patient Request 1.2 Conduct Interview to patient 1.3 Forward to ER Nurse	None	3 minutes	ER Clerk ER Department
Step 2: Prepare patient for examination by the nurse	2.1 Assessment and Classify case based on the 5 point category scale: <i>Critical, emergent, urgent, non-urgent, and fast track</i> 2.2 Provide medical intervention to patient 2.3 Endorse Patient ROD Doctor	None	10 minutes	ER Nurse ER Department
Step 3: Prepare patient for examination by the doctor	3.1 Examine and take medical history of patient 3.2 Provide Medical intervention / treatment	None	1 hour	Medical Doctor ER Department



	<p>3.3 Prepare patient for suturing</p> <p>3.4 Prepare post op order</p> <p>3.5 Forward to ER Nurse for Charging</p> <p>3.6 ER Nurse give instruction to patient</p> <p>3.7 Forward certified true copy ER Record and Surgical Record to PHIC Portal</p>			ER Nurse ER Department
<p>Step 4: Proceed to PHIC Portal for PhilHealth availment processing</p>	<p>4.1 Evaluate PhilHealth requirement</p> <p>4.2 Process PhilHealth papers</p> <p>4.3 Forward ER Charges and Philhealth papers to billing section</p>	None	5 minutes	Admin Clerk PHIC Portal Section Or Social Worker PHIC Portal Section
<p>Step 5: Proceed to Billing/Cashier Section for ER billing and payment</p>	<p>5.1 Evaluate PhilHealth Paper and ER Charges</p> <p>5.2 Prepare bill</p> <p>5.3 <i>If patient is qualified for NBB, release Clearance slip</i></p> <p>5.4 <i>If patient is not for NBB, bill excess to patient if any</i></p> <p>5.5 Receive payment</p> <p>5.6 Issue official receipt</p>	<p>For qualified NBB – None</p> <p>Or</p> <p>Depending on the exit amount</p>	10 minutes	Billing Clerk Billing Section Or Cashier Clerk Cashier Section
<p>Step 6: Proceed to pharmacy to get medication</p>	<p>6.1 Evaluate ER charges to patient</p> <p>6.2 Evaluate doctors order</p>	None	10 minutes	Pharmacist Pharmacy Department Or



	6.3 Prepare medicine			Pharma Aide Pharmacy Department
	6.4 Perform medicine counselling to patient			
	6.5 Release medicine			
		Total		1 hour and 38 minutes



BILLING AND PHIHEALTH PAPERS PROCESSING AND/OR ENROLLMENT

This service caters patient benefit availment which needs to be processed before discharging of patient.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Birth Certificate (1 Photocopy) or Marriage certificate (1 photocopy - if married) or baptismal certificate (1 photocopy)		Patient or Client		
Prenatal Record (For patient who gave birth in the hospital)		Barangay Health Station		
MDR (for patient already PhilHealth member)		PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>For Clients who are already active member of PhilHealth</p> <p>Step 1:</p> <p>Proceed to PhilHealth Portal for Philhealth availment benefit</p> <p>*if patient is not a PhilHealth member proceed to step 2</p> <p>*if already complied proceed to step 3</p>	<p>1.1 Get requirements from patient</p> <p>1.2 Interview patient</p> <p>1.3 Encode and Prepare CSF</p> <p>1.4 Print PBEF form from PhilHealth System</p> <p>1.5 Ask member or members representative to sign the CSF and PBEF Form</p> <p>1.6 Forward paper to billing section</p> <p>1.7 Forward paper to billing section</p> <p>1.8 Verify patient for discharge</p> <p>1.9 Get one (1) copy of patient admission and discharge form</p>	None	15 minutes	<p>Admin Aide PHIC Portal Section</p> <p>Or</p> <p>Social Worker PHIC Portal Section</p> <p>Billing Clerk Billing Section</p>



	from patient chart			
	1.10 Print bill			
Step 2: Proceed to social worker to be socialized *After being socialized go back to step 1	2.1 Interview and socialize patient 2.2 If qualified for POS, enrol to Point of System 2.3 Encode indigent certificate	None	10 minutes	Social Worker PHIC Portal Section
Step 3: Proceed to respective patient room assignment and wait for the bill to be delivered	Nurse on duty will inform patient that billing is already available	None	3 minutes	Nurse on Duty Nurse Station
Step 4: Proceed to Billing Section	4.1 Verify patient name 4.2 Present billing statement 4.3 Explain billing to patient 4.4 Ask patient to sign billing statement 4.5 If patient is NBB, issue clearance slip 4.6 If any excess amount it will be settled to the cashier 4.7 Instruct the patient what to do next	Any excess amount	5 minutes	Billing Clerk Billing Section or Billing In-charge Billing Section
Step 5: Proceed to nurse station and submit clearance slip	5.1 Get clearance slip 5.2 Issue discharge plan 5.3 Issue Home Meds Prescription	None	10 minutes	Nurse on Duty Nurse Station



	5.4 Referral slip (for OB Cases)			
	5.5 Issue gate pass			
	Total	Any excess amount	43 minutes	



ER PATIENT REFERRAL AND IN PATIENT REFERRAL

This service caters patient who needs to be referred to government tertiary hospital.

Office or Division	Misamis Oriental Provincial Hospital - Gingoog			
Classification	Simple			
Type of Transaction	G2C – Government to government			
Who may avail:	Critical patient whose condition is beyond the capability of the hospital			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Referral form		Referring Health Facility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For ER: Step1: Proceed to ER Nurse to fill up PhilHealth form for referral for patient For Nurse station: Step 1: Proceed to Nurse Station to get and fill up PhilHealth Form for referral	For ER Patient 1.1 Give intermediate intervention and stabilize patient 1.2 prepare referral order note 1.3 Make a call the hospital in which the patient will be referred 1.4 Get PhilHealth referral form 1.5 Issue charge order to patient For In Patient 1.1 Prepare referral order note 1.2 Get PhilHealth referral form to patient 1.3 Forward patient chart to billing for charging	None	20 minutes	Doctor ER Doctor/Ward Doctor Nurse on Duty ER Department / Nurse Station
Step 2: Proceed to billing section for billing statement	2.1 If no excess, issue clearance slip 2.2 If any excess amount it will be	Any Excess Amount	10 minutes	Billing Clerk Billing Section



	settled to the cashier			
For ER Step 3: Proceed to ER Department to submit clearance slip	3.1 Get clearance slip 3.2 Issue ambulance request	None	3 minutes	Nurse on Duty ER Department/ Nurse Station
For In Patient Step 3: Proceed to Nurse Station to submit clearance slip	3.3 Call ambulance driver for transport			
Total		Any excess amount	33 minutes	



MISAMIS ORIENTAL PROVINCIAL HOSPITAL – BALINGASAG

LIST OF SERVICES

Services

Hospital Billing

Hospital Billing Services for Out-Patients

Pharmacy Service for In-Patients

Laboratory Examination for Out-Patients

Dental Services

Out-Patient Department Services

Emergency Room Services

X-ray Services for Out-Patients



HOSPITAL BILLING / COLLECTION SERVICES

This service caters patient's billing services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Balingasag			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Socialization Form		Medical Social POS Compliance Form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Wait for statement of Account (Bill) to be distributed	Order patient discharge	None	25 minutes	Nurse on duty
Step 2: Proceed to Cashier's Office, submit needed documents and pay the bill	2.1 Receive Statement of Account and other needed document 2.2 Collect payment and issue Official Receipt 2.3 Provide clearance if documents are complete (For PHIC-POS and NON-PHIC Class D Indigent Patient)	Refer to Bill	15 minutes	Cashier
TOTAL		40 minutes		



HOSPITAL BILLING SERVICES FOR OUT PATIENTS

This service caters patient's billing services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Balingasag		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All Government Agencies, LGUs, GOCC and other Government Instrumentalities		
Fees to be paid:	Consultation Fee (Regular Days)	Php 50.00	
	Consultation Fee (After 5 PM, Weekends and Holidays)	Php 100.00	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Diagnostic Request Slip			
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present priority number for consultation payment and diagnostic request slip * If PWD, Indigent or Senior Citizen, proceed to Social Welfare Office	Issue official receipt	5 minutes	Cashier / Cash Clerk
		10 minutes	Social Welfare Officer
Step 2: Submit needed documents and pay the bill	2.1 Receive Statement of Account and other needed document 2.2 Collect payment and issue Official Receipt	10 minutes	Cashier / Cash Clerk
TOTAL		25 minutes	



PHARMACY SERVICE FOR IN-PATIENT

This service caters pharmacy services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Balingasag			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Resident on duty / Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Pharmacy and present prescription	Receive prescription from respective stations and prepare the drugs.	None	10 minutes	Pharmacist / Pharmacy Aide
Step 2: Receive the medicine	2.1 Dispense and deliver drugs and medical supplies to respective stations. 2.2 Record charge slip and monitor utilization rate	None	10 minutes	
TOTAL		20 minutes		



LABORATORY EXAMINATION FOR OUT-PATIENTS

This service caters patient who is in need of laboratory examination for in-patients as basis for treatment.

Office or Division	Misamis Oriental Provincial Hospital - Balingasag		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail:	All		
	CBC	Php. 100.00	
	CBC WL Platelet	Php. 180.00	
	Platelet	Php. 80.00	
	BSMP/Malaria	Php. 100.00	
	Urinalysis	Php. 50.00	
	Stool Exam	Php. 50.00	
	RBS	Php. 150.00	
	Lipid Profile	Php. 600.00	
	Creatinine	Php. 150.00	
	FBS	Php. 150.00	
	BUA	Php. 150.00	
	BUN	Php. 150.00	
	Sodium	Php. 300.00	
Potassium	Php. 300.00		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Official Receipt issued from Cashier, payment for laboratory test		MisOrPh – Balingasag Cashier Section	
Indigent form (if qualified)		MisOrPh – Balingasag Portal Social Worker	
Laboratory examination request		Doctor	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present laboratory request and pay to cashier / social worker	Receive laboratory request and payment	5 minutes	Cashier
Step 2: Proceed to Blood Extraction Area	2.1 Collect blood specimen / instruct patients for proper collection of specimens (urine & stool)	5 minutes	Phlebotomist / Medical Technologist
	2.2 Examine and analyse collected blood specimen	4 hours	
Step 3: Receive laboratory results and proceed to OPD consultation room	Record and release laboratory results	5 minutes	Laboratory Aide / Phlebotomist / Medical Technologist
Total		4 hours and 15 minutes	



DENTAL SERVICES

This service caters patient who is in need for dental services such as tooth extraction and other related dental care.

Office or Division	Misamis Oriental Provincial Hospital - Balingasag		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail:	All		
Fees to be paid:	Consultation	Php 50.00	
	Tooth extraction	Php 150.00	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
Official Receipt issued from Cashier		MisOrPh – Balingasag Cashier Section	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Dental Clinic	Interview and take vital signs	5 minutes	Dentist
Step 2: Proceed to cashier for payment	Issue Official Receipt	5 minutes	Cashier
Step 3: Return to Dental Clinic	Perform dental procedures and issue prescription	15 minutes	Dentist
Total		25 minutes	



OUT-PATIENT DEPARTMENT SERVICES

This service caters patients in the Out-Patient Department.

Office or Division	Misamis Oriental Provincial Hospital - Balingasag		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail:	General Public		
Fees to be paid:	Consultation Fee	Php 50.00	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
OPD Medical Records		MisOrPh – Balingasag	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Register patients name at OPD information desk	Provide priority number to patient	5 minutes	Dentist
Step 2: Proceed to cashier for payment * If Senior Citizen, PWD, & indigents, proceed to Social Welfare Officer	Issue Official Receipt	5 minutes	Cashier
	Classify patients and provide free consultation note	10 minutes	Social Welfare Officer
Step 3: Proceed to OPD Medical Record Office	Retrieve medical records or <i>*Create Medical Records for New patients</i>	5 minutes	OPD Records Clerk
Step 4: Proceed to designated OPD area	Take vital signs	5 minutes	OPD NOD/Nursing Attendant
Step 5: Proceed to OPD consultation room once name is called, receive diagnostic request and proceed to Laboratory / X-ray Room	Examine patient and issue Diagnostic Request	10 minutes (Pedia& OB Gyne) or 15 minutes(Adult) or 5 minutes (Ophtha, Urology, Ortho, ENT)	Doctor



Step 6: After receiving the diagnostic results from Laboratory / X-ray Department, proceed to OPD consultation room	Issue prescription and give instructions	5 minutes	Doctor
Total		50 minutes	



EMERGENCY ROOM SERVICES

This service caters patients in the Emergency Room.

Office or Division	Misamis Oriental Provincial Hospital - Balingasag		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail:	General Public		
Fees to be paid:	None		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
OPD Medical Records		MisOrPh – Balingasag	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Triage Area for medical assessment	1.1 Interview patient / watcher 1.2 Take vital signs 1.3 Endorse case to Emergency Room (ER) Physician	10 minutes	ER staff
Step 2: Prepare patient for examination and receive diagnostic request.	2. 1 Assess and examine patient 2.2 Perform initial resuscitative measures 2.3 Perform Suturing 2.4 Issue Diagnostic request	5 minutes	ER Physician
Step 3: Proceed to Laboratory / X-ray Department for diagnostic examination and receive result	Perform diagnostic examination and release result	30 minutes	Medical Technologist
Step 4: Proceed to ER and give results to ER Physician and wait for the advice of the ER Physician	Read official result and for disposition of patients:	5 minutes	OPD Nurse on duty / Nursing Attendant
4.A Prepare patient to be admitted	A. For Admission: Carry out admitting orders and transport / endorse patients to respective wards	35 minutes	Nurse on duty



4.B Proceed to cashier, pay bill and prepare patient for transport.	B. For Referral: B.1 Call referring hospital	10 minutes	ER Physician
	B.2 Issue Official Receipt and receive payment	10 minutes	Cashier
	B.3 Secure Ambulance and transport patient to higher center	2 hours	Ambulance Driver
4. C Receive prescription / instruction	5 Send Home Provide prescription / instruction	5 minutes	ER Physician
4. D Patient's relative should proceed to cashier for billing and prepare expired patient to transport at cadaver holding area and	6 Expired Patient D.1 Instruct patient's relative to pay bills	10 minutes	Cashier
	D.2 Transport expired patient to Cadaver Holding Area and release of Cadaver after paying bills	10 minutes	IW / Security Guard
Total		4 hours and 10 minutes	



X-RAY SERVICES FOR OUT-PATIENTS

This service caters x-ray services to general public.

Office or Division:	Misamis Oriental Provincial Hospital – Balingasag		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	General Public		
Fees to be paid:	Chest PA	Php	200.00
	Chest AP-L	Php	300.00
	Chest Bucky	Php	300.00
	Hand AP-O	Php	250.00
	Wrist AP-L	Php	250.00
	Forearm AP-L	Php	250.00
	Elbow AP-L	Php	250.00
	Arm AP-L	Php	250.00
	Shoulder Joint AP/Rot	Php	250.00
	Clavicle AP	Php	250.00
	Scapula AP/Obligue	Php	250.00
	Foot AP-L	Php	250.00
	Ankle AP-L	Php	250.00
	Leg AP-L	Php	250.00
	Knees AP-L	Php	250.00
	Femur AP-L	Php	300.00
Hip Joint AP-O	Php	300.00	
Pelvis AP-O	Php	300.00	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request for X-ray procedure		Resident on duty / nurse	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present X-ray request	Receive and register request to logbook	3 minutes	X-ray Technician / Radiologic Technologist
Step 2: Prepare for X-ray procedure and proceed to X-ray Room	Perform X-ray procedures and record / login procedure patient data	50 minutes	
Step 3: Follow-up official result and proceed to OPD consultation room	Release official result	5 minutes	
TOTAL		58 minutes	



MISAMIS ORIENTAL PROVINCIAL HOSPITAL – CLAVERIA

LIST OF SERVICES

Services

Laboratory Services

Patient's Benefit Availment Services

Hospital Billing Services

Pharmacy Services

Outpatient Consultation Services

Emergency Room and Admission Services

Social Services



LABORATORY SERVICES

This service caters on the laboratory services for both admitted and out-patient.

Office or Division:	Misamis Oriental Provincial Hospital-Claveria Poblacion, Claveria, Misamis Oriental			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Request for Laboratory Test	Laboratory Aide receives and Register request to logbook	None	3 minutes	Medical Technologist
Step 2: Proceed with the laboratory test	Collect and examine specimen of patient and perform the laboratory examination	None	1 hour	
Step 3: Receive result of the laboratory examination	Release the laboratory result	None	3 minutes	
TOTAL			1 hour and 6 minutes	



PATIENT'S BENEFIT AVAILMENT SERVICES

Office or Division:	Misamis Oriental Provincial Hospital-Claveria Poblacion, Claveria, Misamis Oriental			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS		AGENCY ACTIONS		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Prepare Requirements	<ul style="list-style-type: none"> Assess patient's PHIC membership Provide list of requirements for PHIC members For PHIC Member Patients: <ul style="list-style-type: none"> Instruct to proceed to PHIC Claims Office to submit requirements For non-PHIC Member Patients: <ul style="list-style-type: none"> Instruct to proceed to MSW for assessment of category and possible enrolment to POS. 	None	15 minutes	Administrative Aide I
Step 2: PHIC Members: Submit documents necessary for claims	<ul style="list-style-type: none"> PHIC Clerk reviews documents received as to authenticity and completeness 	None	15 minutes	Administrative Aide I
Step 3: Non-PHIC Members qualified for POS: Submit requirements /documents for POS enrollment	<ul style="list-style-type: none"> Interview the patient and provide form and instruct patient to proceed to POS-in-charge Provide proof of compliance for POS advise patient after enrolment to inform the billing office and present proof of enrolment upon settling of patient's bill 	None	15 minutes	Administrative Aide I
Step 4: Patient's not qualified for POS availment: Prepare for an interview	<ul style="list-style-type: none"> Interview patient Classify social status Issue MSW card Instruct to proceed to billing office	None	15 minutes	Social Worker
TOTAL TIME			60 minutes	



HOSPITAL BILLING SERVICES

This service caters concerns on billing services of both admitted and out-patient.

Office:	Misamis Oriental Provincial Hospital-Claveria Poblacion, Claveria, Misamis Oriental			
Section	Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of account		Billing Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Wait for Statement of Account (Bill) to be distributed	Order patient discharge	None	10 minutes	Ward Nurse on Duty
Step 2: Prepare require documents needed	Complete patients medical record and bring chart to Pharmacy for listing of meds for billing	None	15 minutes	Nurse on Duty, Pharmacist
Step 3: Ask for patient's statement of account (bill)	Statement of Account (Bill) are provided to each patient/watcher	None	5 minutes	Billing Clerk
Step 4: Submit needed documents to PHIC Clerk for discharge	<ul style="list-style-type: none"> • Receive Statement of Account • Receive needed documents • Provide clearance if documents are complete for PHIC patients • For non-PHIC proceed to MSWO for assessment 	None	15 minutes	Billing Clerk



	as to social case status <ul style="list-style-type: none">• Present MSW card to cashier for proper payment			MSWO, Cashier
Issuance of Discharge Clearance	<ul style="list-style-type: none">• Upon completion of PHIC documents Upon payment of hospital bill	None	5 minutes	Cashier
TOTAL			50 minutes	



PHARMACY SERVICES

This service caters on the pharmaceutical services of both admitted and out-patient.

Office:	Misamis Oriental Provincial Hospital-Claveria Poblacion, Claveria, Misamis Oriental			
Section:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physician's Prescription		Attending Physician		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to the Hospital Pharmacy and hand the Physician's prescription	Receive Prescription Record to Logbook	Refer to price list	10 minutes	Pharmacist II
Step 2: Receive the prescribed Medicine	Prepare Medicine and give instructions, Release Medication		15 minutes	
TOTAL			25 minutes	



OUTPATIENT CONSULTATION SERVICES

This service is for outpatient consultation.

Office:	Misamis Oriental Provincial Hospital-Claveria Poblacion, Claveria, Misamis Oriental			
Section	OPD			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Out Patient Section and prepare for interview	Conduct interview with the patient	Refer to Scheduled Price List	5 minutes	OPD Clerk
Step 2: Provide needed information	Fill out Patient Record		5 minutes	Nurse on Duty
Step 3: Proceed to Medical Records Section	Instruct patient to proceed to OPD Nurse on Duty		10 minutes	Records Officer
Step 4: Proceed to Physician	Take vital signs and chief complaints of patients then record		15 minutes	ROD on Duty, Med Tech on Duty
		TOTAL	35 minutes	



EMERGENCY ROOM AND ADMISSION SERVICES

This service caters patients at the emergency room and admission services.

Office:	Misamis Oriental Provincial Hospital-Claveria Poblacion, Claveria, Misamis Oriental			
Section:	Emergency Room			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Nurse / Midwife on duty	<ul style="list-style-type: none"> Take Vital Signs Provide prompt medical intervention to patients Record Patient Personal Data	Refer to Scheduled Price List	10 minutes	Nurse on Duty
Step 2: Prepare for intervention / Examination	Admission <ul style="list-style-type: none"> Examine and take medical history of patient Provide medical intervention / treatment Admit patient ER Out Patient Perform ER procedure / Minor Surgical procedure and prescribe medicines for ER Out patient		1 hour	Resident on Duty Resident on Duty
TOTAL			1 hour and 10 minutes	



SOCIAL SERVICES

Office or Division:	Misamis Oriental Provincial Hospital-Claveria Poblacion, Claveria, Misamis Oriental			
Section:	Social Service Section			
Classifications:	Simple			
Type of Transactions:	G2C - Government To Citizen			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Out-Patient/ER Department Step 1: Received Vital and Charge Slip issued from the attending Physician	<ul style="list-style-type: none"> • Orients patient / relative about the purpose of classification system • Evaluates and classifies the referred patient • Issues Service Card • Stamps the charge slip with classification and indicates discount 	In accordance to its Classification	10 Minutes	Social Worker
In-Patient <i>For non-PHIC Patient</i> Step 1: Received Vital and Charge Slip issued from the attending Physician	<ul style="list-style-type: none"> • Evaluates and classifies the referred patient • Prepare Social Case Summary 	In accordance to its Classification	35 Minutes	Social Worker
<i>For PHIC Patient</i> Step 1: Received Vital and Charge Slip issued from the attending Physician	<ul style="list-style-type: none"> • Received Pertinent Document such as Birth certificate/Marriage Contract and Voters certification 	None	15 Minutes	



	<ul style="list-style-type: none">• Evaluates and classifies the referred patient• Enrol patient in Point of Service Program			
TOTAL			1 hour	



MISAMIS ORIENTAL PROVINCIAL HOSPITAL – INITAO

LIST OF SERVICES

Services

Emergency Room and Admission Services

Hospital Billing Services

Out-Patient Consultation Services

Laboratory Department (In-Patient)

Laboratory Department (Out-Patient)

X-Ray/Radiology Section (Out-Patient)

X-Ray/Radiology Section (In-Patient)



EMERGENCY ROOM AND ADMISSION SERVICES

This service caters patients who need immediate treatment and hospital confinement.

Office or Division:	Misamis Oriental Provincial Hospital – Initao Beside FICCO, Poblacion, Initao, Misamis Oriental			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Non-Emergency Cases: Walk-in patients - Fill up patients data form Patients from OPD - give forwarded OPD records	Guide patient and watcher to Emergency Room	None	2 minutes	Guard on Duty
	Take Vital Signs		3 minutes	ER Triage Officer/Nurse on Duty
	Classify patient according to Triage Criteria <i>For old patient, retrieve patient's OPD record</i>		3 minutes	OPD In-charged/Nurse on Duty
Step 2: Emergency Cases: Proceed to Emergency Room	Take vital signs	None	3 minutes	ER Nurse/ Nursing Attendant
	Fill up patients data form/ record		2 minutes	
	Refer patient to Resident Physician on duty (ROD) for further evaluation and management		15 minutes	
	Extract clinical history and perform physical examination		5 minutes	ROD
Step 3: Submit to physical exam	Initiate emergency treatment	None	10 minutes	ROD
	Admit and/ or refer patient, if necessary.		15 minutes	
	Request diagnostic examination, for patient not		3 minutes	



	requiring admission			
Step 4: Sign admission consent form and/ or consent for any invasive ER procedure	Carry out Doctor's order	None	15 minutes	ER Nurse
Step 5: Proceed to assigned ward	Endorse patient & chart to ward nurse on duty	None	5 minutes	ER Nurse
	Transport patient to assigned ward		5 minutes	IW
Step 6: Evaluation of PHIC membership	Direct patients watcher to ask for PHIC requirements needed	None	2 minutes	Ward Nurse
	Instruct watcher what are the needed requirements for discharge		5 minutes	Biller
TOTAL			1 hour and 33 minutes	



HOSPITAL BILLING SERVICES

This service will serve clients who needs to avail benefits and must be processed prior to discharge of patient.

Office or Division:	Misamis Oriental Provincial Hospital – Initao Beside FICCO, Poblacion, Initao, Misamis Oriental			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Upon Discharged, Submit all requirements	Verify completeness of required documents	None	10 minutes	Biller
Step 2: <i>For patient subject to No Billing Balance (NBB) -</i> member or Authorized representative will sign the bill and necessary PHIC papers. Wait for the hospital bill <i>For patient not subject for No Balance Bill (NBB) with excess bill:</i> Advise to proceed to step 3	Validate charges and print the statement of account: Provide a copy of their bill and discharge clearance slip.	None	15 minutes	Biller
Step 3: Proceed to Cashier/ Medical Social Worker	Receive payment, issue Official Receipt and advise to proceed to Step 4.	None	5 minutes	MSW/ Cashier
Step 4: Present Official Receipt to biller	Issue a copy of hospital bill and discharge Clearance	None	3 minutes	Biller



Step 5: Proceed to Nurse Station and laundry Area	Sign the discharge clearance Collect & Inspect used linens	None	3 minutes	Nurse on duty Laundry In- charge
TOTAL			36 minutes	



Step 7: Return to consultation room for the result of requested diagnostic examination	Interpret diagnostic examination result, give advice, prescribe treatment and schedule for follow up	None	10 minutes	OPD Physician on duty
TOTAL			2 hours and 46 minutes	



LABORATORY DEPARTMENT (IN- PATIENTS)

This service caters patients who need diagnostic examination as basis for treatment and diagnosis of diseases.

Office or Division:	Misamis Oriental Provincial Hospital – Initao Beside FICCO, Poblacion, Initao, Misamis Oriental			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Follow proper fasting procedure, if required	Advise proper fasting procedure, if required	None	2minutes	Laboratory Aide
Step 2: Submit specimen to ward nurse at ward station (Stool/Urine)	Receive specimen and lab request from ward nurse	None	3 minutes	Laboratory Aide
Submit patient for blood extraction, if needed	Extract blood, when needed		5 minutes	Phlebotomist/ Med Tech
	Perform Laboratory examination as requested		2 hours	Medical Technologist
	Record lab result in the logbook		5 minutes	Laboratory Aide
Step 3: Await for laboratory result	Release laboratory result to ward station	None	5 minutes	Laboratory Aide
TOTAL			2 hours and 20 minutes	



LABORATORY DEPARTMENT (OUT- PATIENT)

This service caters patients who need diagnostic examination as basis for treatment and diagnosis of diseases.

Office or Division:	Misamis Oriental Provincial Hospital – Initao Beside FICCO, Poblacion, Initao, Misamis Oriental			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present Lab request together with Official Receipt from cashier/ MSW	Receive Lab request And Instruct proper collection of Specimen	None	2 minutes	Laboratory Aide
Step 2: Submit specimen	Receive Specimen	None	3 minutes	Laboratory Aide
Submit for blood extraction	Perform blood extraction		5 minutes	Phlebotomist/ Med Technologist
Step 3: Await for laboratory result	Inform client for the schedule of release of result	None	1 Minute	Laboratory Aide
	Perform laboratory examination		1- 2 hours	Medical Technologist
Step 4: Claim Laboratory result and sign Lab Logbook	Record Lab result in the logbook	None	3 minutes	Laboratory Aide
	Release result and instruct to go back at OPD		2 minutes	
TOTAL			2 hours and 16 minutes	



X- RAY/ RADIOLOGY SECTION (OUT- PATIENT)

This service caters patients who need diagnostic examination as basis for treatment and diagnosis of diseases for out-patient.

Office or Division:		Misamis Oriental Provincial Hospital – Initao Beside FICCO, Poblacion, Initao, Misamis Oriental		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present X-ray request together with Official Receipt from cashier	Receive X-ray request and register in the logbook	None	3minutes	Radiologic Technologist
Step 2: Wait for the name to be called	Prepare X-ray Machine and set technique factor for accurate radiation dose	None	5 minutes	Radiologic Technologist
	Prepare X-ray Cassette		2 minutes	
	Prepare darkroom for the processing		10minutes	
Step 3: Enter in the X-ray room (once called)	Take X- ray views as requested	None	5 minutes	Radiologic Technologist
	Process X-ray Film		1 hour	
Step 4: Bring X- ray Film to Radiologist for official reading	Endorse X-ray film to the client Advise client to return to OPD with the official reading	None	3 days	Radiologic Technologist MOA Radiologist
TOTAL			3 days, 1 hour and 25 minutes	



X- RAY/ RADIOLOGY SECTION (IN- PATIENT)

This service caters patients who need diagnostic examination as basis for treatment and diagnosis of diseases for in-patient.

Office or Division:		Misamis Oriental Provincial Hospital – Initao Beside FICCO, Poblacion, Initao, Misamis Oriental		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to X-ray room (to be transported by IW)	Receive X-ray request and register in the X-ray logbook	None	2 minutes	Radiologic Technologist
	Prepare X-ray Machine and set technique factor for accurate radiation dose		5 minutes	
	Prepare X-ray Cassette		2 minutes	
	Prepare darkroom for the processing		10minutes	
Step 2: Have X-ray taken	Take X- ray views as requested	None	5 minutes	Radiologic Technologist
	Process X-ray Film		1 hour	
Step 3: Return to ward	Endorse X-ray Film and the request to ROD for wet reading	None	3 minutes	Radiologic Technologist
Step 4: Await for the official X-ray result	Endorse X-ray film and request to the Radiologist (MOA) for official reading	None	3 days	Radiologic Technologist
TOTAL			3 days, 1 hour and 27 minutes	



OWWA MISAMIS ORIENTAL PROVINCIAL HOSPITAL – ALUBIJID

LIST OF SERVICES

Services

Patient Benefit Availment Services

Hospital Billing Services

Out Patient Consultation Services

Pharmacy Service – OPD

Diagnostic Examination



PATIENTS BENEFIT AVAILMENT SERVICES

This service caters the patients benefit availment which needs to be processed before discharge of patients.

Office or Division:	OWWA Misamis Oriental Provincial Hospital – Alubijid Barangay Lanao, Initao, Misamis Oriental			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Prepare Requirements	<ul style="list-style-type: none">• Assess patient as to PHIC Membership<ul style="list-style-type: none">○ Provide list of requirements to PHIC Members• For PHIC member patients:<ul style="list-style-type: none">○ Instruct to proceed to PHIC Claim office to Submit requirements• For non-PHIC member patients:• Instruct to Proceed MSW for assessment of category	None	15 minutes	Social Worker
Step 2: PHIC members to submit documents	<ul style="list-style-type: none">• Receive documents necessary for claims• Review documents received as to authenticity and completeness	None	15 minutes	Social Worker



Step 3: For Non PHIC members qualified by POC	<ul style="list-style-type: none">• Interview the patient○ Assess and categorized patient○ Provide filled forms and instruct the patient to proceed to POC	None	15 minutes	Social Worker
Step 4: Submit filled-up form	<ul style="list-style-type: none">• POC Qualified Patient• Provide proof of compliance for POC• Enrollment advice the patient presence the proof of billing Office upon settling of patients bill	None	15 minutes	Social Worker
Step 5: Not qualified for POC availment (Resident of Misamis Oriental only)	<ul style="list-style-type: none">• Interview the patient• Verify membership/ residence to data base• Issuance availment forms• Instruct to proceed to billing office	None	3 minutes	Laboratory Staff
Step 6: Proceed Laboratory Request	<ul style="list-style-type: none">• Proceed and register request to logbook	None	3 minutes	Laboratory Staff



Step 7: Prepare for Laboratory	<ul style="list-style-type: none">• Collect and Examine specimen of patient (For laboratory)• Perform laboratory examination• Release result of Examination	None	1 hour	Laboratory Staff
Step 8: Received Result of laboratory Examination	<ul style="list-style-type: none">• Release result/ Record the release of result	None	3 minutes	Laboratory Staff
TOTAL			2 hours and 9 minutes	



HOSPITAL BILLING SERVICES

This service caters the patients benefit availment which needs to be process before discharge of patients.

Office or Division:		OWWA Misamis Oriental Provincial Hospital – Alubijid Barangay Lanao, Initao, Misamis Oriental		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Wait for Statement of Account (Bill) to be distributed	Order Patient Discharge	None	10 minutes	Ward Nurse on Duty
Step 2: Request for medical record for billing	Complete patients medical record and bring chart to Cashiers' Office for Billing	None	15 minutes	Nurse on Duty
Step 3: Prepare Documents	Statement of Account (Bill) are provided to each patient/watcher	None	3 minutes	
Step 4: Proceed to Cashiers' Office and submit needed documents Prepare Payment (paying patient)	Received Statement of Account Received needed document Collect payment for paying patient Provide clearance are complete (for PHIC POC, POS and Non PHIC Class D Indigent Patient	None	15 minutes	Cashier
TOTAL			43 minutes	



OUT PATIENT CONSULTATION SERVICES

This service caters the patients who need Medical Intervention and Treatment who does not need Hospital Confinement/Admission in the Hospital.

Office or Division:		OWWA Misamis Oriental Provincial Hospital – Alubijid Barangay Lanao, Initao, Misamis Oriental		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to MOC and get the priority number	Patient interviewed	None	5 minutes	OPD Staff
Step 2: Proceed to Records section for retrieval (old patient)	Releasing of Records	None	5 minutes	Records Staff
Step 3: Patient Interviewed/ assessment	Take vital signs and chief of Complaints of patient then records Provide needed information	None	30 minutes	Nurse on Duty
Step 4: Prepared for consultation and examination	Examine the Patient Order diagnostic examination If needed If NO diagnostic examination patient prescribed with medication	None	1 hour	Physician on duty
Step 5: Present the laboratory result to the physician	Read result Provide prescription Advise patient	None	10 minutes	Physician on Duty
TOTAL			1 hour and 50 minutes	



PHARMACY SERVICE – OPD

This service caters the patients who need medication for treatment which does not need hospital confinement.

Office or Division:	OWWA Misamis Oriental Provincial Hospital – Alubijid Barangay Lanao, Initao, Misamis Oriental			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Pharmacy	Receive Prescription Record to logbook	None	3 minutes	Pharmacist I
Dispense the Medicines	Prepare the medicines Give Instruction Release the medicines	None	6 minutes	
TOTAL			9 minutes	



DIAGNOSTIC EXAMINATION

This service caters the patients who need diagnostic examination such as laboratory and x-ray examination as basis for treatment and diagnostic disease.

Office or Division:		OWWA Misamis Oriental Provincial Hospital – Alubijid Barangay Lanao, Initao, Misamis Oriental		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to outpatient section and prepared for interview	<ul style="list-style-type: none"> • Patient is interviewed • Fill our patient Records • Instruct patient to proceed to OPD Nurse on Duty 	None	5 minutes	OPD Clerk
Step 2: Provide needed information	Take vital signs and chief complaints of patients then record	None	5 minutes	Nurse on Duty
Step 3: Prepare for consultation and examination	<ul style="list-style-type: none"> • Examine the patient • Order diagnostic examination If needed • If NO diagnostic Examination needed patients is prescribed with medicines 	None	30 minutes	Physician on Duty
Step 4: Present result to the physician	<ul style="list-style-type: none"> • Read result provide prescription • Advise patient 	None	10 minutes	Physician on Duty
TOTAL			50 minutes	



MISAMIS ORIENTAL PROVINCIAL HOSPITAL - MANTICAO

LIST OF SERVICES

Services

X-ray/Radiology Section (In patient)

Emergency Room and Admission Services

Out Patient Consultation Services

Laboratory Services

Patient's Benefit Availment Services

Hospital Billing Services



X-RAY/RADIOLOGY SECTION (IN PATIENT)

This service caters the patients who need diagnostic examination such as basis for treatment and diagnosis of disease.

Office or Division:		Misamis Oriental Provincial Hospital – Manticao		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		General Public		
Fees:		SP Resolution		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to X-Ray Room (to be transported by IW)	Receive X-ray request and register in the X-ray logbook		2 minutes	Radiologic Technologist
	Prepare X-ray machine and set technique factor for accurate radiation dose		5 minutes	
	Prepare X-ray cassette		2 minutes	
	Prepare the scanner		2 minutes	
Step 2: Have X-ray taken	Take X-ray views as requested		5 minutes	Radiologic Technologist
	Scan the cassette		15 minutes	
Step 3: Return to Ward	Endorse radiograph and request the ROD for partial reading		3 minutes	Radiologic Technologist
Step 4: Await for the official X-ray result	Endorse Radiograph and request to the Radiologist (MOA) for official reading		1 to 2 days	Radiologic Technologist
TOTAL			2 days and 34 minutes	



EMERGENCY ROOM AND ADMISSION SERVICES

This service caters to patients who need immediate medical treatment and admission to the hospital.

Office or Division:	Misamis Oriental Provincial Hospital – Manticao			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
Fees:	SP Resolution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For patients referred from other health facilities: Referral slip/Form		Referring physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to Nurse/Midwife on duty	Take vital sign Provide prompt medical intervention to patients Record patient personal data		3-5 minutes	Nurse on Duty
Step 2: Prepare for intervention/examination	ADMISSION Examine and take medical history of patient Provide medical intervention/treatment Admit the patient ER OUT PATIENT Perform ER procedures or surgical procedures and prescribe medicine for ER Out Patient		30 minutes	Resident on Duty
TOTAL			35 minutes	



OUT PATIENT CONSULTATION SERVICES

This service caters to patients who need medical intervention/treatment which does not need hospital confinement/admission in the hospital.

Office or Division:		Misamis Oriental Provincial Hospital – Manticao		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		General Public		
Fees:		SP Resolution		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to outpatient section and prepare for interview	<ul style="list-style-type: none"> • Patient is interviewed • Fill our patient Records • Instruct patient to proceed to OPD Nurse on Duty 		3-5 minutes	OPD Clerk
Step 2: Provide needed information	Take vital signs and chief complaints of patients then record		5 minutes	Nurse on Duty
Step 3: Prepare for consultation and examination	<ul style="list-style-type: none"> • Examine the patient • Order diagnostic examination If needed • If NO diagnostic Examination needed patients is prescribed with medicines 		30 minutes	Physician on Duty
Step 4: Present result to the physician	<ul style="list-style-type: none"> • Read result /provide prescription • Advise patient 	None	10 minutes	Physician on Duty
TOTAL			50 minutes	



LABORATORY SERVICES

This service caters to patients who need diagnostic examination such as laboratory and x-ray examination as basis for treatment and diagnostic disease.

Office or Division:	Misamis Oriental Provincial Hospital – Manticao			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
Fees:	SP Resolution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present laboratory	Receive and register request to logbook		2-3 minutes	Laboratory Aide
Step 2: Prepare for Laboratory	Collect and examine specimen of patient(for laboratory) Release result of examination		50 minutes	Medical Technologist
Step 3: Receive result of laboratory examination	Release result Record receipt of result		2 minutes	Medical Technologist
TOTAL			55 minutes	



PATIENT'S BENEFIT AVAILMENT SERVICES

This service caters patient's benefit availment which needs to be processed before discharge of patients.

Office or Division:	Misamis Oriental Provincial Hospital – Manticao			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
Fees:	SP Resolution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philhealth Beneficiaries a) Philhealth Card/ID b) Other supporting documents - Membership Data Record (MDR) - Birth Certificate - Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Prepare requirements	Assess patients as to PHIC membership Provide list of requirements for PHIC members For PHIC Member Patients Instruct to proceed to PHIC Claims Office to submit requirements For Non PHIC Member Patients Instruct to proceed to MSW for assessment of category		5-10 minutes	Philhealth Cares
Step 2: a) PHIC Member: Submit documents	Receive documents necessary for claims Review documents received as to authenticity and completeness		10-15 minutes	Philhealth Claims Clerk
Step 3: b) For Non PHIC Members	Interview the patient		10-15 minutes	Medical Social Worker



qualified to POC	Assess and categorize patient Provide filled form and instruct patient to proceed to POC In Charge			
Step 4:	POC Qualified Patient Provide proof of compliance for POC Enrollment advise patient to present the proof of billing office upon settling of patient's bill		10 minutes	On site Rapid Enrollment (ORE) In Charge
Step 5: c) Not qualified for POC availment (Resident of Mis Or only)	Interview patient Verify membership/residence to data base Issue availment form Instruct to proceed to billing office		10-15 minutes	MisOrCareS Staff
TOTAL			1 hour and 5 minutes	



HOSPITAL BILLING SERVICES

This service caters patients benefit availment which needs to be processed before discharge of patients.

Office or Division:		Misamis Oriental Provincial Hospital – Manticao		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		General Public		
Fees:		None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Socialization form medical social POC Compliance Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Wait for Statement of Account (bill) to be distributed	Order patient discharge		5-10 minutes	Ward on Duty
Step 2:	Complete patient's medical record and bring chart to Cashier Office for billing		10-15 minutes	Nurse on Duty
Step 3: Prepare documents	Statement of Account (bill) are provided to each patient/watcher		2-3 minutes	Nurse on Duty
Step 4: Proceed to cashier's office and submit needed documents Prepare payment	Receive Statement of Account Receive needed document Collect payment (for paying patient) Provide clearance if documents are complete (for PHIC-POC and Non PHIC Class D Indigent Patient)		10-15 minutes	Cashier
TOTAL			43 minutes	



PROVINCIAL POPULATION OFFICE

LIST OF SERVICES

Services

Request of Population Reports and Demographic Profiles

Request for the Conduct of Orientations/ Outreach Programs

Request of Reports on Responsible Parenthood and Family Planning (RPFP) Program Online Data Banking Monitoring System



REQUEST OF POPULATION REPORTS AND DEMOGRAPHIC PROFILES

This service caters to any individuals, groups, LGUs, or NGOs that will request for Population Reports and Demographic Profiles

Office or Division:	Provincial Population Office MISORTEL Inside Plant, Provincial Capitol Compound, A. Velez St., Cagayan de Oro City, Tel. No. : 727274			
Classification:	Simple			
Type of Transaction:	G to G – Government to Government G to C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter request		Provincial Population Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: A. Log in to Provincial Population office Logbook and present valid I.D. Submit the request letter	Assist the customer's needs. Stamp "RECEIVED" the request letter. Record it in the incoming logbook. Forward the request letter to Assistant Provincial Population Officer	None	2 minutes	Population Program Officer II
Checklist for letter request: 1. Address to the Provincial Population Officer 2. Write down specific data needed to generate 3. Reason of requesting party	Comply with checklist as required	None		
B. For Electronic Mails request	Send it to the Provincial Population Office email address ppo.paglaum@misorteel.com Print the request letter. "RECEIVED" the request letter. Record it in the	None	2 minutes	Job Order



	incoming logbook. Forward the request letter to the Assistant Provincial Population Officer			
Step 2: Inform the Assistant Provincial Officer of the request	Facilitate the request. Forward the request letter to the Provincial Population Officer for approval.	None	3 minutes	Assistant Provincial Population Officer
Step 3: Confer with Provincial Population Officer	Approve the request for report generation. Refer it to concerned staff	None	3 minutes	Program Population Officer
Step 4: Wait for the report to be generated	Generate the Population Report/ profile	None	5 minutes	Population Program Officer II Administrative Aide VI
Step 5: Receive the Population Report/ profile	Inform the customer on the demographic trends. Release the Population Report/ profile	None	2 minutes	Population Program Officer II
B. For Electronic mail transactions	B. Transmit data via electronic mail	None	2 minutes	Population Program Officer II
Step 6: File for complains, if applicable	Drops his/her complaint in the Suggestion Box at the receiving entrance area. Of may see the Provincial Population Officer or Assistant Provincial Population Officer for action of complaint	None	5 minutes	Provincial Population Officer Assistant Provincial Population Officer
TOTAL:		None	24 minutes	



REQUEST FOR THE CONDUCT OF ORIENTATIONS/OUTREACH PROGRAMS

- Adolescent Health and Development Orientation
- Gender and Development Orientation
- U4U Training of Facilitators and Roll-out Program
- KATROPA Classes
- Progestin-only Subdermal Implant (PSI) Outreach Program

This service caters to any individuals, groups, LGUs, or NGOS that will request for the conduct of orientations/classes and PSI outreach program

Office or Division:	Provincial Population Office MISORTEL Inside Plant, Provincial Capitol Compound, A. Velez St., Cagayan de Oro City, Tel. No. : 727274			
Classification:	Complex			
Type of Transaction:	G to G – Government to Government G to C – Government to Citizen			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter request		Provincial Population Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: A. Log in to Provincial Population Office Logbook and present valid I.D. Submit the letter request	Assist the customer's needs. Stamp "RECEIVED" the request letter. Record it in the incoming logbook. Forward the request letter to Assistant Provincial Population Officer	None	2 minutes	Program Population Officer II
Checklist for request letter: 1. Addressed to the Governor 2. Through Provincial Population Officer 3. Write down specific request ex. Name of the invited Speaker and the topic to be discussed 4. Number of clients and types of clients	Check the checklist as required			



<p>5. For the cancellation and re-schedule of the activity, please send a formal letter of cancellation to inform the office</p>				
<p>B. For Electronic Mail request, send it to the Provincial Population Office email address at ppo.paglaum@misamisoriental.gov.ph</p>	<p>Open the email and print the request letter. Reply the email to acknowledge receipt. "RECEIVED" the request letter. Record it in the incoming logbook. Forward the request letter to Assistant PPO</p>		<p>2 minutes</p>	<p>Job Order</p>
<p>Step 2: Present the request letter to the Assistant Provincial Population Officer</p>	<p>Brief the customer about the requirements. Facilitate the request and forward the request letter to the Provincial Population Officer for approval</p>	<p>None</p>	<p>3 minutes</p>	<p>Provincial Assistant Population Officer</p>
<p>Step 3: Confer with the Provincial Population Officer</p>	<p>Approve the request for implementation. Refer it to concerned staff</p>	<p>None</p>	<p>3 minutes</p>	<p>Provincial Population Officer</p>
<p>Step 4: Confirm the date of orientation</p>	<p>Schedule the orientation. Inform the customer about the requirements of event management</p>	<p>None</p>	<p>5 minutes</p>	<p>Population Program Officer II</p>
<p>Step 5: Conduct the orientation</p>	<p>Provide the technical assistance as Speakers/ Facilitators during the orientation. Serve as Secretariat with LGU</p>	<p>None</p>	<p>4 hours</p>	<p>Provincial Population Officer, Assistant Provincial Population Officer, Population Program Officer II, Job Order</p>
<p>Step 6: File for complaints, if applicable</p>	<p>Write and drop his/her complaint in the Suggestion Box at the receiving entrance area. Or</p>	<p>None</p>	<p>5 minutes</p>	<p>Provincial Population Officer</p>



	may see the Provincial Population Officer or Assistant Provincial Population Officer for action of complaint			Assistant Provincial Population Officer
TOTAL:		None	4 hours 20 minutes	



REQUEST OF REPORTS ON RESPONSIBLE PARENTHOOD AND FAMILY PLANNING (RPFP) PROGRAM ONLINE DATA BANKING MONITORING SYSTEM

This service caters to any individual, groups, LGUs or NGOs that will request for the data on RPFP

Office or Division:	Provincial Population Office MISORTEL Inside Plant, Provincial Capitol Compound, A. Velez St., Cagayan de Oro City, Tel. No. : 727274			
Classification:	Complex			
Type of Transaction:	G to G – Government to Government G to C – Government to Citizen			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request letter		Provincial Population Officer		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: A. Log in to Provincial Population Office logbook and present valid I.D. Submit the letter request	Assist the customer's needs. Stamp "RECEIVED" the request letter. Record it in the incoming logbook. Forward the request letter to Assistant Provincial Population Officer	None	2 minutes	Program Population Officer II
Checklist for Request Letter: 1. Addressed it to the Provincial Population Officer 2. Write down specific data needed to generate 3. Reason of the requesting party	Check the checklist as required	None		
B. For Electronic Mail request: 1. Send it to the Provincial Population Office email address at ppo.paglaum@misamisoriental.gov.ph	Open the email and print the request letter. Reply the email to acknowledge receipt. "RECEIVED" the request letter. Record it in the incoming logbook.	None	2 minutes	Job Order



	Forward the request letter to Assistant PPO			
Step 2: Present the request letter to Assistant Provincial Population Officer	Facilitate the request. Forward the request letter to the Provincial Population Officer for approval.	None	3 minutes	Assistant Provincial Population Officer
Step 3: Confer with Provincial Population Officer	Approve the request for report generation. Refer it to concerned staff	None	3 minutes	Provincial Population Officer
Step 4: Wait for the report to be generated	Generate the RFPF Report	None	10 minutes	Population Program Officer II Administrative Aide VI
Step 5: Receive RFPF Report	Tell the customer on key facts and information. Release the RFPF Report	None	2 minutes	Population Program Officer II
B. For Electronic mail transaction	Transmit data via electronic mail	None	2 minutes	Job Order
Step 6: File for complaints, if applicable	Write and drop his/her complaint in the Suggestion Box at the receiving entrance area. Or may see the Provincial Population Officer or Assistant Provincial Population Officer for action of complaint	None	5 minutes	Provincial Population Officer Assistant Provincial Population Officer
TOTAL:		None	29 minutes	



PROVINCIAL VETERINARY OFFICE

LIST OF SERVICES

Services

Animal Health Services

Rabies Vaccination in dogs and cats

Issuance of Veterinary Health Certificate

Concurrence of Veterinary Health Certificate issued
By private/ farm veterinarians

Issuance of Certificate of Acceptance

Request for Animal Health Services

Inspection of Animal Shipment

Foot and wheel disinfection

Livestock and Poultry Livelihood Project

Itikan sa Kalambuan Project

Feedback and Complaints Mechanism



ANIMAL HEALTH SERVICES

(FOR WALK-IN CLIENTS)

This service caters to the health needs of animals like consultation, treatment, deworming and other veterinary-related services.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Bring the animal to the Provincial Veterinary Office	1.1. History taking 1.2. Physical examination of the animal 1.3. Appropriate management 1.4. Fill out prescription 1.5. Schedule follow-up visit if necessary	None	1 hour	Resident Veterinarian – Provincial Veterinary Office
END				



RABIES VACCINATION IN DOGS AND CATS (FOR WALK-IN CLIENTS)

This service provides free anti-rabies vaccination in dogs and cats.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dogs and cats aged 3 months and above showing no signs of disease and has no biting history within the last 14 days		N/A		
Vaccination card for booster shots, if available				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Bring pet to the Provincial Veterinary Office	1.1. History taking and physical examination of the animal for fitness to receive immunization 1.2. Have the client sign in the Rabies Vaccination Record Book 1.3. Instruct pet owner on the proper handling and restraint of animal for vaccination 1.4. Administer the vaccine 1.5. Issue Certificate of Rabies Vaccination	None	30 minutes	Resident Veterinarian – Provincial Veterinary Office
END				



ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC)

This service caters to the needs of clients for Veterinary Health Certification for their animals intended for transport/shipment to local destination.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physical presence of the animal		N/A		
Dogs/cat: Proof of updated rabies vaccination either Vaccination Card or Certificate		LGU Veterinary/ Agriculture Office Private Animal clinic		
OR				
Animal Inspection Certificate (1 original copy)		Municipal Agriculture Office of the animal's place of origin or source (must be within the province of Misamis Oriental)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: 1.1 Bring the animal to the Provincial Veterinary Office Or 1.2 Present Animal Inspection Certificate and/ or Rabies Vaccination Card/ Certificate	1.1.1 Have the clients sign in the VHC Record Book 1.1.2 Physical examination of animal Or 1.2.1 Verification of Inspection and/ or Vaccination Certificate presented 1.2.2 Refer client to Admin Staff	None	2 minutes	Resident Veterinarian – Provincial Veterinary Office
Step 2: Issuance of Veterinary Health Certificate	2.1 Have the client sign in the VHC Record Book 2.2 Issue payment order slip 2.3 Refer client to Provincial Treasurer's Officer for payment of Certification Fee		10 minutes	Administrative Staff – Provincial Veterinary Office



	2.4 Instruct client to present OR prior to release of VHC			
Step 3: Certification fee at the Provincial Treasurer's Office	Collect payment and issue Official Receipt	<i>Per Sangguniang Panlalawigan Ordinance 1404-2017 Art. B Sec. 142-f</i> Cattle/Carabao/horse – Php 30.00/head Swine – Php 15.00/head Goat/Sheer/Deer – Php 10.00/head Avian – Php 10.00/head Pets – Php 30.00/head	45 minutes (including time and motion)	Collecting Officer/ Cashier – Provincial Treasurer's Office
Step 4: Present Official Receipt to the Provincial Veterinary Officer	4.1 attach Official Receipt to the VHC 4.2 have the client sign in the duplicate copy of the VHC for officer file	None	3 minutes	Administrative Staff – Provincial Veterinary Officer
END				



CONCURRENCE OF VETERINARY HEALTH CERTIFICATE

This service caters to the needs of clients for the concurrence of Veterinary Health Certificates issued by Farm/ Private Veterinarians for their animals intended for transport/ shipment to local destination. Such concurrence by LGU Veterinarians is required by the Bureau of Animal Industry.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Veterinary Health Certificate (1 original and 1 photocopy – Only VHCs of animals sourced within the province will be concurred)		Farm/ Private Veterinarians		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present Veterinary Health Certificate	1.1 Verification of the Veterinary Health Certificate 1.2 Refer VHCs to Resident Veterinarian	None	5 minutes	Administrative Staff – Provincial Veterinary Office
Step 2: Concurrence of Veterinary Health Certificate	2.1 Sign the original copy of the VHC 2.2 Return signed copy to the Admin. Staff	None	10 minutes	Resident Veterinarian – Provincial Veterinary Office
Step 3: Release of signed VHCs	3.1 Release signed VHCs to client 3.2 Retain photocopy for file purposes	None	2 minutes	Administrative Staff – Provincial Veterinary Office
END				



ISSUANCE OF CERTIFICATE OF ACCEPTANCE

This service caters to the needs of clients for the issuance of Certificate of Acceptance for transshipment or shipment of animals and animal products bound to the Province of Misamis Oriental covered by animal movement regulations in place in relation to the presence of animal disease threats or of animal disease outbreaks

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Veterinary Health Certificate		LGU Veterinarians or Farm/ Private Veterinarians concurred by LGU Veterinarians		
Applicable Negative disease test results or Certification of Disease-Free Status		Department of Agriculture RFO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present documentary requirements	1.1 Verification of the documentary requirements presented 1.2 Refer client to Admin Staff	None	5 minutes	Resident Veterinarian – Provincial Veterinary Office
Step 2: Issuance of Payment Order slip	2.1 Have the clients sign the VHC Record Book 2.2 Issue payment order slip 2.3 Refer client to Provincial Treasurer's Office for payment of Certification Fee 2.4 Instruct client to present OR prior to the release of Certificate	None	5 minutes	Administrative Staff – Provincial Veterinary Office
Step 3: Pay Certification fee at the Provincial Treasurer's Office	Collect payment and issue Official Receipt	Per SP Ordinance 1404-2017 Certification fee ₱50.00	45 minutes (including time and motion)	Collecting Officer/ Cashier – Provincial Treasurer's Office



Step 4: Release of Certificate of Acceptance	4.1 Release Certificate of Acceptance to client 4.2 Have the client sign the photocopy 4.3 Retain photocopy for file purposes	<i>None</i>	5 minutes	Administrative Staff – Provincial Veterinarian Office
END				



REQUEST FOR ANIMAL HEALTH SERVICES (FIELD WORK)

This service includes the conduct of mass vaccination against *Hemorrhagic septicaemia* in cattle and carabao; *Hog cholera* in swine; *Newcastle disease* in poultry; *Rabies* in dogs and cats; Parasite control (deworming); disease investigation and treatment.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Municipal Agriculture Office, Misamis Oriental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/ Request letter		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Send request letter to the Provincial Veterinary Office either through personal delivery or email	1.1 Receive and record letter in the incoming communications logbook	None	2 minutes	Administrative Aide I – Provincial Veterinary Office
	1.2 Forward letter request to Provincial Veterinarian for his comments			
	1.3 Annotate letter request and forward to concerned staff	None	1 day(maximum)	Provincial Veterinarian – Provincial Veterinary Office
	1.4 Confer with the requesting LGU on details and scheduling of the activity requested	None	1 hour	Assistant Provincial Veterinarian – Provincial Veterinary Office
END				



INSPECTION OF ANIMAL SHIPMENT

The Veterinary Quarantine station acts as a checkpoint to incoming and outgoing shipment of live animals and animal by-products to prevent animal diseases from entering the province.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Animal Shippers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original copy of the following:				
<ul style="list-style-type: none"> Shipping Permit 		Bureau of Animal Industry-National Veterinary Quarantine Station		
<ul style="list-style-type: none"> Veterinary Health Certificate 		LGU Veterinary Office of the place of origin/ concurring by LGU Veterinarian if issued by Private Veterinarian		
<ul style="list-style-type: none"> <i>Cattle/Carabao/Horse</i>: Certificate of Ownership/Transfer 		Barangay LGU/ Municipal LGU of origin		
<ul style="list-style-type: none"> Poultry: Delivery Receipt 		Commercial farm of origin		
<ul style="list-style-type: none"> Pets: Proof of Rabies Vaccination 		LGU Veterinary/ Agriculture Office Private Animal clinics/ Licensed Veterinary Practitioner		
<ul style="list-style-type: none"> Meat Products: Meat and Meat Products Inspection Certificate 		National Meat Inspection Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Stop at the Quarantine Station and present documentary requirements	1.1 Verify presented documents 1.2 Visually inspect and count the number of animals per shipment 1.3 Issue Animal Inspection Certificate (AIC) 1.4 Disinfect vehicle's tires 1.5 Refer client to Collecting Officer for payment	None	55 minutes	Quarantine Aide – Provincial Veterinary Office
Step 2: Payment of Quarantine fee	2.1 Collect payment and issue Official Receipt	<i>Per Sangguniang Panlalawiga</i>	15 minutes	Collecting Officer – Provincial Treasurer's Office



	2.2 Attach OR to VIC	<i>n ordinance</i> 1404-2017 Art. B Sec. 142-g Cattle/carab ao/horse: Php 30.00/head Swine/goat/ sheep/deer: Php 15.00/head Poultry: Gamefowl: Php 10.00/head Layer: Php 4.50/head Growers: Php 1.50/head Culled: Php 0.50/head Day-old Chicks (DOC): Php 30.00/box (80-100 heads /Box) Eggs: Php 0.50/tray Pets: Php 30.00/head		
END				



FOOT AND WHEEL DISINFECTION

The Veterinary Quarantine station acts as a checkpoint to incoming and outgoing shipment of live animals and animal by-products to prevent animal diseases from entering the province. For the purpose of disinfection, all incoming vehicles are required to pass through the wheelbath at the station. Passengers are also likewise required to disembark and step on the foot bath.

Office or Division:	Provincial Veterinary Office-Veterinary Quarantine Station			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming vehicles and passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Incoming vehicle pass through the wheel bath at the station	Request all passengers to disembark and step on the foot bath for disinfection	None	45 minutes	Quarantine Aide – Provincial Veterinarian Office
END				



LIVESTOCK AND POULTRY LIVELIHOOD PROJECT

Availment of livestock and poultry livelihood support projects namely **Itikan sa Kalambuan** (Ready to Lay Enterprise, Duck Layer Enterprise, Hatchery Enterprise, Duck meat processing), **Chicken Production** (Free range chicken, broiler production/ tunnel vent, Chicken Layer Production through Egg machine), **Cattle Production** and **Rabbit Production**

Office or Division:	Provincial Veterinary Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers, Fisherfolks, women and youth involved in livestock and poultry project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent (duly noted by the respective Municipality/City Agriculture/Veterinary Office)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
Step 1: Approach the Officer of the Day/ Desk-in-Charge and sign in the logbook	1.1 Assist the client's needs	None	5 minutes	Livelihood Project Core Group Member – Provincial Veterinary Office
	1.2 Receive and record in the logbook the approved request			
	1.3 Forward approved LOI to the Provincial Veterinarian for his comments			
	1.4 Review, annotate and forward approved request to the Project Head for action	None	10 minutes to 1 day	Provincial Veterinarian – Provincial Veterinary Office
Step 2: Follow-up status of approved Letter of Intent (LOI) of the Provincial Veterinary Office	2.1 Result of the approved LOI	None	1 minute	Project Head – Provincial Veterinary Office
END				



ITIKAN SA KALAMBUAN PROJECT

Availment of duck egg project, either Duck Layer Farm or Ready to Lay (RTL) and Duck Processing (Eggs/Meat) which are just three (3) of the component of the Itikan sa Kalambuan Program.

Office or Division:	Provincial Veterinary Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Incoming vehicles and passengers		
Fees to be Paid:	None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Approved Letter of Intent (LOI)		Office of the Provincial Governor, this Province	
1 valid Government issued ID		Applicable Government Agencies	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login the visitor's logbook and present Government issued ID	Let the client sign in the logbook	3 minutes	Itikan sa Kalambuan Core Group Member
Step 2: Proceed to the Itikan	Receive and record in the logbook the approved request	3 minutes	
Step 3: Receive confirmation slip	Take appropriate action on approved request and provide confirmation slip	3 minutes	
END			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the client Satisfaction Survey form and drop it at the Suggestion Box placed at the entrance of the office
How feedbacks are processed	The Suggestion Box is checked daily, comments and feedbacks found are taken to improve overall service delivery
How to file a complaint	<ol style="list-style-type: none">1. Submit complaint in writing addressed to the head of office2. Provide complete details of the incident relating to the complaint
How complaints are processed	<ol style="list-style-type: none">1. Letter of complaint will be assessed by the head of office2. Attention of the concerned personnel will be called upon for investigation3. Actions on the complaint will depend on the outcome of the investigation4. Reply letter will then be sent to the complainant (if complainant's information is available)
Contact Information of CCB, PCC, ARTA	

OFFICE	ADDRESS	CONTACT INFORMATION
Provincial Veterinary Office	Capitol Compound, Cagayan de Oro City	72-51-51 71-02-91 (ISK) vetmisor@misamisoriental.gov.ph



PROVINCIAL AGRICULTURE OFFICE

LIST OF SERVICES

Services

Request for Tractor Services

Request for Farm Inputs, Materials and/or Other Agri-Fishery Products

Release of Farm Inputs, Materials and/or Other Agri-Fishery Products

Request for Technical Assistance



REQUEST FOR TRACTOR SERVICES

This service caters to the needs of walk-in clients in preparing their farms for crop production.

Office or Division:	Provincial Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmer, Rural-Based Organizations (RBOs) and Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid government issued ID		Applicable government agencies		
Letter of Intent		Requesting Client		
Fuel (20 liters/hectares)		Requesting Client		
Spare parts for minor repairs incurred while in operation		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login to Office logbook and present Government issued ID	Let the client sign in the Office logbook	None	3 minutes	Administrative Officer III
Step 2: Present request	Receive and discuss request with client	None	15 minutes	Engineer II
Step 3: Receive schedule slip	Record and issue schedule slip			
TOTAL:		None	18 minutes	



REQUEST FOR FARM INPUTS, MATERIALS AND/OR OTHER AGRI-FISHERY PRODUCTS

This service caters to the needs of clients for inputs such as seeds, seedlings, fertilizers, materials and/or other agri-fishery products.

Office or Division:	Provincial Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmer/Fisherfolk, Rural-Based Organizations (RBOs) and Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid government issued ID		Applicable government agencies		
Approved Letter of Intent		Office of the Governor or Office of the Provincial Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login to Office logbook and present Government issued ID	Let the client sign in the Office logbook	None	3 minutes	Administrative Officer III
Step 2: Receive schedule slip for area validation	2.1 Receive and discuss request with client 2.2 Issue schedule slip for area validation	None	15 minutes	Agriculturist/ Aquaculturist
TOTAL:		None	18 minutes	



RELEASE OF FARM INPUTS, MATERIALS AND/OR OTHER AGRI-FISHERY PRODUCTS

This service caters to clients with approved request to avail farm inputs such as seeds, seedlings, fertilizers, materials and/or other agri-fishery products based on area validation.

Office or Division:	Provincial Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmer/Fisher folk, Rural-Based Organizations (RBOs) and Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid government issued ID		Applicable government agencies		
Follow-up Slip		Provincial Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login to Office logbook and present Government issued ID	Let the client sign in the Office logbook	None	3 minutes	Administrative Officer III
Step 2: Present follow-up slip to supply officer	Facilitate signing of Acknowledgement Receipt, Client Satisfaction Form and Property Issuance Slip	None	5 minutes	Administrative Officer III
Step 3: Receive the items requested	Release items requested	None	15 minutes	Agricultural Technologist
TOTAL:		None	23 minutes	



REQUEST FOR TECHNICAL ASSISTANCE

This service addresses the needs of farmers and fisher folks in the development of their areas or enterprise, plant pest and disease inspection and/or other agri-related concerns in the field.

Office or Division:	Provincial Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmer/Fisher folk, Rural-Based Organizations (RBOs) and Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid government issued ID		Applicable government agencies		
Letter of Intent		Provincial Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login to Office logbook and present Government issued ID	Let the client sign in the Office logbook	None	3 minutes	Administrative Officer III
Step 2: Receive schedule slip	2.1 Receive and discuss request with client 2.2 Issue schedule slip for area validation	None	15 minutes	Administrative Officer III
TOTAL:		None	18 minutes	



MISAMIS ORIENTAL TELEPHONE SYSTEM

LIST OF SERVICES

Services

Request for Change of Account

Request for Billing Adjustments

Payment of Telephone Bill



REQUEST FOR CHANGE OF ACCOUNT

This service processes requests of subscribers such as change of name, change of numbers, billing address and others.

Office or Division:	Misamis Oriental Telephone System Antonio Luna St., MisOrTel Bldg.			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Telephone Subscribers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Account Changes Form (1 copy)		Billing Section		
2.Photocopy of valid ID (1 copy)		Subscriber and Representative		
3.Waiver or Affidavit (1copy)		Registered Subscriber		
4.Authorization Letter		Registered Subscriber		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the logbook and present identification card	Facilitate and provide account changes for the client	None	1 minute	<i>Perlita A. Neri April Mae R. Olais Allan Llacuna</i>
Step 2: Fill up Account Changes Form and submit it to Billing Section	Verify the completeness of information in the account changes form	None	4 minutes	<i>April Mae R. Olais Allan Llacuna</i>
Step 3: Present Account Changes Form to cashier for payment	Receive payment and issue official receipt	Change Name - ₱300.00 Change Number - ₱ 300.00	3 minutes	<i>Perlita A. Neri Armando J. Macede</i>
Step 4: Submit Account Changes Form and required documents to Billing Section after paying	Informs new number and implement changes as requested	None	4 minutes	<i>April Mae R. Olais Angelo G. Rabaya</i>
TOTAL:			12 minutes	



REQUEST FOR BILLING ADJUSTMENTS

Process requests for billing adjustments.

Office or Division:	Misamis Oriental Telephone System Antonio Luna St., MisOrTel Bldg.			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Telephone Subscribers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1. Billing Statement		Served by Bill Server / Bill Delivery Section		
2. Billing Adjustment Form (1 copy)		Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the logbook and present identification card	Facilitate, guide and refer the client to the billing section	None	1 minute	<i>Perlita A. Neri Armando J. Maceda</i>
Step 2: Present Billing Statement to the Billing Section Staff	Check/ verify record of complaints and prepare billing adjustment	None	6 minutes	<i>April Mae R. Olais Allan Llacuna</i>
Step 3: Wait for finality of billing adjustment	Implement billing adjustment in the billing module for updated billing information for payment	None	5 minutes	<i>Angelo G. Rabaya April Mae R. Olais Allan Llacuna</i>
Step 4: Proceed to teller for payment and receive the official receipt	Accept payment, issue and release official receipt	Amount stated in the Billing Adjustment Form	4 minutes	<i>Perlita A. Neri Armando J. Maceda</i>
TOTAL:			16 minutes	



PAYMENT OF TELEPHONE BILL

This service receives payment of telephone bill from all subscribers.

Office or Division:	Misamis Oriental Telephone System Antonio Luna St., MisOrTel Bldg.			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Telephone Subscribers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. 1. Billing Statement		Served by Bill Server/ Bill Delivery Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present Billing Statement to the teller and pay the corresponding amount	Receives payment and issues Official Receipt	None	4 minutes	<i>Admando J. Maceda Perlita A. Neri</i>
Step 2: Receives and check Official Receipt	Releases the official receipts	Amount stated in the Billing Statement	4 minutes	<i>Admando J. Maceda Perlita A. Neri</i>
TOTAL:			8 minutes	



PROVINCIAL COOPERATIVE OFFICE

LIST OF SERVICES

Services

Availment of Financial Assistance through Loan to qualified MSMEs

Provision of list of Cooperatives in Misamis Oriental



AVAILMENT OF FINANCIAL ASSISTANCE THROUGH LOAN TO QUALIFIED MSMEs

This service is open to any qualified MSMEs which submits the pertinent documents for financial assistance through loan as start-up or augmentation of capital.

Office or Division:	Provincial Cooperative Office 2 nd Floor Senator Edgardo Angara Coop Building, Capitol Compound, Cagayan de Oro City		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	General Public		
Fees:	No Fees		
REQUIREMENTS			
<ol style="list-style-type: none"> 1. Must be duly registered with the Cooperative Development Authority (CDA), Securities and Exchange Commission (SEC), Department of Labor and Employment, Department of Trade and Industry, Bureau of Internal Revenue or any other appropriate agency empowered by law; 2. Must be duly registered business entity in their respective Local Government Unit; 3. Must have an updated Certificate of Compliance issued by CDA, if applicable; 4. Must have a copy of resolution stating that they have been accredited by the Sangguniang Bayan/ Panglungsod for the current administration, if applicable; 5. Must have a Project Management Team which meets at least once a month, if applicable; 6. Must submit a Board Resolution for Cooperatives and Associations or a letter of intent for individuals seeking assistance; 7. Must submit a copy of proof of ownership or lease agreement of project site; 8. Must submit a viable Project Proposal/ Business Plan; 9. Must submit an Income Tax Return, if operating for more than a year; 10. Must submit a financial statement to assess the financial flow of their business operation; 11. Must have a separate savings or checking account that is intended solely for the livelihood program; 12. Must acquire certificate from C/MPDO or C/MSWD that guarantee is development-oriented or an aggrupation of marginalized/ less privileged sector of society; 13. Must undergo Capability Building and Values Orientation with corresponding Certificate of Completion. 			
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit all the requirements: <ol style="list-style-type: none"> a. Letter of Intent b. Certificate of Registration c. Business Permit d. SB/SP Accreditation e. Proof of Ownership/ Lease Agreement f. Project Proposal/ Business Plan 	1.1 Receive all the necessary documents and record the application	3 minutes	PMU-LEAP Technical & Training Coordinator and Program Manager
	1.2 Discuss with the applicant the requirements for the loan availment	5 minutes	PMU-LEAP Technical & Training Coordinator and Program Manager
	1.3 Endorse/ recommend to the	3 minutes	PMU-LEAP Program Manager



<p>g. Income Tax Return h. Financial Statement i. Savings/ Checking Account j. Certification of C/MPDO or C/MSWD</p> <p>*participate in the needed training for capacity development, social preparation and enterprise development</p>	<p>Management Committee</p> <p>1.4 Conduct On-Site-Visit-Ocular Inspection and Pre-assessment (profiling)</p> <p>1.5 Recommend necessary training</p> <p>1.6 Coordinate with partner agencies for the conduct of training</p> <p>1.7 Review and validate submitted document</p>	<p>10 minutes</p> <p>4 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>PMU-LEAP Management Team</p> <p>PMU-LEAP Program Manager PMU-LEAP</p> <p>Technical & Training Coordinator</p> <p>PMU-LEAP Management Team</p>
<p>Step 2: Present Business Plan/ Project Proposal to PFMEC</p> <p>*Sign the drafted MOA for notarization</p>	<p>2.1 Conduct review of business plan/ proposal using the score sheet</p> <p>2.2 Endorse to LCE the qualified MSMEs for approval</p> <p>2.3 Draft Memorandum of Agreement</p> <p>2.4 Process the voucher with the following attachments : -Notarized MOA -Endorsement/ Approval sheet</p>	<p>45 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>1 week</p>	<p>PFMEC</p> <p>PFMEC</p> <p>Provincial Legal Office</p> <p>Provincial Accounting Office</p>
<p>Step 3: Issue official receipt</p> <p>Receive check</p>	<p>3.1 Receive OR</p> <p>3.2 Disburse check</p> <p>3.3 Turnover of check</p>	<p></p> <p>5 minutes</p> <p>5 minutes</p>	<p>Provincial Treasurer's Office</p> <p>Cashier/ Disbursing Officer</p> <p>PMU-LEAP Management Team</p>
<p>TOTAL:</p>		<p>1 week, 1 hour and 40 minutes</p>	



PROVISION OF LIST OF COOPERATIVES IN MISAMIS ORIENTAL

This service caters to anybody who wants to secure a copy of the list of cooperatives in Misamis Oriental

Office or Division:	Provincial Cooperative Office 2 nd Floor Senator Edgardo Angara Coop Building, Capitol Compound, Cagayan de Oro City		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	General Public		
Fees:	₱10.00		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter request		Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit letter request to the officer of the day	1.1 Receive and record letter request on logbook	5 minutes	<i>Ms. Myrah M. Casiño</i> – Records Officer-designate
	1.2 advise the client to pay necessary fees to the Provincial Treasurer's Office		<i>Mr. Louie Gie A. Lusdoc</i> – Encoder-designate
Step 2: Proceed to the Provincial Treasurer's Office to pay required fees	Receive payment and issue official receipt	5 minutes	Disbursing Officer
Step 3: Present official receipt Note: Reproduction of requested document may take 3-45 minutes Client receive requested document	Receive the official receipt and prepare documents for reproduction	1 minute	<i>Ms. Myrah M. Casiño</i> – Records Officer-designate
	Reproduce requested document	45 minutes	<i>Mr. Louie Gie A. Lusdoc</i> – Encoder-designate <i>Conception M. Guzom</i> – Administrative Officer-designate
	Require client to sign logbook for release	1 minute	<i>Cecille C. Nebreja</i> – CDS II-Focal Person
TOTAL:		57 minutes	



PROVINCIAL ENGINEER'S OFFICE

LIST OF SERVICES

Services

Receiving/Releasing of Various Communications, Complaints, Requests, etc.

Request for Review of Program of Works (POW)/Survey Investigation

Request for Review Survey Investigation for Road Right of Way

Request for Soil Testing

Request for Repair/Maintenance of Vehicles

Request for Release of Repaired Vehicles

Request for Road-Right-of-Way certification

Request for Billing Payments

Request for Testing of Various Construction Materials



RECEIVING/ RELEASING OF VARIOUS COMMUNICATIONS, COMPLAINTS, REQUESTS, ETC.

This service caters to the general public for the receiving and releasing of incoming and outgoing communications.

Office or Division:	Provincial Engineer's Office – Administrative Division		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
Who may avail:	General Public		
Fees:	None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
Letter request with complete attachments (if necessary)		Client, Government Agency concerned	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID, log-in to office logbook and present documents Obtain receiving copy	1.1 receive and stamp documents 1.2 Provide client with receiving copy	20 minutes	<i>Mr. Ansarie T. Gorigao</i>
	1.3 Encode communications, register into the Document Identification Tracking System (DoITS) and attach routing slip	10 minutes	<i>Mr. Jonathan Alvir. U. Labatos</i>
	1.4 Check and review communications before proceeding to the Provincial Engineer	10 minutes	<i>Ms. Everlyn M. Acera</i>
	1.5 Forward communications to the Provincial Engineer for instruction	1 hour	<i>Engr. Prisco G. Valmoria – Acting Provincial Engineer</i>
	1.6 Receive and check the instruction of the Provincial Engineer	10 minutes	<i>Ms. Everlyn M. Acera</i>
Step 2: Claim document	Release documents to different division, utility, contractor, barangay and other concerned agencies as instructed by the Provincial Engineer	20 minutes	<i>Ms. Cynthia E. Martinez Ms. Chona N. Roa Ms. Lourdes C. Tagle</i>
END OF TRANSACTION			



REQUEST FOR REVIEW OF PROGRAM OF WORKS (POW) / SURVEY INVESTIGATION

This service caters to any Barangay LGU on request to review Program of Works and conduct Survey Investigations.

Office or Division:	Provincial Engineer's Office – Planning and Design Division		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Barangay LGUs		
Fees:	None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
POW		Municipal Engineer	
Letter request/ approved copy of Barangay Resolution		Barangay Council	
Location Map (if necessary)		Barangay Council	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID, log-in to office logbook and present documents	1.1 Check completeness of documents and receive	20 minutes	<i>Mr. Ansarie T. Gorigao</i>
	1.2 Process transaction, conduct review/ survey investigation and prepare report	2 days	<i>Engr. Michelle J. Castino</i>
	1.3 Submit to the Provincial Engineer for comment	1 hour	<i>Engr. Prisco G. Valmoria – Acting Provincial Engineer</i>
Step 2: Claim report	Release report	20 minutes	<i>Ms. Cynthia E. Martinez Ms. Chona N. Roa Ms. Lourdes C. Tagle</i>
END OF TRANSACTION			



REQUEST FOR REVIEW SURVEY INVESTIGATION FOR ROAD-RIGHT-OF-WAY

This service caters to any Barangay LGU on request to review on Program of Works and conduct Survey Investigations

Office or Division:	Provincial Engineer's Office – Planning and Design Division		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Barangay LGUs		
Fees:	None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
Endorsement from OBA		OBA	
POW		Municipal Engineer	
Approved copy of Barangay Resolution		Barangay Council	
Location Map (if necessary)		Barangay Council	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	10 minutes	Administrative Aide VI
Step 2: Receive Follow-up Slip	Issue follow-up slip	5 minutes	
END OF TRANSACTION			



REQUEST FOR SOIL TESTING

Project Contractors to avail PEO Services on classifying soil characteristic in compliance to DPWH Standard

Office or Division:	Provincial Engineer's Office – Quality Division		
Classification:	Complex		
Type of Transaction:	G2B - Government to Businesses		
Who may avail:	Project Contractors		
Fees to paid:	Type of Test	Amount	
	Moisture Content	Php170.00	
	Grading	Php200.00	
	Plasticity Test	Php560.00	
	Unit Weight	Php150.00	
	Specific Gravity	Php200.00	
	Laboratory Compaction	Php640.00	
	Field Density Test/Hole	Php380.00	
	Complete Test of Fine Aggregates	Php720.00	
	Complete Test of Coarse Aggregates	Php1,140.00	
	Flexural Test	Php120.00	
	Compressive Test	Php100.00	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
POW (Program of Works)		Contractor	
1 sack dry Soil Sample Specific		Contractor	
BOQ (Bill of Quantities)		Contractor	
NTP (Notice to Proceed)		BAC	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID, log-in to office logbook and present documents	Check completeness of documents and issue request Slip	5 minutes	Administrative Aide IV
Step 2: Present Request Slip and pay required fees to Treasurer's Office Receive follow-up slip	Receive Request Slip and instruct client to proceed to PTO Issue follow-up slip	15 minutes	
Step 3: Pay the required fees and receive the OR	Receive payment and issue Official Receipt	20 minutes	Cashier PTO Window 5
END OF TRANSACTION			



REQUEST FOR REPAIR/MAINTENANCE OF VEHICLES

Any Barangay/Private Entity/Individual/PGMO Offices who wishes to avail PEO Services on request for repair/maintenance of vehicle.

Office or Division:	Provincial Engineer's Office – Motor Pool Division		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government		
Who may avail:	Government/ Private Individuals		
Fees	Schedule of Fees per SP Revenue Code 1404-2017		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID and log-in to office logbook	Prepare Job Order and assist the client to the Mechanic Section	20 minutes	<i>Mr. Roy Saligumba</i>
Step 2: Proceed to mechanic section	2.1 Check-up the vehicle to be repaired 2.2 Conduct repair/ maintenance of vehicle	10 minutes Simple Transaction: 3 days Complex Transaction: 7 days Highly Technical Transactions: 20 days	<i>Engr. Richard Jason Emano</i> <i>Engr. Arnolfo C. Laguna</i> <i>Engr. Isabelle S. Actub</i> <i>Engr. Ernie Y. Obsioma</i>
Step 3: Receive billing statement	Issue billing statement	20 minutes	<i>Engr. Arnolfo C. Laguna</i>
Step 4: Pay required fees to Treasurer's Office	Receive payment and issue receipt	20 minutes	<i>Cashier Window – Provincial Treasurer's Office</i>
Step 5: Show issued Official Receipt	Release repaired vehicle	10 minutes	<i>Engr. Arnolfo C. Laguna</i> <i>Engr. Isabelle S. Actub</i> <i>Eng. Ermie Y. Obsioma</i>
END OF TRANSACTION			



REQUEST FOR RELEASE OF REPAIRED VEHICLES

Any Barangay/Private Entity/Individual/PGMO Offices who wishes to avail PEO Services on request for repair/maintenance of vehicle.

Office or Division:	Provincial Engineer's Office – Motor Pool Division		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business G2G - Government to Government		
Who may avail:	Government/ Private Individuals		
Fees to be paid:	Schedule of Fees per SP Revenue Code 1404-2017		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID, log-in to office logbook and present follow-up slip	Assist the client to the Mechanic Section	5 minutes	Mechanical Shop Foreman II
Step 2: Pay required fees to Treasurer's Office and present Job Order	Receive payment and issue Official Receipt	20 minutes	Cashier PTO Window 5
Step 3: Show issued Official Receipt	Release Repaired Vehicle	5 minutes	Mechanical Shop Foreman II
END OF TRANSACTION			



REQUEST FOR ROAD-RIGHT-OF-WAY CERTIFICATION

This service caters to any residents and establishments within Misamis Oriental who request for RROW certificate.

Office or Division:	Provincial Engineer's Office – Maintenance Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	Government/ Private Individuals		
Fees	₱100.00		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID, login to office logbook and submit letter request	1.1 Receive letter request and forward to Construction Division	10 minutes	<i>Mr. Ansarie T. Gorigao</i>
	1.2 Survey location for possible encroachment	2 days	<i>Mr. Flor Anthony Raypon – RROW in-charge</i>
Step 2: Pay required fee to the Provincial Treasurer's Office	2.1 receive payment and issue receipt	30 minutes	<i>Cashier's window – Provincial Treasurer's Office</i>
	2.2 Issue RROW Certificate	1 hour	<i>Engr. Prisco G. Valmorla – Acting Provincial Engineer</i>
Step 3: Present official receipt to PEO	Release RROW certificate	10 minutes	<i>Ms. Lourdes C. Tagle</i>
END OF TRANSACTION			



REQUEST FOR BILLING PAYMENTS

Process Billing Claim (Advance Payment/ Mobilization, First Progress Billing, Partial Progress Billing, Final Progress Billing and release of Retention Payments) for project contractor.

Office or Division:	Provincial Engineer's Office – Construction Division		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Project Contractor		
Fees	None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
See Checklist of Requirements per Office Memorandum Order MVB 054-2019		Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID, login to office logbook and submit documents	1.1 Check completeness of documents and receive	20 minutes	<i>Mr. Ansarie T. Gorigao</i>
	1.2 Prepare, review and sign billing documents	5 days	<i>Engr. Paul Joel S. Waga, Jr.</i>
	1.3 Prepare disbursement voucher	30 minutes	<i>Ms. Melba H. Soldano</i>
	1.4 Review and Initial Financial Documents	1 hour	<i>Engr. Florante C. Jipos</i>
	1.5 Review and Initial Technical Documents	1 hour	<i>Engr. Analie E. Abao</i>
	1.6 Endorse to Provincial Engineer to recommend approval	1 hour	<i>Engr. Prisco G. Valmoría – Acting Provincial Engineer</i>
Step 2: Claim Documents	Release Documents for processing to other office	20 minutes	<i>Ms. Cynthia E. Martinez</i>
END OF TRANSACTION			



REQUEST FOR TESTING OF VARIOUS CONSTRUCTION MATERIALS

Project contractors to avail PEO services on construction materials testing in compliance to DPWH Standard

Office or Division:	Provincial Engineer's Office – Materials Testing and Quality Control Division, Motor Pool, Capitol Compound		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Project Contractor		
Fees	Revenue code of Misamis Oriental SP Ordinance No. 1404-2017		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued ID		Client	
Sufficient Sample (minimum sample requirement)		Client	
Contract documents		Client	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Present ID, login to office logbook and present documents	1.1 Check and evaluate submitted documents 1.2 Issue Order of Payment	1 hour	<i>Ms. Mariezl Yap</i>
Step 2: Pay required fee to the Provincial Treasurer's Office	2.1 receive payment and issue receipt	20 minutes	<i>Cashier's Window – Provincial Treasurer's Office</i>
Step 3: Submit original Official Receipt of Testing Fee	3.1 Receive OR and conduct Material and Quality Test	3 days	<i>Mr. Gil B. Dagala Mr. Emedio Macahilos Mr. Magadapa Macawadib Engr. Janet Tapulgo Engr. Jocelyn D. Roa</i>
	3.2 Draft Test Report	½ days	
	3.3 Check, Evaluate and Report	½ days	
Step 4: Receive Test Report	Issue/ release report	20 minutes	<i>Ms. Mariezl Yap</i>
END OF TRANSACTION			



SCHEDULE OF SERVICES FEE FOR LABORATORY TESTING OF CONSTRUCTION MATERIALS

Revenue Code of Misamis Oriental (SP Ordinance No. 1404-2017)

a. SOILS	
i. Sieve Analysis with Moisture Content	
ii. Atterberg's Limit	
Grading	₱220.00
Materials finer than no. 20 sieve	₱170.00
Soil classification	₱560.00
iii. Compaction	
Proctor	₱570.00
Modified	₱640.00
iv. Field Density Test/ Hole	₱420.00
v. CBR test	₱1,160.00
b. AGGREGATES	
i. Coarse Aggregates	
1 Sieve analysis with moisture	₱190.00
2 Abrasion	
3 Specific gravity and absorption/ mc	₱220.00
4 Unit weight, loose and rodded	₱170.00
5 Soundness	
6 Organic Aggregates	
ii. Fine aggregates	
1 Sieve analysis and fineness modulus	
2 Specific gravity and absorption	
3 Unit weight, loose and rodded	
4 Soundness	
5 Organic impurities	
iii. Aggregates: Soil Aggregates	
Grading	₱220.00
Material finer than no. 200 sieve	₱170.00
Specific gravity and absorption	₱200.00
Unit weight, loose and eroded	₱150.00
Abrasion test	₱420.00
CBR test	₱1,160.00



Sound test	₱400.00
Organic impurities	₱240.00
Complete test of fine aggregates	₱800.00
Complete test of coarse aggregates	₱1,260.00
c. BITUMINOUS MATERIALS	
i Specific gravity	
ii Sieve test	
d. BITUMINOUS MIXTURES	
i Extraction	
ii Marshall stability	
iii Field density	
Iv Job mix formula	
e. CEMENT QUALITY TEST	₱1,730.00
f. ASPHALT	
i Hot asphalt (AC)	₱1,230.00
ii Emulsified asphalt (AC)	₱1,240.00
iii Extraction/ grading/ bituminous mix	₱470.
g. CONCRETE	
Concrete cylinder	₱110.0
Concrete beam	₱140.00
Concrete hollow block	₱120.00
Reinforced concrete culvert pipe	
i 24" & bellow	₱520.00
ii Over 24" to 30" nominal size	₱660
iii Over 30" to 42" nominal size	₱870
iv Over 42" to 60: nominal size	₱1,440.00
h. SPECIAL TESTS	
i Verification of testing machines	
1 Testing machines with capacity range of 2000 lbs. and under per rage	
2 Over 2000lbs up to 20,000 lbs per range	₱4,460.00
3 Over 20,000 lbs up to 200,000 lbs per range	₱8,360.00
4 Over 200,000 lbs up to 400,000 lbs per range	₱11,140.00
ii Additional charges for verification and calibration	
Test performed location	



1 Providing rings with loading capacity of 2,000lbs	₱390.00
2 Providing rings with loading capacity of 20,000lbs	₱570.00
3 Providing ring with the loading capacity of 200,000lbs	₱950.00
i. MISCELLANEOUS	
Concrete core drilling (per core drilled)	₱950.00
j. SUB-SURFACE EXPLORATION	
i Mobilization	₱6,280.00
ii Demobilization	₱6,280.00
iii Drilling through:	
1 Ordinary soil per linear meter	₱1,560.00
2 Gravel/ rocks per linear meter	₱2,090.00
3 Hole to hole transfer per move	₱2,090.00
k. OTHER SERVICES	
i Concrete design with trial mix	
ii Concrete compressive strength	
iii Flexural strength	
iv Steel bars tensile strength/ percentage of elongation moisture content	
vi CHB absorption and MC	
vii Zinc coating	



SCHEDULE OF FEES MOTOR POOL SHOP AUTOMOTIVE SERVICES

Revenue Code of Misamis Oriental (SP Ordinance No. 1404-2017)

MOTOR POOL SHOP AUTOMOTIVE SERVICES	Rates
Miscellaneous Brackets	90.00
Repair Window Mechanism	150.00
Replace Body Chassis Bolts	175.00
Tightening of Body Bolts	90.00
Tightening of Bolt Exhaust Pipe/ Muffler	75.00
General Check Up Of Under Chassis	60.00
Differential – replace side gear oil seal	170.00
Differential – replace pinion oil seal	170.00
Differential – replace axle oil seal	215.00
Propeller – replace universal cross joints	200.00
Transmission – adjustment of clutch rod	85.00
Transmission – replace bell housing gasket	660.00
Transmission – replace clutch cable/ accelerator	75.00
Transmission – replace crankshaft oil seal	655.00
Transmission – replace clutch plate/ lining	655.00
Transmission – replace clutch fork	655.00
Transmission – replace clutch repair kit	155.00
Transmission – replace main drive/ transmission oil seal	655.00
Transmission – replace pressure plate	655.00
Transmission – replace release bearing	655.00
Transmission – replace shifting lever	155.00
Transmission – replace transmission assembly	680.00
Transmission – replace hand brake cable	350.00
Transmission – replace power steering oil seal	110.00
Transmission – replace clutch disk w/ down transmission	1,050.00
Transmission – replace clutch assembly secondary	158.00
Transmission – replace clutch assembly primary/ master (Brake)	190.00
Adjust volt regulator	120.00
Check-up horn	110.00
Check-up/ Replace lighting system	80.00
Cleaning of battery	50.00



General electrical installation	810.00
Replace hydraulic hose	150.00
Check-up air con(Cleaning)	900.00
Replace Differential Assy.	350.00
General electrical rewiring	810.00
Install amplifier	280.00
Install car stereo – 4 – speaker in dash	730.00
Install car stereo – 4 – speaker in hanging	620.00
Install car stereo – 2 – speaker in dash	563.00
Install car stereo – 2 – speaker in hanging	488.00
Install remote control	730.00
Welding of chassis (frame) private (20/rod)	20.00
Replace differential assy. (multicab)	350.00
Replacement of gear (carrier)	300.00
Replacement of hydraulic hose	160.00
Install repair power window	163.00
Install wiper intermittent switch	282.00
Repair alternator/ starter	210.00
Repair wiper motor	163.00
Replace back up light switch/passenger light	60.00
Replace battery	60.00
Replace battery terminal	60.00
Replace battery cable	60.00
Replace battery light switch	60.00
Replace door switch/ door lock repair/ hinges	60.00
Replace ignition coil/ ignition system	60.00
Replace signal light switch	60.00
Replace speedometer cable	143.00
Replace 347 hermos switch	60.00
Replace wiper blade	75.00
Replace alternator assy.	315.00
Overhaul master cylinder brake & clutch	267.00
Overhaul steering box	685.00
Replace distributor assembly	90.00
Replace engine support/ transmission	110.00



Replace exhaust manifold/ gasket	172.00
Replace fan belt	92.00
Replace fan or belt	100.00
Replace fuel filter/ air filter	33.00
Replace fuel inlet pipe	62.00
Replace fuel pump/ gasket/ replace fuel pump assy.	210.00
Replace hydrovac	280.00
Replace intake manifold/ gasket/ exhaust/ turbo	170.00
Replace oil filter/ fuel	75.00
Replace push rod	210.00
Replace radiator	170.00
Replace radiator hose-lower	75.00
Replace radiator hose-upper	55.00
Replace rocker assembly	175.00
Replace rocker cover gasket	75.00
Replace stationary steering wheel	90.00
Replace cylinder head gasket (4 cylinders)	175.00
Repair fuel gauge	90.00
Change engine	2,000.00
Replace thermostat/ cooling system	150.00
Replace timing belt	650.00
Replace timing chain	650.00
Replace timing gear	650.00
Replace tensioner	280.00
Replace universal joint steering column	256.00
Replace water pump	280.00
Repair/ replace telescopic of caul	160.00
Replace water pump gasket	170.00
Replace water pump pulley	210.00
Replace water pump coolant	115.00
Replace water pump assy.	530.00
Replace power steering hose	315.00
General overhaul	535.00
Top overhaul	284.00
Adjust brake	60.00



General cleaning of brake	60.00
General cleaning of brake shoe/ lining (check-up)	40.00
Replace of wheel cylinder	1,270.00
Repack transmission axle bearing	345.00
Replace brake disc plate	1,270.00
Replace brake lining/pads/shoe	90.00
Replace brake pipes	102.00
Replace brake pad/ brake shoe	65.00
Replace hub bolt	37.00
Replace hub oil seal	55.00
Replace inner bearing	90.00
Replace knuckle bearing-rear wheel drive	260.00
Replace knuckle bearing-front wheel drive	345.00
Replace outer bearing	70.00
Replace rubber cap	40.00
Replace spindle	310.00
Replace rear axle bearing	260.00
Tightening of hub bearing	37.00
Repack hub bearing & replace hub bearing	180.00
Replace hub lock/ nuts	55.00
Replace caliper kit & overhaul	150.00
Replace knuckle kit	340.00
Replace tensioner bearing	120.00
Replace crank shaft oil seal	105.00
Replace center bearing/ cross bearing	200.00
Replace hand brake cable	105.00
Repack bearing front drive/ repair front drive	300.00
Replace Stabilizer link	95.00
Welding of tail pipe	120.00
Air-condition Repair/ cleaning (Heavy)	1,400.00
Air-condition Repair/ cleaning (Light)	900.00
Charging of Freon	200.00
Replace ball joint, upper	100.00
Replace ball joint, lower	160.00
Replace wheel hub bearing, front	220.00



Greasing/ fitting	10.00
Engine oil change	125.00
Tire cleaning	35.00
Tire check up	35.00
Check-up suspension system	60.00
Replace axle oil seal	180.00
Gear oil change	120.00
Overhaul rack end pinion	560.00
Replace center link	250.00
Replace center link bushing	85.00
Replace center post/ bushing	255.00
Replace coil spring	340.00
Replace idler arm assy.	175.00
Replace idler arm bushing	90.00
Replace king pin	345.00
Replace leaf spring	595.00
Replace linkage & rubber protective gaiter	100.00
Replace axle boots & repack velocity joint front	430.00
Replace lower control arm	375.00
Replace suspension shaft link/ upper & lower ball joint	285.00
Replace lower/ upper suspension bushing	285.00
Replace pitman arm	285.00
Replace rack end	100.00
Replace rubber damper	70.00
Replace shackle	290.00
Replace shackle bushing & leaf spring bushing	290.00
Replace shock absorber – ordinary	90.00
Replace shock absorber – hi quality	300.00
Replace side rod	175.00
Replace stabilizer assembly	210.00
Replace stabilizer bushing	90.00
Replace strut bar	190.00
Replace strut bar bushing	90.00
Replace tie rod bar/ alignment	85.00
Replace tie rod end	85.00



Replace track rod	100.00
Replace torsion bar	595.00
Replace u-bolts– drum bolt	190.00
Replace upper control arm	280.00
Replace upper linkshaft kit	280.00
Replace rack end pinion bushing	350.00
Pull out leaf spring ext.	315.00
Replace hydrovac assy.	280.00
Replace bell crank	256.00
Reinstall – rim 10 – 15	20.00
Reinstall – rim 15 – 16 lock type outer	20.00
Reinstall – rim 15 – 16 lock type inner	45.00
Replace – rim 10 – 15	20.00
Replace – rim 15 215/235	20.00
Reinstall – rim 15 – 16 lock type outer	20.00
Reinstall – rim 15 – 16 lock type inner	25.00
Wheel alignment (light vehicle)	80.00
Wheel alignment (heavy vehicle)	220.00
Minor repair 4 cylinders	270.00
Minor repair 6 cylinders canter/ Isuzu elf	290.00
Minor repair 8 cylinders	330.00
Major repair 4 cylinders	310.00
Major repair 6 cylinders	400.00
Top overhaul gasoline engine/ Diesel	2,400.00
Replace linkage & rubber protective gaiter	100.00
Replace axle boots & repack velocity joint front	430.00
Replace lower control arm	375.00
Replace suspension shaft link/ upper & lower ball joint	285.00
Replace lower/ upper suspension bushing	285.00
Replace pitman arm	285.00
Replace rack end	100.00
Replace rubber damper	70.00
Replace shackle	290.00
Replace shackle bushing & leaf spring bushing	290.00
Replace shock absorber – ordinary	90.00



Replace shock absorber – hi quality	300.00
Replace side rod	175.00
Replace stabilizer assembly	210.00
Replace stabilizer bushing	90.00
Replace strut bar	190.00
Replace strut bar bushing	90.00
Replace tie rod bar/ alignment	85.00
Replace tie rod end	85.00
Replace track rod	100.00
Replace torsion bar	595.00
Replace u-bolts– drum bolt	190.00
Replace upper control arm	280.00
Replace upper linkshaft kit	280.00
Replace rack end pinion bushing	350.00
Pull out leaf spring ext.	315.00
Replace hydrovac assy.	280.00
Replace bell crank	256.00
Reinstall – rim 10 – 15	20.00
Reinstall – rim 15 – 16 lock type outer	20.00
Reinstall – rim 15 – 16 lock type inner	45.00
Replace – rim 10 – 15	20.00
Replace – rim 15 215/235	20.00
Reinstall – rim 15 – 16 lock type outer	20.00
Reinstall – rim 15 – 16 lock type inner	25.00
Wheel alignment (light vehicle)	80.00
Wheel alignment (heavy vehicle)	220.00
Minor repair 4 cylinders	270.00
Minor repair 6 cylinders canter/ Isuzu elf	290.00
Minor repair 8 cylinders	330.00
Major repair 4 cylinders	310.00
Major repair 6 cylinders	400.00
Top overhaul gasoline engine/ Diesel	2,400.00
Valve clearance adjustment 4 cylinders/ pc	60.00
Valve clearance adjustment 6 cylinders/ pc	75.00
Valve clearance adjustment 8 cylinders/ pc	115.00



Carburetor overhaul 4 cylinders	110.00
Carburetor overhaul 6 cylinders	110.00
Carburetor overhaul 8 cylinders	150.00
Engine diagnosis 4 cylinders/ Adjust injection pump	200.00
Engine diagnosis 6 cylinders/ Adjust injection pump	190.00
Engine diagnosis 8 cylinders	220.00
Minors w/o engine analyzer/ check-up electrical system	120.00
Clean/ adjust contact point/ timing	85.00
Clean/ adjust used spark plugs	30.00
Replace condenser	75.00
Replace high tension wires	35.00
Replace spark plug/ pc	30.00
Diesel tune up	200.00
Tire repair (vulcate), rim 10-15	65.00
Tire repair (vulcate), rim 16 and above	120.00
Cleaning of carburetor	150.00
Check-up/ open brake	60.00



PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

LIST OF SERVICES

Services

Evaluation of Requirements for Acceptance of Application for Renewal of Permit to Extract Sand, Gravel and Other Quarry Resources

Evaluation of Other Mandatory Requirements after Acceptance of Application for Renewal of permit to Extract Sand, Gravel and Other Quarry Resources

Approval of Permit to Extract Sand, Gravel and other Quarry Resources

Payment of Required Fees and Notarization of Approved Permit

Releasing of Approved Permit

Distribution of Seeds and Seedlings

Collection of Soft Plastic Waste



EVALUATION OF REQUIREMENTS FOR ACCEPTANCE OF APPLICATION FOR RENEWAL OF PERMIT TO EXTRACT SAND, GRAVEL AND OTHER QUARRY RESOURCES

This service is for evaluation of priority requirements for acceptance /receiving of the application for Permit to extract sand, gravel and other quarry resources.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen
Who may avail:	General Public
Fees:	Commercial Sand and Gravel Permit: <ul style="list-style-type: none"> ○ Filing fee – Php 575.00 ○ Processing fee – Php 575.00 ○ P.D. 1856 - Php 20.00 ○ Renewal fee - Php 330.00
	Industrial Sand and Gravel Permit: <ul style="list-style-type: none"> ○ Filing fee – Php 600.00 ○ Processing fee – Php 600.00 ○ P.D. 1856 - Php 20.00 ○ Renewal fee - Php 330.00
	Quarry Permit: <ul style="list-style-type: none"> ○ Filing and Processing fee - Php 575.00 ○ P.D. 1856 - Php 20.00 ○ Doc. Registration fee - Php 330.00
	AREA VERIFICATION FEE: <ul style="list-style-type: none"> Commercial Sand and Gravel Permit application - Php 5,750.00 Industrial Sand and Gravel Permit application - Php 6,000.00 Quarry permit application - Php 5,750.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of the Letter of Intent addressed to the Provincial Governor	Assistant Provincial Administrator's Office (received)
Application form duly accomplished (Notarized)	
Justification <i>for renewal</i>	
Notarized Annual Commercial Sand and Gravel Development/Utilization Report	
Integrated Commercial Sand and Gravel Development/Utilization Program	
Proof of payment of extraction fee for all extracted materials during the previous operation	
Proof of payment of excise tax to all commercially disposed extracted materials during the operation	



Complete Monthly Production Report for CSAG Permit and Quarterly Production Report for ISAG and Quarry Permit				
Summary of Production and disposal extracted materials during the permit operation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Environmental Management Specialist II
Step 2: Submit required documents	Receive and record the submitted required documents	None	10 minutes	Environmental Management Specialist II Community Development Assistant II
Step 3: Receive follow-up slip and proceed to the Provincial Treasurer's Office (PTO) for payment	Instruct client to proceed to PTO for payment and issue follow-up slip	Refer fees above	10 minutes	Cashier PTO Window 5
TOTAL			23 minutes	



EVALUATION OF OTHER MANDATORY REQUIREMENTS AFTER ACCEPTANCE OF APPLICATION FOR RENEWAL OF PERMIT TO EXTRACT SAND, GRAVEL AND OTHER QUARRY RESOURCES

This service is for evaluation of priority requirements for acceptance /receiving of the application for renewal of permit to extract sand, gravel and other quarry resources.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Area Verification Report		ENRO		
Clearance		Municipal Engineer/DPWH/National Grid Corp./NIA <i>(whichever is applicable)</i>		
Favorable endorsement		Barangay Council/Municipal Council/City Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Environmental Management Specialist II
Step 2: Submit required documents	Receive and record the submitted required documents <i>(return the documents if incomplete)</i>	None	5 minutes	Environmental Management Specialist II Community Development Assistant II
Step 3: Receive follow-up slip	Issue follow-up slip and brief client on the next step	None	10 minutes	
TOTAL			18 minutes	



APPROVAL OF PERMIT TO EXTRACT SAND, GRAVEL AND OTHER QUARRY RESOURCES

This service is to cater the submission of Permit for Approval.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete requirements		<i>Refer requirements stated in stages 1 & 2</i>		
Surety				
Resolution from the PMRB		Favorably indorsing the issuance of applied permit by the Provincial Governor <i>(deliberation conducted in separate special schedule)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Transmit the permit for approval through APA	Prepare transmittal of the permit for approval <i>(for Governor's approval)</i> File and record transmittal	None	2 hours 10 minutes	Environmental Management Specialist II Community Development Assistant II
		TOTAL	2 hours and 10 minutes	



PAYMENT OF REQUIRED FEES AND NOTARIZATION OF APPROVED PERMIT

This service is about the payment of required fees and notarization of Approved Permit.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	General Public			
Fees to be paid:	<p>GOVERNOR'S PERMIT:</p> <ul style="list-style-type: none"> ○ Commercial Sand and Gravel Permit - Php 5,000.00 ○ Industrial Sand and Gravel Permit - Php 20,000.00 ○ Quarry Permit - Php 3,000.00 <p>AREA OCCUPATION FEE: - Php 86.00/hectare/year</p> <p>EXTRACTION FEES:</p> <p>Sand and Gravel: Php 40.00/cu.m. White Clay: 100.00/cu.m.</p> <p>Filling materials (Sandy soil): 25.00/cu.m Guano: 100.00/cu.m</p> <p>Filling materials (Ordinary Earth): 13.60/cu.m Shale: 100.00/cu.m</p> <p>Boulders: 55.00/cu.m. Pebbles: 85.50/cement</p> <p>Rock Armors: 90.00/cu.m.</p> <p>Limestone (industrial/agricultural purposes): Php 100.cu.m.</p> <p>PERMIT REGISTRAION:</p> <p>Commercial Sand and Gravel Permit: Php 1,150.00 Quarry Permit: Php 1,150.00 Industrial Sand and Gravel Permit: Php 1,150.00</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Permit		Complied by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any	Let the client sign in the visitors logbook and present ID	None	3 minutes	Environmental Management Specialist II



Government issued ID				
Step 2: Proceed to Provincial Treasurer's Office (PTO) for payment	Instruct Client to proceed to PTO for payment	Refer fees above	15 minutes	Cashier PTO Window 5
Step: Go back to ENRO and present the Official Receipt (OR)	Record OR Number	None	5 minutes	Environmental Management Specialist II Community Development Assistant II
Step 3: Receive the follow-up slip and listen to the next step given	Issue follow-up slip and brief client on the next step including notarization of the permit	None	20 minutes	
TOTAL			43 minutes	



RELEASING OF APPROVED PERMIT

This service is for releasing of the Approved Permit.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Approved Permit		Complied by the Client		
Surety Bond				
Proof of Payment of required fees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign in the visitors logbook and present ID	None	3 minutes	Environmental Management Specialist II Community Development Assistant II
Step 2: Listen to the short orientation/briefing about the permit and operation	Orient/brief the permittee/authorized representative regarding the permit and operation	None	20 minutes	
Receive the notarized permit and operation	Release the Notarized Permit			
		TOTAL	23 minutes	



DISTRIBUTION OF SEEDS AND SEEDLINGS

This service facilitates the distribution of seeds and seedlings.

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	General Public			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Identification Card	Assist and facilitate the client	None	3 minutes	Receiving Clerk
Step 2: Submit letter request	<ol style="list-style-type: none">1. Receive and record letter request2. Forward to the Head of Office3. Refer to the person in-charge	None	15 minutes	Receiving Clerk
Step 3: Site inspection	Verify the area as to feasibility	None	4 hours	FRMD Staff
Step 4: Fill-up Requisition Issue Slip	Release of seeds/ seedlings	None	30 minutes	FRMD Staff
TOTAL			4 hours and 48 minutes	



COLLECTION OF SOFT PLASTIC WASTE

This service facilitates the collection of soft plastic wastes throughout the province

Office or Division:	Environment and Natural Resources Office Provincial Farmhouse Building, A. Luna St., Provincial Capitol Compound, Cagayan de Oro City			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	General Public			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the visitor's logbook and present any Government issued ID	Let the client sign the visitor's logbook and present ID	None	3 minutes	Receiving Clerk
Step 2: Submit letter request	<ol style="list-style-type: none"> 1. Receive and record the submitted required document 2. Forward to the Head of Office 3. Refer to the person in-charge 	None	10 minutes	Receiving Clerk Envi. Mngt. Division Staff
Step 3: Wait for the confirmation of schedule	<ol style="list-style-type: none"> 1. Confirm the hauling schedule 2. Prepare the letter request for dump truck 3. Prepare fuel and travel order 	None	30 minutes	Envi. Mngt. Division Staff
Step 4: Prepare plastic wastes for hauling	Hauling of soft plastic wastes	None	Depends on the location	Envi. Mngt. Division Staff Forest Mngt. Division Staff
TOTAL			43 minutes	



PROVINCIAL TOURISM OFFICE

LIST OF SERVICE

Services

Information and promotion to the Public about the Tourist destinations, Projects, Programs and Activities in Misamis Oriental

Feedback and Complaints Mechanism



INFORMATION AND PROMOTION TO THE PUBLIC ABOUT THE TOURIST DESTINATIONS, PROJECTS, PROGRAMS AND ACTIVITIES ON MISAMIS ORIENTAL

This service is to give information and promotion to the public about the Tourist Destinations, Projects, Programs and Activities in Misamis Oriental.

Office or Division:	Provincial Tourism Office Negosyo Center, New Building, Capitol Park			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Approach the receiving clerk and login at the visitor's logbook	Assist and facilitate the clients' needs and refer to the officer in charge	None	2 minutes	<i>Sherlita A. Rosales</i>
Step 2: Receive the Mis. Or. brochure and tour information	Assist the client's needs and provide information -Brochure -AVP -Tour guiding	None	8 minutes	<i>Kurt Jacob A. Waga Cris Roger B. Olape</i>
		TOTAL	10 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-up the feedback/suggestion form and drop at the designated feedback/suggestion box placed at every offices.
How feedbacks are processed	<p>Every Friday the Public Assistance and Complaint Desk (PACD) Officer per Office opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups clients may contact at the Provincial Assistant Administrator's Office at 72-98-99</p>
How to file a complaint	<p>Proceed to the PACD area and approach the PACD Officer on Duty for assistance.</p> <p>The following information is needed in the PACD Logbook for recording:</p> <ul style="list-style-type: none">○ NAME OF COMPLAINANT○ ADDRESS○ CONTACT NUMBER○ DETAILS OF THE INCIDENT <p>For inquiries and follow-ups clients may contact at the Provincial Assistant Administrator's Office at 72-98-99</p>
How complaints are processed	<p>Upon evaluation the PACD Officer shall start the investigation and forward the complaint to the office concerned.</p> <p>The PACD Officer will create a report after the investigation and shall submit to the Head of Agency for appropriate action.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups clients may contact at the Provincial Assistant Administrator's Office at 72-98-99</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaint@arta.gov.ph :1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>